



**SOUTH WESTERN REGIONAL LIBRARY SERVICE**

**Minutes of the Regional Council and Annual General Meeting held on 20 November, 2017 at 10.30 a.m. in Exeter Library**

**Present:** Steve Alston (University of Bath), Jill Barker (Gloucestershire), Alison Baud (Bath Spa University), Colin Bray (Libraries Unlimited), Andy Brisley (North Somerset), Christina Carson (Falmouth Exeter Plus), Julien Charrat (Exeter College, left at 15.15), Jackie Chelin (University of the West of England), Dawn Downes (University of Winchester, left at 15.10), Tammy East (Exeter College, left at 15.15), Ciara Eastell (Libraries Unlimited, pm only), Kay Ecclestone (Cornwall College), Nicola Forgham-Healey (Weston Area Health Trust, left at 15.15), Karen Foster (Yeovil College), Rachel Gee (Libraries Unlimited), Donna Gundry (Plymouth College of Art), Samantha Huddart (Exeter College, left at 15.15), Scott Jordan (University of Gloucestershire), Tracey Long (Dorset County Council), John Loy (North Bristol NHS Trust), Amanda Macdonald (Plymouth), Rhiannon McLoughlin (Exeter College, left at 15.15), Claire Moore (Weston College), Tim O’Reilly Bennett (Arts University, Bournemouth), Jolanta Peters (Bridgwater and Taunton College), Stephen Price (Exeter College, left at 15.15), Sophia Richards (North Somerset), Patricia Rogers (University of Bristol, left at 15.05), Tom Spencer (University of Winchester, left at 15.10), Sarah Woodcock (Petroc)

**Trustees present:** Jill Barker, Andy Brisley, Jackie Chelin, Karen Foster, Donna Gundry, Scott Jordan, Patricia Rogers.

**In attendance:** Helen Chaloner (Literature Works, left at 15.10), Kieron Kilbride (North Somerset, speaker, item 10 only), Karen Leach-Bowdler (Libraries Unlimited, speaker, item 10 only), Shelagh Levett (SWRLS), Katie Lusty (ACE, pm only), Marie Quinnell (SWRLS CIO trustee), Jackie Tolliday-Bailey (Devon County Council, am only).

<p><b>1. Welcome.</b></p> <p>The Chair, Jackie Chelin, welcomed everyone to the meeting. Ciara Eastell, Chief Executive of Libraries Unlimited, welcomed attendees to Exeter Library. Libraries Unlimited has just published their first Annual Report and Ciara highlighted their partnership work and how issues, such as digital and workforce development, are cross sector. We can all learn from one another.</p>	
<p><b>2. Apologies.</b></p> <p>Medi Bernard (Bournemouth and Poole Councils), Lesley Castens (University of Plymouth), Sue Crowley (Somerset), Jayne Downey (Sarum College), Liz Kent (Torbay), Merryn Kent (Cornwall), Chris Moore (Wiltshire), Kate Murray (Bristol City), Chris Spencer (Bournemouth University), John Underwood (Science Museum).</p>	
<p><b>3. Minutes of the Regional Council meeting held on 5 April, 2017.</b></p> <p>The minutes of the meeting held on 5 April 2017 were agreed unanimously and signed as a correct record. <b>Proposed:</b> Karen Foster, <b>seconded:</b> Jill Barker.</p>	



