

## **Harbury Village Library AGM March 6, 2014**

### **Agenda**

1. Chairman's Report
2. Treasurer's Report
3. Library Report
4. Biblio's Report
5. Health & Safety Report
6. Art Report
7. Election of Officers and Committee

### **Chairman's Report**

Harbury Village Library has continued to flourish in the past twelve months and both the library and café clearly continue to be highly valued by the community. The income from the café has not only enabled us to keep the lights on the temperature bearable, it has funded new initiatives and improvements such as the new railings (which were planned even before their failure prompted swift action). We have plans for the future including a new library front desk, some better bookshelves, and roof insulation. Some of this will, with luck, be funded by grants. The saga with the lease has persisted throughout the year. The Parish Council continue to await the final version from the solicitors for the Church Commissioners, and once this is complete they will issue us with a sub-lease. I am grateful for the forbearance of the Parish Council and the Parochial Church Council who have permitted us to continue operating without a formal lease in place.

We have made it through to the regional finals of the Rural Oscars, and special thanks to Lynn for all her hard work on the application. Fingers crossed! We continue to be a model community run library and have attracted attention not only from other libraries in the WCC network who want to pick our brains about best practice, but also from libraries elsewhere in the country who are facing similar changes to their service. We have demonstrated that changes in funding can actually result in an improved service.

HVL is only possible because of the hard work of all the volunteers. I wish to express thanks to the committee who ensure that both library and café operate smoothly, and to all those who give up a morning or an afternoon to provide this excellent facility for the village. After two-years as Vice-Chairman John Eld is standing down from the committee. I would like to express my sincere thanks for all that he has done for the library in that time.

Tim Lockley, Chairman

## **Treasurers Report for 2013**

2013 was a good year from a financial viewpoint. Our net available funds increased by just over £2000 to £13,000 and this was achieved after investing a further £6000 in Biblios Café to provide a new kitchen. Capital investment in this area now stands at approximately £13,000.

Biblios, however, produced a Trading surplus of £10,500 which more than covered the day to day running costs of the entire project. Other smaller income streams came from the Art Gallery, fines and late payment charges, hirings and miscellaneous book sales. The cost of providing Broadband facilities for the public is covered by a small grant from WCC.

Included in the available funds figure is an amount of £1,000 which belongs to the "buy a book" fund.

Please see the published figures for a more detailed breakdown of Income and Expenditure.

My grateful thanks to Liz McBride for acting as Auditor for the 2013 accounts.

David Thistlethwaite, Treasurer

## **Independent examiner's report to the members of the Harbury Village Library**

I report on the accounts of Harbury Village Library for the year ended 31 December 2013.

### *Respective responsibilities of trustees and examiner*

The charity's trustees, that is, the Harbury Village Library committee, are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. It is my responsibility to:

- examine the accounts under section 43 of the 1993 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act; and
- to state whether particular matters have come to my attention.

### **Basis of independent examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. My examination includes a review of the accounting records kept and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements to keep accounting records in accordance with section 41 of the 1993 Act; and to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Act

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Elizabeth McBride  
1 Park Lane, Harbury,  
Leamington Spa  
Date: 16th February 2014

## INCOME & EXPENDITURE FOR THE YEAR ENDED 31ST DECEMBER 2013

	2013 £	2012 £
<b>INCOME:-</b>		
GRANTS	500.00	17118.18
DONATIONS	450.00	1775.00
HIRE OF PREMISES	295.00	190.00
LIBRARY - fees,sales	1508.80	
LIBRARY - Buy a Book	1010.17	
LIBRARY - miscellaneous	380.00	2898.97
		904.00
CAFÉ - trading gross income	16200.70	
CAFÉ - donation Hort Soc	100.00	16300.70
		8802.78
ART GALLERY - fees	378.00	286.00
ART GALLERY - commission	287.40	68.60
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<b>TOTAL INCOME</b>	<b>21110.07</b>	<b>29144.56</b>
<b>EXPENDITURE:-</b>		
PREMISES		
Repairs and general expenses	1325.89	3682.91
Insurance	1299.83	1122.54
Utilities & refuse collection (net of Preschool 25%)	3083.31	1312.93
Alarm system	79.20	216.00
Broadband/Telephone	352.93	752.99
Library consumables etc	916.99	345.73
Miscellaneous expenses	478.31	448.02
CAFÉ - capital expenditure	5817.22	7001.44
CAFÉ - trading expenses	5700.66	3251.42
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<b>TOTAL EXPENDITURE</b>	<b>19054.34</b>	<b>18133.98</b>
<b>SURPLUS OF INCOME OVER EXPENDITURE</b>	<b>2055.73</b>	<b>11010.58</b>
Represented by cash at bank:-		
Balance brought forward	11010.58	0.00
Movement in funds during period	<b>2055.73</b>	<b>11010.58</b>
Balance carried forward as at 31st December 2013	13066.31	11010.58

## **Library report for AGM 2014**

The last year has seen the library consolidate its position as a community hub. The statistics show that we have loaned more books, mainly from our own collection, We accepted good quality second hand books and we have bought titles from the Buy-a-book fund, all of which have been issued. We acquired more books than last year and we are continuing to grow with more borrowers. WCC gave us over 500 newly published books last year and are supplying us with rotating stock of, for example, large print books. This means that we are running out of bookshelves, as the current ones have obsolete fittings, so that display shelves cannot be turned into book shelves. However, it also means that the library looks much smarter and more welcoming than when we took it on. We have a dedicated locked notice board outside the library specifically for library notices so that they do not get lost on the parish boards.

