

Barrow upon Soar Community Library

Annual Report 2019



www.barrowuponsoar.org.uk

Registered Charity Number 1156170

BARROW COMMUNITY MANAGED LIBRARY

ANNUAL REPORT

A REPORT FOR LEICESTERSHIRE COUNTY COUNCIL

THIRD REPORT – September 2019

PREPARED AND SUBMITTED BY BARROW CML MANAGEMENT COMMITTEE

Barrow upon Soar Community Library

Annual Report 2019

Section Number	Section Heading	Content required
1	Executive Summary	<p>Overview of key highlights and issues that arose in the period being reviewed (July 2018 to July 2019)</p> <p>Our library is now approaching its fourth anniversary of being managed by BUSCA for the Barrow upon Soar community. We have continued to be successful despite the challenges of the reducing LCC budget contribution. We have accumulated far more experience and knowledge now after the learning curve in the first year and we can be more future focused.</p> <p>The activities in the Library have continued to increase and there is a very pleasing ambiance which is recognised by our users. We have far more children visit the library and now are considering expanding those facilities. We have also added IT services for our older village community.</p> <p>There are still challenges developing income streams, but we are getting better at identifying sources of income. We are still growing our own independent book service which now appears very successful.</p> <p>Confidence in the library has grown and we are getting new volunteers to replace any that leave, and our volunteer co-ordinator is still extremely effective.</p>
2	Library performance	<p>Include :</p> <ul style="list-style-type: none">• Annual library book loans <p>August 2018 to July 2019 Adult Books 5,224, 7% down from previous year Junior Books 7,530, same as previous year Total Books 12,754, 3% down from previous year Adult Talking Books 239, 2% down from previous year Junior Talking Books 66, 21% down from previous year Total Talking Books 305, 7% down from previous year</p> <p><u>Independent Book Issues</u> In March 2018 we transferred our Independent books onto the computer system. We now have accurate figures for All books discharged and checked out on the Independent system. The total figure since 1/8/18 – 31/7/29 is 1631 July 2019 0231</p>

Barrow upon Soar Community Library

Annual Report 2019

	<ul style="list-style-type: none">• Number of activities organised and attendees Hall Orchard Year 5 pupils : 3 classes of 25 for 3 visits = 225 Rhyme Time - 15 adults and children average weekly = $30 \times 51 = 1530$ Lime tree pre school visits - $12 \times 6 = 72$ Summer Reading Challenge visits - part of last year and beginning of this year's challenge estimated at 300 Open Mornings - $2 \times 160 = 320$ Talks - $9 \times 30 = 270$ Music Quiz – 40 Committee groups and meetings – 144 Children's activity sessions - Adults and children $2 \times 20 = 40$ Craft sessions - $51 \times 8 = 408$ Computer 1 to 1 sessions - $51 \times 2 = 102$ Training events for volunteers - $2 \times 20 = 40$ Sewing workshops - $4 \times 8 = 32$ Beetle Drive - $1 \times 40 = 40$ Summer Reading Training sessions - $2 \times 15 = 30$ Computer users - 570 Total = approx. 4163 NB This is the total for the ORGANISED events at the library. This figure includes some of the VISITOR COUNT figures eg Rhyme Time attendees, craft session attendees etc so the total number of VISITORS to the library is difficult to calculate. The VISITOR COUNT is done by volunteers on daytime shifts so will not include any visitors (except hirers) outside normal opening hours.• Number of annual visitors (Barrow library does not have an automated footfall counter.) Figures for annual visitors to the library were calculated by W/C 8th October 2018 = Total for the week 308 (includes hirers) W/C 1st July 2019 = Total for the week 503 (This figure includes an Open Morning which was attended by approx 160 visitors)• Summary of complaints/compliments<ul style="list-style-type: none">○ There is a book in the library where library users can write any comments they have to make about the library. We have received a couple of positive emails and many users have made positive verbal comments to volunteers. Complaints received are mainly as a result of stock issues ie lack of new stock, lack of books by certain authors, long wait times for reserved books. Some complaints are
--	--

