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Registered Charity Number 1162461

ANNUAL REPORT

A report for the Trustees, Leicestershire County Council and Supporters of KCL

1st April 2017 - 31st March 2018

This report has been prepared and submitted by the Trustees of Kegworth Community Library

Section 1: Overview & Key Figures

Our second full year saw further improvements of the library infrastructure with the replacement of the fire door and window, LED lighting and a new computer system. The library looks and feels amazing - it is clean, tidy and inviting and we continue to extend the range of events that villagers can enjoy. Financially we are very secure with savings that will cover running costs for two full years. We have a healthy number of volunteers who are always very supportive but we are struggling to recruit Trustees to assume the legal and managerial responsibilities for our library.

Section 2: Highlights and Issues

This has been a busy second full year under the leadership of the Trustees of Kegworth Community Library with help, support and guidance from LCC and particularly Anne King. There have been continuing changes to keep our members interested in attending the library and participating in the many activities and events. The highlight of the year was the 'Pedal for Pads' event in October which saw in excess of £1200 raised for the purchase of iPADS and the associated furniture and security. We have also had installed a new computer system which is now running successfully. This is down to the excellent support provided by two volunteers who planned, purchased, installed and then provided support during the bedding-in phase. The Trustees wish to acknowledge the many hours of dedication that the ICT team, David and Mike Mee had to commit to ensure KCL has a modern suite of computers.

The library is managed by the Trustees of KCL, fully supported by a willing band of Volunteers. We have a Volunteer Co-ordinator, Dorothy Mee, who uses Three Rings volunteer management system to ensure that all library shifts are fully staffed. A Trustee has worked alongside at least one volunteer however usually now two volunteers work together with one designated as the 'lead' with additional responsibility. There has also been the opportunity for volunteers to be promoted, feedback to the Trustees on issues and engage in further training provided by LCC in May and June 2017.

The hours have been maintained at 14 hours per week since a change in May 2016 following a members consultation and open four afternoons a week, with a late opening on Friday and a Saturday morning session. The Trustees continue to work successfully in partnership with Kegworth Primary School (next door) led by Hilary Tansley, and have regular 'Class Visits' to the library, this despite the school now having its own purpose built library. These visits have taken place at least once a term, six classes in total and are a real highlight to the working day. Knit 'n' Natter overseen by Sheila happens each Tuesday afternoon. EmbarrasSing, the library singing group, has also continued on a Wednesday evening. In addition, on alternate Wednesday afternoons, Bingo takes place in the library also run by Chris Kerr with Teresa Curtis backing-up. Information about all that is going on in the library is promoted through local media, on posters and our own display board by our Secretary, Sue Evans. The general feel of the library and accessibility to books is in large part due to Dorothy Anderson who audits our book stock on a regular basis. Dorothy Mee and Sue also input to ensure that the displays are immaculate, imaginative and professional. The addition of the Jigsaw library and Craft Sessions also adds to the community feel of our library.

Two issues for the Trustees in the last year were firstly the poor condition of the exterior of the building. Happily LCC replaced the leaking and insecure rear door and windows and repaired and painted all other woodwork. Thank you. Secondly and most unfortunately during this period we again lost Trustees who have been impossible to replace and this has increased the workload on the remaining five Trustees. This continues to be a key goal, to find Trustees who want to work together for the common goal of maintaining a Library for the village, at least until 2026, when our lease expires.

Section 3: Library Performance

Comparative figures for Annual Library Book Loans for this financial year (black) and last (blue) are given below. The numbers of new members are given in brackets. These figures have been supplied by LCC.

Apr	507 (3)	699 (7)	Oct	621 (21)	672 (24)
May	559 (13)	554 (16)	Nov	680 (19)	671 (12)
Jun	636 (13)	506 (7)	Dec	336 (5)	335 (5)
Jul	658 (8)	687 (18)	Jan	562 (13)	611 (16)
Aug	732 (13)	756 (21)	Feb	408 (9)	603 (13)
Sept	672 (14)	713 (28)	Mar	550 (12)	694 (22)

4/12 months this year exceeded last. February and March show a worrying trend being significantly below the previous years loan figure. Mean average shows a decrease and reflects the trend in previous years (577 Vs 625, nearest integer). New members also show a downward trend.

The following gives the number of monthly visitors, with our best daily session in brackets. These are KCL's own figures and don't include out-of hours use. We use a 'clicker' to find total number of visitors during normal opening hours.