Our library mentor, Gill Colbourne keeps us under review and gives us the support we need, which is becoming less and less.

Rosemary Harley has begun an archive of items and reports from the day we agreed the library needed saving until now and that will be added to for future reference.

We have tried to rationalise the volume of fliers which come in by putting them in folders for browsing.

The computers are used regularly and we have begun experiencing queues for them so we can implement time limits when necessary. We have a good volume of requests for printing and laminating.

The volunteers who run the library have remained a steadfast and loyal group, on whom the entire project depends and who deserve all our most grateful thanks. They all work quietly and efficiently, making much less use of the helpline at the hub. They now organise the rota themselves and again, we have had no unforeseen closures due to a lack of staff. We have also remained open throughout some pretty dreadful weather.

The core activities continue with Tunes and Tales, and the Monday afternoon story for pre-schoolers. The reading group and the writers' group meet once a month each and the DofE have hired the space on occasion. The summer reading challenge was the most successful yet, and the bookstart scheme for very young library users has attracted more children than last year.

Because the staff now feel settled in their roles, this year should see some more activities to raise the profile of the library. Representatives from other volunteer-run libraries have been to visit us to see how we do things and all of them have left very impressed. As the representative of Harbury Village Library I have been to

several meetings about the future of rural libraries and will go on doing so whether they turn out to be useful or not.

We anticipate the arrival of a smart new desk in the near future that young borrowers can see over.

As I said to the volunteers at Christmas, we should all take a pride in the fact that we set out to save the library for the village and we have done it and continue to do it and it continues to be a success.

## **Library AGM Stats Report for 2014**

The Total footfall over the past year was 17,801.

This is equivalent to a Monthly Average of 1,483.

The number of days worked were 269.5 which gives an Average Daily Footfall of 66.

These figures reflect a 12% increase in the Total Footfall compared with the previous year.

BookCat Loans have increased from 88 per month to an Average Monthly figure of 175.

These figures show an increase of 100% over 2013.

We now have 444 BookCat Members and steadily increasing, but there is a finite maximum limited to the number of people having a WCC Library Card!

There has been a 228% increase in BookCat Membership in the past year.

Biblio's Cafe has had a very successful year.

They served 6,928 customers in the report period, an increase of 142% compared with the AGM figures for 2013.

All told a very successful year.

Gordon Baldwin

05/03/2014

## **Biblio's Report to AGM March 2014**

6 March 2014

### **Introduction**

The objective of Biblio's cafe in funding the library and overheads has continued to exceed expectations. The cafe continues to be co-managed by Lynn Macwhinnie, Jill Credland and Bobbie Sharpe, each taking responsibility for different areas of operations and administration; with support from Laura Harris who manages the rota and produces our posters and photographs for Facebook. Biblio's is a very popular social meeting place for the widest demographics of villagers and visitors.

### **Biblio's Team**

We have two teams of volunteers: the bakers and those who work in the cafe totalling 47. There is an excellent team spirit and a willingness to step in where necessary. Fifty percent of bakers also work in the cafe. On average each week we need 15 people to cover the cafe shifts and at least 6 bakers from the register of 24.

Communication is important to us and we issue weekly email updates that include operational details, team rota and bakers/cakes for the week, and hold team meetings on average every quarter.

In December a Christmas party was held for everyone involved in the wider cafe/library initiative.

### **Key Achievements**

Along with the library, Biblio's was honoured to receive the John Hunt Memorial Shield for the Spirit of Harbury 2013.

The intern programme was launched last summer, and we now have 9 teens in year 10 or above who are gaining work and customer experience and are keen to volunteer. Some, but not all, are working toward their Duke of Edinburgh awards so are willing to commit to a minimum of 6 months, however most continue for longer. The intern programme also helps to ensure the additional cover for Saturday shifts and school holidays. The interns receive full training and, like the rest of the team, are expected to complete online their Basic Food Hygiene Level 2 (we reimburse costs).

The Countryside Alliance Awards, also known as the 'rural Oscars' is a national initiative whereby businesses are nominated by customers. Biblio's was eligible for the start-up category, and with some pro-active marketing, we received a large number of nominations and were invited by CAA to go further in the process. In response we submitted a 20-page document. We were delighted to be the only Warwickshire business to reach the Midlands Regional Finals. We have now gone yet one step further to becoming a regional Champion by being selected for a judge's

visit. If we pass this next stage, we would then go on to the National Finals at the end of April 2014.