Barrow upon Soar Community Library

Annual Report 2019

		<p>received from users who are faced with a large fine or a lost book.</p> <ul style="list-style-type: none">○ Compliments include appreciation of how the library looks/ feels/ operates in comparison with other libraries or how it used to be. The efforts and time given over by Volunteers is appreciated. New services are appreciated by the users, especially in the area of children's Rhyme time as well as help with computers and research.○ This summary does not include those reported directly to the LCC via their website or any other method. <ul style="list-style-type: none">● Summary of public/volunteer accidents<ul style="list-style-type: none">○ None● Overall number of volunteers<ul style="list-style-type: none">○ 54● Number of new volunteers in year<ul style="list-style-type: none">○ 11● Number of volunteers leaving in year<ul style="list-style-type: none">○ 7● Any other information that the group wants to include <p>Barrow Community Library has successfully recruited a good team of enthusiastic volunteers. Some of our volunteers, in the younger age groups, have been able to find jobs as a direct result of their having experience as a volunteer at the Library</p> <ul style="list-style-type: none">○ Regular groups and visits have been set up, Rhyme Time and visits from the local school and Playgroup, Hall Orchard Primary School and Barrow Playgroup. An Operations Team, Reading Team, Display Team, Maintenance team and an Events Team have been set up which have proved successful for the planning and organising of things happening in the library. We have 6 volunteer Trainers who ensure training is cascaded on to volunteers. Volunteers are supportive of each other and support the library. The library volunteers excel themselves at customer care.○ Rhyme Time sessions attract between 10 and 20 babies
--	--	--

Barrow upon Soar Community Library

Annual Report 2019

		<p>and toddlers weekly along with their parents and grandparents. We have 4 volunteers trained to operate the Rhyme Time Rota</p> <ul style="list-style-type: none">• Groups hiring the library space<ul style="list-style-type: none">○ We have a team of volunteers who manage the hiring of the library space outside of the standard library opening hours. The library space has been used by small businesses providing exercise classes, meetings and childrens activities, community groups for meetings, and even as a polling station.○ Over the year, the number of hours hired have been :-<ul style="list-style-type: none">▪ Core Fitness 68 hours▪ Pilates Time 227 hours▪ Sidney Shakers 13 hours▪ Gardening Club 6 hours▪ Barrow Playgroup 3 hours▪ Oaks & Land 1 hour▪ J S Parker 2 hours▪ Horizon Care 49 hours▪ Charnwood Borough Council 16 hours▪ Total for the year 385 hours• ICT<ul style="list-style-type: none">○ ICT (Information & Communications Technology) is provided and maintained by ourselves.<ul style="list-style-type: none">▪ We have three public access PCs using Apple Mac Mini providing Internet access, Microsoft Office and other useful tools. Access to these PCs is on a trust basis. Customers are asked to record their library card number and usage times on a paper log.▪ We have an OKI MC853dnct MFD providing printing, copying and scanning with A4 and A3 capability. We charge 15p per A4 Black/White sheet. Payment for printing and copying is on a
--	--	---

Barrow upon Soar Community Library

Annual Report 2019

		<p>trust basis.</p> <ul style="list-style-type: none">▪ We have a contract with Plusnet Business for our Telephone Service and Broadband connectivity. During the last year, we upgraded to Fibre for improved download and upload speeds. Wi-Fi is provided allowing all in the library to connect to the Internet using their own devices.▪ The Two PCs on the counter remain provided by LCC and connect via our network to the LCC Workflows system. These PCs are used by our volunteers for Library Management, and Library Reference purposes. <ul style="list-style-type: none">○ Most users of the public PCs are now used to the Apple environment, but help is provided for those who need it by the volunteers on duty. For the first 6 months of 2019, we recorded a total of 275 individual sessions on the computers. This averages at 10.57 sessions per week, which is slightly down from last year's 12 sessions per week.○ Usage of the MFD is averaging as follows (data from 13th August 2018 to 1st August 2019 – 50 weeks). Note that the figures include the library's own usage.<ul style="list-style-type: none">▪ 149 A4 Black/White pages per week▪ 63 A4 Colour pages per weekIncome over the period from customer printing is £677, which equates to 4,513 B/W pages (90 B/W pages per week) Thus over half the printing and copying is the library's own usage.○ The WiFi has been consistently good, with customers having no problems connecting. <ul style="list-style-type: none">● Digital Inclusion<ul style="list-style-type: none">○ We have continued with our Digital Inclusion sessions to assist people who need help with new technology, During the year, we teamed up with Age UK, and renamed our sessions Digital Champions. We hold drop-in sessions every Thursday morning, alternating between the Bishop Beveridge Club and the Parish Council Offices. We also provide bookable sessions every Monday afternoon at the library.○ Over the first 7 months of 2019, we provided help at 50 individual sessions to 34 people. This averages at 7 individual sessions per month.
--	--	--