<p>Jackie Tolliday-Bailey of Devon County Council was thanked for her work overseeing the accounts.</p>	
<p><b>7. Approval of the Annual Report and accounts 2016/17.</b></p> <p>These were approved unanimously. <b>Proposed:</b> Donna Gundry, <b>seconded:</b> Patricia Rogers.</p>	
<p><b>8. Appointment of Independent Examiners.</b></p> <p>Francis Clark LLB was <b>proposed</b> by Patricia Rogers and <b>seconded</b> by Donna Gundry and duly appointed as Independent Examiner for a further year.</p>	
<p><b>9. Appointment of Trustees.</b></p> <p>The Director explained the appointment process, as this differed from previous years. It had been hoped that the new charity, SWRLS CIO, would have been set up by the end of October. However, approval has not yet been received from the Charity Commission and the trustees are currently in discussion with the Commission in regards to clarifying questions raised by the Commission. It is likely that the new charity will now be operational from March 31 2018, assuming the Commission give approval.</p> <p>The term of office for the four Officers and one of the Ordinary Members, expire at this AGM. It is recommended that, to ensure a smooth transition to the new charity, all five remain in post. The trustees affected are:</p> <ul style="list-style-type: none"> <li>• Jackie Chelin (Chair);</li> <li>• Donna Gundry (Vice Chair);</li> <li>• Scott Jordan (Secretary);</li> <li>• Andy Brisley (Treasurer);</li> <li>• Kate Murray (Ordinary Member).</li> </ul> <p><b>Proposed:</b> Kay Ecclestone; <b>seconded:</b> Nicola Forgham-Healey and approved unanimously.</p>	
<p><b>10. Case studies on digital innovations.</b></p> <p><b>a. User centred service delivery</b> - Kieron Kilbride, Digital Transformation Manager, North Somerset Council.</p> <ul style="list-style-type: none"> <li>• The council's new website was receiving negative views from the public and user interaction was poor;</li> <li>• There was a need to improve the service and ensure the IT solution met the needs of customers/users rather than the needs of staff;</li> <li>• Service users were invited to test the website with the aim of delivering a solution that customers would want and prefer to use;</li> <li>• Mapped the customer journey through user stories and how the council could help them access services of relevance to them;</li> <li>• Utilised Flashback Recorder to record the users experience and expectations of the IT <a href="http://www.flashbackrecorder.com">www.flashbackrecorder.com</a> which is then used to improve the website.</li> </ul> <p>The presentation can be accessed <a href="#">here</a>.</p>	

<p><b>b. Digital showcase</b> - Karen Foster, Head of Learning Centres, Yeovil College.</p> <ul style="list-style-type: none"> <li>• Digital skills to be embedded in new curriculum for FE by 2020;</li> <li>• Karen promoted free resources available to anyone on the Yeovil College website - just log in as a guest. <a href="https://moodle.yeovil.ac.uk">https://moodle.yeovil.ac.uk</a></li> <li>• Resources available includes help sheets on IT skills.</li> </ul> <p><b>c. Digital literacy and the NHS</b> - Nicola Forgham-Healey, Library Manager, Weston Area Health Trust.</p> <ul style="list-style-type: none"> <li>• Health Education England (HEE) is working on a <a href="#">digital skills project</a> to improve the IT skills of nurses and to encourage them to use more IT;</li> <li>• Should also impact on and improve information provision for the public;</li> <li>• NHS choices <a href="http://www.nhs.uk">www.nhs.uk</a> is a good website for librarians and to promote to the public.</li> </ul> <p>The presentation can be accessed <a href="#">here</a>. Nicola to follow up a suggestion from the audience that useful and trusted health websites could be brought together in a database for the SWRLS website.</p> <p><b>d. Digital innovation and creativity</b> - Colin Bray, Service Development Manager and Karen Leach-Bowdler, Senior Supervisor, Exeter Library, Libraries Unlimited.</p> <ul style="list-style-type: none"> <li>• Libraries Unlimited values include creativity and learning;</li> <li>• Digital is all encompassing and impacts on all the Society of Chief Librarians' Universal Offers <a href="http://goscl.com/universal-offers">http://goscl.com/universal-offers</a></li> <li>• Skills development is vital for staff and users and Libraries Unlimited offer a range of courses for all ages and abilities including gadget days, Code Clubs and Raspberry Pi Jam;</li> <li>• Digital is also about using skills for creativity;</li> <li>• Use social media to promote events.</li> </ul> <p>The presentation can be accessed <a href="#">here</a>.</p> <p><b>e. Going digital</b> - Jackie Chelin, Deputy Director of Library Services, University of the West of England.</p> <ul style="list-style-type: none"> <li>• The library has seen a huge increase in use of digital items;</li> <li>• Digital often the only way to satisfy multiple requests for same item;</li> <li>• Reading lists developed and available on-line;</li> <li>• Developing 'academic literacy' - information literacy + academic writing.</li> </ul> <p>The presentation can be accessed <a href="#">here</a>. It was suggested from the audience that it would be helpful to share reading lists. However, it was pointed out that there is a need to be mindful of intellectual property issues.</p>	<p>NFH</p>
<p><b>11. Keynote address: Securing the future: putting information and library skills at the heart of economic and social development</b> - Nick Poole, CEO, CILIP.</p> <p>The Chair welcomed Nick Poole to the meeting and he started by congratulating SWRLS on 80 years of service. He then went on to present a very interesting and thought provoking talk about future skills needs. His presentation can be accessed on the CILIP website at <a href="https://www.slideshare.net/CILIP/securing-the-future-of-information-and-library-skills">https://www.slideshare.net/CILIP/securing-the-future-of-information-and-library-skills</a></p> <ul style="list-style-type: none"> <li>• The sector is changing and should not be compartmentalised;</li> <li>• People will move between sectors more;</li> <li>• Literacy is the key to determinants of social and economic welfare, opportunity and mobility;</li> <li>• Gap between the information rich and information poor is widening;</li> </ul>	