Significantly the quantity and quantity of cakes is always high. Our bakers, working with local, fair-trade or organic ingredients, test new recipes and make regular favourites. We never run out of cakes (or indeed any stock) and we now offer a selection of gluten-free, stored in the freezer.

### **1. Footfall**

Biblio's footfall is captured by the number of drinks served, as indicated on the sales slips. There was an average 22% monthly increase in footfall during 2013. An average 94 portions of baked goods are sold per week.

In May we realised that Thursday afternoon opening was not viable from a staffing or income perspective. Our regular hours are now fixed as: Wednesday, Thursday, Friday mornings 9.15am-Noon and Saturday 10am-Noon and weekdays adjusted during summer holidays to a 10am start. We only close when the library closes on public holidays. Biblio's Report to AGM March 2014

### **2. Facilities & Equipment**

As reported in the AGM 2013 money had been ring-fenced from grant funding and in January 2013 the new kitchen was fitted by Bob Scott who doubled the work surface and the cupboard space. It was well received by the team and has facilitated easier work practises.

The manual coffee machine had its limitations and in February 2013 was traded-in for a semi-automatic Fracino coffee machine, which is plumbed directly to the mains.

Both of these changes have made a significant difference to improving team working environment and enhancing customer service.

Thanks to a donation from the Harbury Horticultural Society, we were able to replace our inadequate second-hand blackboards with new ones that have a 5 year guarantee.

To meet the high demand for toasted teacakes we purchased a 4-slice toaster to supplement our existing 2-slicer toaster, and a microwave for defrosting scones and gluten-free cakes.

### **3. Fund-raising events**

We extended our weekend opening hours for the arts fortnight in June/July 2013 however the very hot weather and various major sports events conspired to keep people busy elsewhere. This was disappointing as there is a significant amount of extra baking and staffing required. We are still considering what additional support we can offer the event this year.

A cake stall at the Victorian Street Fayre was well received thanks to the generous baked donations from our bakers, as well as librarians and local villagers.

Our plans and hopes to organize another antiques valuation event did not come to fruition. It did however help the co-managers to reflect on exactly how much more we could reasonably do given the high level of commitment we already have in maintaining Biblio's.

#### **4. Future developments**

Rather than diluting our efforts, we feel it is more appropriate to focus our energies on the team and its commitment to sustaining the quality of Biblio's and ensuring its future. The whole cafe team has discussed the pros/cons of recruiting a paid manager to take over from the co-managers. However it was felt that the voluntary ethos of the project was important to maintain, and also paying a wage would significantly reduce the funds available to the library. It is something though that we will keep monitoring with the wider team and Trustees.

Despite the extra chairs and tables bought last year, seating remains limited. We would like a solution that enables Biblio's to meet customer demand and with the Trustees and committee (of which we are also members) are continuing to look at options as to how that may be achieved.

We are delighted by our customers' patronage, and the superb contribution of the Biblio's team, of whom we are extremely appreciative and proud for all they have achieved on behalf of the library and for the wider community.

**Lynn Macwhinnie, Jill Credland & Bobbie Sharpe**

6 March 2014

## **Health & Safety Report – 12 months to March 2014**

A number of issues arose during the year and have been dealt with, such as a faulty toaster that was replaced and rotting external railings, also replaced. The pumps on the central heating system were replaced and that now seems to work satisfactorily. The boiler was serviced late in the year once it was established that no annual contract was in force. It is suggested that we bring the annual inspection/service forward in future so that it's done before the heating is really needed.

2 incidents have been reported – both without actual injury. One involved a toddler who tipped off a chair when leaning backwards and the other when a person walking with the aid of crutches tripped on the external steps and fell against the weakened balustrade. In the latter case, quotations were already being obtained for repairs/replacement (in fact, it could be argued that injury was averted by the balustrade giving, rather than being solid).

Situations to be monitored are:

1. Water temperature in the hot tap for the wash hand basin in the kitchen (doesn't seem to be as hot as when we started operation)
2. The board at the top of the external ramp is showing signs of damage/rot on the right hand side as you walk up. This is only a small area at present and doesn't seem to affect the stability of the board at present.
3. When a decision is made about the computers, the wiring needs tidying up as there is a risk of entanglement by feet or chairs).

The committee may also wish to consider the alarm in the WC. This functions (tested regularly), but is not sufficiently loud (especially at noisy café times) to be heard and recognised within the main hall. The loudspeaker seems to be in the WC – should it be turned up, or moved where it can be heard more clearly?

Two of the fire extinguishers are due to be replaced this year (end of their 5 year life). Whilst the ones we have are suitable for the type of fires likely in our environment, should we consider whether they are the best? The visiting engineer will advise/discuss when he does the annual inspection.

John Eld