Barrow upon Soar Community Library

Annual Report 2019

3	Financial performance	<p>Summary overview of financial performance including as appendices:</p> <ul style="list-style-type: none">• Annual profit/loss accounts in the format required by the Charity Commission at attached<ul style="list-style-type: none">○ These are the examined accounts of BUSCA Leaseholder) for the period, 1st January 2018 to 31st December 2018. This includes a section on the Library Restricted Funds in addition to the general accounts of BUSCA for the same period.○ BUSCA is a CIO and this format is acceptable to the Charity Commissioners to whom these accounts have been submitted.• Funding position at 31/06/2019<ul style="list-style-type: none">○ Grant applications and outcomes: Leicestershire County Council – 01/04/18 to 31/03/19 £3834○ 01/04/19 to 31/03/20 £2962○ Barrow Parish Council - 01/04/18 to 31/03/19 £8000○ 01/04/19 to 31/03/20 £8750 <p>Capital investment plans – Section 106 funding - £25,334. It is planned to increase the floor size of the library building in excess of 40 sq. m. This will require additional external funding. A sub-committee has been convened to progress this project.</p> <p>Tarmac Landfill Community Fund - £15,324 granted for refurbishment work completed in November 2018 These works provided an accessible toilet, a hygienic kitchen, outside access storage space and replacement boundary fencing.</p> <p>Borrowing – none</p> <p>Contingent liabilities – none</p>
---	-----------------------	--

Barrow upon Soar Community Library

Annual Report 2019

		<p>Cash held at 30/06/2019: Revenue account - £3473</p> <p>Library Development Fund - £11,298</p> <ul style="list-style-type: none">• Staffing arrangements<ul style="list-style-type: none">○ The Community Association continues to employ Angeline Kazianis as a Coordinator of Volunteers on a 20 hours per week open ended contract with monthly additional paid overtime. This post benefits from a workplace pension.○ BUSCA employs Kerry Hollingworth on a 3hours per week contract. This recognises the extra service required due to an increase in premises hiring.
4	Progress Update on current plans	<p>Update on progress achieved against previous years' plans</p> <ul style="list-style-type: none">. Provision of talks: these have continued on a monthly basis.. Plans to bring in local dementia groups did not occur.. Quizzes and competitions for all ages have been arranged. These have provided entertainment for families and brought in a small income.. The library volunteers occupied stands in the village at the Christmas lights switch on and the summer fayre. This is to raise awareness of the library and recruit volunteers.. An intended liaison with the local Patient Participation group did not occur.. The loan of independent books continued to expand during 2018/19. The donation of books for this and book sales is still overwhelming.. We have signed up to the Charnwood Lottery as a cause. We received a small income in 2018/19 from supporters. <p>Income generation.</p> <ul style="list-style-type: none">. Income from hiring out the space in the library when not in use as a library has improved since the previous year. We are now receiving income of around £4,000 per annum from hiring.. Small amounts of income came in from quizzes and

Barrow upon Soar Community Library

Annual Report 2019

		<p>competitions.</p> <p>. Income was generated from the sale of hot drinks, stationery, memory sticks and second-hand books.</p> <p>. Income is raised from book reservations and fines for overdue returns.</p> <p>. During the 2018/19 period, volunteers and supporters were encouraged to keep Affinity Savings accounts open with the Loughborough Building Society. There are approximately 35 accounts, and at the end of March 2019, we received a healthy bonus from the Building Society.</p> <p>. Our volunteers are encouraged to support the library when purchasing goods online through "Give as you Live" and "Amazon Smile". A small income was received through these during 2018/19.</p> <p>. We have been supported by the Cooperative in Barrow during 2018/19 by being a nominated Local Cause. Income has been received to fund LED lighting both inside the library and outside in the car park.</p> <p>. Donations from members, users and visitors continued throughout the period.</p>
5	Future Plans for development	<p>Outline of future development plans in respect of:</p> <p>Services to be provided</p> <ul style="list-style-type: none">• A series of talks is planned throughout the year. Talks are regularly attended by between 20 and 40 people of all ages and backgrounds. Attendees vary according to the talk subject. All talks are free to attend. Refreshments and raffle are optional. An average of £30-£50 is made for Library funds.• Further provision of regular quizzes and competitions for all age groups is planned to encourage visits and contact by all local people.• Further representation of the library at local events is planned e.g. street fairs, church Christmas events, etc. to raise awareness of the library and its services.