<ul style="list-style-type: none"> <li>• A successful social and economic future for Britain needs a thriving library and information sector;</li> <li>• Highlighted some national policy documents: National Infrastructure Plan <a href="https://www.gov.uk/government/publications/national-infrastructure-delivery-plan-2016-to-2021">https://www.gov.uk/government/publications/national-infrastructure-delivery-plan-2016-to-2021</a>, Industrial Strategy <a href="https://www.gov.uk/government/policies/industrial-strategy">https://www.gov.uk/government/policies/industrial-strategy</a>, Digital Strategy <a href="https://www.gov.uk/government/publications/uk-digital-strategy">https://www.gov.uk/government/publications/uk-digital-strategy</a>;</li> <li>• We need to be able to respond to these challenges:             <ul style="list-style-type: none"> <li>○ focus on customer service;</li> <li>○ keep skills fresh;</li> <li>○ build bridges, not walls;</li> <li>○ make change happen.</li> </ul> </li> <li>• CILIP is working with the government on a UK Information Skills Strategy <a href="https://cultureisdigital.dialogue-app.com/skills-ip-and-business-models/uk-information-skills-strategy">https://cultureisdigital.dialogue-app.com/skills-ip-and-business-models/uk-information-skills-strategy</a>;</li> <li>• What library services can do:             <ul style="list-style-type: none"> <li>○ Build partnerships;</li> <li>○ Build influence;</li> <li>○ Make friends with local media;</li> <li>○ Advocate;</li> <li>○ Embrace a marketing mindset.</li> </ul> </li> <li>• As a region he encouraged us to:             <ul style="list-style-type: none"> <li>○ Celebrate our unique community;</li> <li>○ Create a brand;</li> <li>○ Build community and solidarity;</li> <li>○ Share skills, resources and capacity;</li> <li>○ Maintain an overview of changes.</li> </ul> </li> <li>• Need to evolve and adapt skills.</li> </ul> <p>Responding to a question from the audience about the scarcity of courses in librarianship/information management in the region, Nick explained that CILIP is working on information for careers advisers to promote the huge range of options for working within the library and information sectors. He also promoted distance learning and the work CILIP is involved in on standards for apprenticeships. CILIP is also looking to embed information management in other courses.</p>	
<p><b>12. What this means for SWRLS.</b></p> <p>The Chair asked for ideas on how SWRLS can take forward the issues raised and what this means for the workforce development offer. All members are encouraged to send ideas:</p> <ul style="list-style-type: none"> <li>• What workforce development opportunities should SWRLS be providing;</li> <li>• Who the opportunities are aimed at e.g. level of staff;</li> <li>• How it could be delivered e.g. a course, on-line etc. and if a course, where it could be delivered.</li> </ul> <p>Please send ideas to <a href="mailto:director@swrls.org.uk">director@swrls.org.uk</a></p>	<b>ALL</b>
<p><b>13. AOB.</b></p> <ol style="list-style-type: none"> <li>a. Jill Barker promoted a course on health information for public library staff taking place in the region on November 30.</li> <li>b. Katie Lusty promoted workshops being held in the New Year on Grants for the Arts funding. <a href="https://www.eventbrite.co.uk/e/arts-council-england-libraries-workshop-tickets-39511670470">https://www.eventbrite.co.uk/e/arts-council-england-libraries-workshop-tickets-39511670470</a>.</li> </ol>	

<p>c. The Director promoted the SWRLS bid writing course to be held in Exeter Library on March 1. Full details and a booking form will be available shortly on the SWRLS website and circulated to all members.</p>	
<p><b>14. Date and venue of next meeting.</b></p> <p>The Chair asked for ideas on the type of meetings that members would like to see SWRLS providing e.g. format, topic, venues etc. Please send ideas to <a href="mailto:director@swrls.org.uk">director@swrls.org.uk</a></p> <p>Assuming the new charity is agreed, the next formal AGM will not be until the autumn of 2019, but it is hoped that there will still be a meeting next autumn.</p>	<b>ALL</b>
<p><b>15. Closing remarks:</b></p> <p>The Chair thanked everyone for attending. She wished everyone a safe journey home.</p>	

The meeting closed at 15.30

**Actions:**

- **AB** - Andy Brisley
- **NFH** - Nicola Forgham-Healey
- **SL** - Shelagh Levett