Barrow upon Soar Community Library

Annual Report 2019

		<ul style="list-style-type: none">•• A new monthly Book Lovers Club will commence in October 2019 following demand from library users <p>Income generation</p> <ul style="list-style-type: none">• The library will be hired out to a variety of users• The library will hold annual events such as National Libraries Day, Library Birthday celebrations, World Book Day to attract people into the library to generate income from services and stalls at the event.• The library will provide regular quizzes and competitions to generate small amounts of income throughout the year.• The volunteers will set up a stall at the local Barrow Street Fairs throughout the year to sell items to generate small amounts of income.• The library will continue with sales of stationery and memory sticks, secondhand books, hot drinks and sticker books for children.• The library management committee will pursue grants where possible.• The Loughborough Building Society Affinity account membership will continue to be encouraged• Donations continue to be received from public/users• Use of the Charnwood Lottery provides a share of income to the library• Use of Give as You Live, and Amazon Smile provide a small income to the library.
6	Risk Management	<p>Review of current risk logs and identification of new risks or closure of old risks.</p> <p>The risks identified in the Outline Business plan are as follows:</p> <p>(a) Interruption or curtailment of funding from Barrow Parish Council</p> <p>Mitigation: continual demonstration of the importance of the library by making sure we operate a successful and functional service. Consider altering the paid co-ordinator model to an all volunteer one.</p> <p>Risk: medium</p> <p>Impact: High</p>

Barrow upon Soar Community Library

Annual Report 2019

		<p>The assessment of this risk has not changed.</p> <p>Barrow Parish Council renewed funding for the second and third year and we are convinced that the success of the library is due, in part, to the salaried role of co-ordinator of volunteers. We have no plans to change this.</p> <p>(b) Lack of Volunteers</p> <p>Mitigation: Operate best practice policies for retention of volunteers and so cultivate a sense of worth in volunteers. Operate a policy of continuous recruitment including via a Friends scheme.</p> <p>Risk: Medium</p> <p>Impact: High</p> <p>The assessment of this risk has not changed. We have sufficient volunteers to effectively run the library at the current level of operational commitment. All volunteers are trained. There is a turnover of volunteers. This is detailed in section 2. We do not operate a Friends scheme.</p> <p>(c) Total withdrawal of support by LCC eg free use of building and book stock.</p> <p>Mitigation: Continuous dialogue with LCC and by fully meeting the Service level Agreement.</p> <p>Risk: Medium</p> <p>Impact: High</p> <p>The assessment of this risk has not changed. There has been no change in policy on the free use of the library building or book stock. There are concerns relating to the turnover of the book stock, see Section 7. There are continuing demands for efficiency gains in the Community and Wellbeing Service at LCC which may affect CML's.</p> <p>(d) Problems with recruiting and retaining a co-ordinator of volunteers.</p> <p>Mitigation: Adopt best practice in recruitment and retention policy. Train a volunteer to support the co-ordinator.</p>
--	--	--

Barrow upon Soar Community Library

Annual Report 2019

		<p>Risk: Medium</p> <p>Impact : Medium</p> <p>(e) Sustainability of BUSCA</p> <p>Mitigation: Achieve continuous recruitment of BUSCA trustees. CML becomes a CIO independent of BUSCA if required</p> <p>Risk: Medium</p> <p>Impact: Medium</p> <p>The evaluation of this risk has been re evaluated due to a revision of the sustainability of BUSCA. BUSCA provides financial support and administrative oversight of the library operation. There are concerns on its long-term sustainability.</p> <p>(f) Unforeseen problems with the condition of the library building.</p> <p>Mitigation: Continuous inspection of the library building by the LMC</p> <p>Risk: low</p> <p>Impact: Medium</p> <p>The assessment of this risk has not changed. The responsibility for maintaining the structural integrity of the library building rests with LCC and it is of concern that the authority may not have the funds to carry any necessary maintenance and remedial works.</p> <p>(g) Lack of bookings or other expected income generating schemes.</p> <p>Mitigation: change marketing approaches to bring new sources of income.</p> <p>Risk: medium</p> <p>Impact: High</p> <p>The assessment of this risk has not changed. Some income generation has taken place but that accruing from hiring the library has not been as productive as anticipated. This will become more significant with the LCC tapered funding model for CML's over coming years.</p>
--	--	--

Barrow upon Soar Community Library

Annual Report 2019

		<p>(h) New book stock and book stock rotation from LCC</p> <p>Mitigation: Enhance book stock with locally donated books</p> <p>Risk: Medium</p> <p>Impact: High</p> <p>This risk has continued for the operation of the CML. There have been operational problems with the circulation of the book stock between libraries and a shortage of new books, although improving. This CML has an acute shortage of books for young children and has made an appeal to the local community. There is an obvious problem for a library which does not have a suitable turnover of new books or sufficient books to cater for a specific age group of users. The impact of failing to address this issue effectively is judged to have high impact.</p> <p>Review of Business Continuity plans</p> <p>In the coming year Barrow CML plans to:</p> <ul style="list-style-type: none">. Continue to recruit and retain committed volunteers with training. Bring forward fund raising initiatives and activities. Develop a plan to mitigate the effects of tapering funding from LCC in order to reduce the reliance on public funding.. Library management committee to evaluate its own performance and seek to maintain the current appropriate range of skills and experience in place.. To bring forward and make available in the library a range of courses in adult education, I.T., and other value-added initiatives.. Develop plans to increase the level of library membership and to increase the number of book issues.. Develop the physical aspects of the library by:<ul style="list-style-type: none">. providing an accessible toilet, kitchen and office within the building and providing a built in outside storeroom is completed. Resurfacing of the car park did not happen, but the lighting has been completed. Parking space marking is still under
--	--	--

Barrow upon Soar Community Library

Annual Report 2019

		<p>consideration.</p> <p>Using S.106 funding and grant income we are looking to increase the floor space of the library by extending the building to the front and side by around 40 sq.m</p> <p>This to be funded through corporate sponsorship to BUSCA.</p> <p>Review of insurance arrangements</p> <p>(a) Through BUSCA's group insurance: Public liability Employer's liability All risks</p> <p>(b) Through LCC and recharged to BUSCA: Fire insurance, Building insurance and other risks.</p> <p>Outline current governance arrangements and any changes expected.</p> <p>Barrow library is governed by a library management committee (LMC) consisting of:</p> <p>BUSCA trustees, members of Barrow Parish Council, library (front line) volunteers and the Co-ordinator of Volunteers.</p> <p>The library management committee retains the skills detailed in the skills audit submitted with the Business Plan.</p> <p>The LMC has the following officers: Chair, vice-Chair, Secretary. The LMC does not have an appointed Treasurer. BUSCA's treasurer provides financial administration and oversight.</p> <p>The library management committee meets on a monthly basis with prearranged agenda. Minutes of meetings are written and circulated to all members with action points.</p> <p>There is an Operations Team, which has LMC and volunteer members.</p> <p>A library development group has been established to progress and deliver the library building extension project</p> <p>There are no changes foreseen at this time.</p>
7	LCC support	Include a review covering how funding has been used, changes expected in the next year and identification of any issues arising with the LCC

Barrow upon Soar Community Library

Annual Report 2019

		<p>support package covering;</p> <ul style="list-style-type: none">• ICT<ul style="list-style-type: none">○ ICT is provided by ourselves and except for the counter PCs does not require any support from LCC.• Stock<ul style="list-style-type: none">• Book stock has been a cause of less concern. Members of the BLMC have worked with the support officer to monitor and improve the LCC stock in the library. The LCC Barrow Library stock has remained mainly static since being handed over to the Community in July 2015.• Contact has been made to return duplicate stock regularly. Receipt of new books is being monitored.• The stock at Barrow library has been increased by the development of an Independent Loan System incorporating some of the good quality books donated to the library. Approximately 1446 books are now available to the Barrow library users in addition to the existing LCC stock• CML Support Officer<ul style="list-style-type: none">• We have had regular contact with our support officer by email and attendance at meetings.• The support officer has also attended the meetings of the Community Library Cluster Group meetings for this area so that points raised could be passed on to LCC identifying further support needed.• The support officer has also liaised with the BLMC regarding the training for the Summer Reading Challenge, which was extremely helpful and will be passed on to volunteers.• Library Operational Support (including van delivery service)<ul style="list-style-type: none">○ The support from The Hub has been essential for problem solving, queries and general advice. Our regular van driver is excellent; however one delivery a week proves difficult for customers waiting for Hold books to arrive, a delivery twice a week would benefit the library, its customers and the service we provide.
--	--	--

Barrow upon Soar Community Library

Annual Report 2019

		<ul style="list-style-type: none"> • Grant/other funding <ul style="list-style-type: none"> ○ Grant funding has been received from several sources as described in section 3: ○ LCC – Was in kind until March 2016 and since then part in-kind, part direct funding on a quarterly basis in advance used for supporting the costs of those items detailed in the financial schedule of the grant agreement. ○ Barrow Parish Council – this funding mainly supports the salary of the library’s co-ordinator of library volunteers; part time contract , 20 hours per week. ○ Funds are raised in the library from fines & reservations, and a variety of fund raising initiatives.
8	Volunteers	<p>Include an analysis of volunteers including:</p> <p>Gender – Male 10, Female 44</p> <p>Ethnicity – All White English</p> <p>Also include an overview of any volunteer training needs that LCC may be able to support.</p> <ul style="list-style-type: none"> • Training sessions are no longer provided by VAL • Subsequently, following the creation of local Cluster Groups, training is discussed regularly within the groups and training needs highlighted and passed on to the support officer. At the time of writing the only additional training undertaken by volunteers with LCC has been: summer reading challenge however other areas requiring extra training include Copyright, E- Books, accurate discharging of books, handling new stock. • Daily on-going training is being provided by the Volunteer trainers on the job or at question and answer sessions.
9	Property Lease (applicable where library leased from	<p>Include a review of</p> <ul style="list-style-type: none"> • Premises related expenditure in order to maintain the property <ul style="list-style-type: none"> ○ None

Barrow upon Soar Community Library

Annual Report 2019

	the Council)	<ul style="list-style-type: none">• We currently have only 6 years left on the lease, and an additional 5 years is on offer from LCC. We do not think this is sufficient to enable us to apply for grants for building extensions. We really need another 10 year extension. • the building manual/log to ensure all statutory testing certification and surveys are up to date<ul style="list-style-type: none">○ A list of health and safety checks for individual libraries was issued by LCC on 1st April 2016. This is included at Appendix 2. This was referred back to LCC for clarification in order to define those responsibilities which are actioned by LCC and those which are actioned by the CML. The list below was received on 17th June 2016. ○ . Fire Alarm test – weekly ○ . Water testing – monthly ○ . Fire Evacuation – six monthly ○ . Risk Assessment – Annually • the Service Level Agreement for any Property Services supplied by the Council<ul style="list-style-type: none">• Fire Alarm test – weekly tests are carried out. Proudcastle has visited the library to carry out fire alarm panel training and consequently the fire alarm has not been tested. • Water Testing – Houseman Environmental visited the library on 18th June 2016 and advised on the temperatures required for the hot and cold water supplies in the kitchen and toilet. The Library carries out weekly checks • Fire Evacuation – a fire evacuation practice is required at six monthly intervals. Fire evacuation practice has been carried out during this reporting year. • Risk Assessment – Some risk assessments have been recorded during this reporting year. <p>The LCC Property Services record their visits in the Maintenance Log Book and Building Maintenance Manual. This records</p>
--	--------------	---

Barrow upon Soar Community Library

Annual Report 2019

		<p>asbestos tests, fire Alarm maintenance log sheets and system checks carried out by Chubb, contract spraying of weed killer on the site and any visits by LCC property services staff.</p>
--	--	--