Apr	503 (42)	514 (39)	Oct	545 (43)	567 (68)
May	339 (38)	367 (61)	Nov	559 (43)	548 (38)
Jun	418 (48)	442 (42)	Dec	355 (38)	279 (36)
Jul	455 (43)	398 (59)	Jan	444 (31)	461 (35)
Aug	487 (34)	532 (53)	Feb	456 (35)	672 (56)
Sept	492 (45)	666 (45)	Mar	513 (39)	666 (41)

Total number of visitors during this reporting period were 5566 for the twelve month period compared to 6660 for the fifteen month period ending 31st March 2017. This shows once again a decrease in visitors although spend per visitor is up.

Section 4: Other Activities

Additional Activities	Average Attendance	No of Events	Total Attendance	Lead
EmbarrasSing	16	24	284	Chris/Nicola
School Visits	26	17	442	Hilary
Knit & Natter	7	50	350	Sheila
Bingo (from Dec 2017)	15	8	120	Chris/Teresa
Annual Review	50	1	50	Trustees
Polling Station	NM*	2		Nicola/Teresa
Art Exhibitions	NM*	5		Sue
External Lets	2	1	2	Sheila
MacMillan 'Coffee Morning'	132	1	132	Chris
External Book & Knitting Stall	NM*	5		Sheila/Hilary
Other (Eg Police Clinic, Valuations)				
Book Store	NM*			Elaine/Teresa
KCL Lottery		2		Sheila

NM* = not measurable

Section 5: Summary of Complaints/Compliments

During this period there were two written complaints and both referred to the same incident in the library. The incident was investigated and it was difficult to draw a conclusion as only the KCL Volunteers submitted a detailed account and thus any conclusion would not reflect a balance. KCL is aware that it has a duty to ensure all complaints are dealt with speedily and investigated fully but this was impossible in this case. Due to the nature of the complaint made by the customer this complaint remains 'live' as conclusions could not be drawn without full accounts from all parties. In the H & S Policy it is clear what should be done in the theoretical event of an incident but in practice it was not as straightforward. All compliments have been verbal and have not been recorded.

Section 6: Financial Performance

See attached the Charities Commission CC16a document.

Section 6a: Plans for 2017/18

We wish to maintain our current level of service and in addition carry out the follow:

1. Check our constitution to ensure the library can be run with 4 Trustees (from July 2018). In addition our structure and Trustee workload has to be altered to reflect our numbers.
2. Installation of the new iPads and possibly run an ICT help and support group
3. Look at the feasibility of upgrading the kitchen/work area to ensure that we offer the best facilities for volunteers and users. This includes costing a new heating system.
4. A complete clean.
5. Installation of new signage.
6. Review the Business Plan and update, this includes the 7-year Financial Plan and a budget.

Section 6b: Income Generation

- The library will continue to be hired out to local groups and organisations such as EmbarrasSING.
- We will continue to hold 'Special Days' and new events in the library to encourage new visitors and generate income from refreshments and donated book sales.
- The library will continue to play host to Art Exhibitions by local artists which generates a small income, and encourages a broader client range.
- The 'Friends of KCL' will continue to have a presence at external events, to generate income and promote the library and its services.
- The library will continue with sales of memory sticks, sticker books for children, cards and stamps.
- The Trustees will pursue external grants where appropriate and make plans to ensure S106 money is suitably used by the deadline.

Section 7: Update on 2017/18 Plans

A new fire door and window were installed by LCC in April 2017. There have been some teething problems which have been quickly dealt with by LCC. The new computer system has been successfully installed. This has included the purchase of the necessary software, hardware, internet provider, photocopier and new telephone system. New LED lighting has also been installed and paid for from S106 money. This has been a huge task and as was expected there were a few teething problems which were dealt with swiftly and effectively. Included in this was also a new computer for KCL Volunteers to use.

We have a regular review of the bookstock which is carried out very effectively and also our displays are beyond compare - they are changed regularly and always look fresh and appealing especially to our younger visitors.

The Library has been used by the local police for drop-in session and we have also had Appleton Antiques hiring space for the valuing of gold and jewellery.

Although we would like to become a careers and learning hive unfortunately, with the loss of Trustees we cannot attempt to set up further new events until Trustees are replaced or our structure is changed. The employment of a sessional worker was investigated but the Grant that was available for this was only available for 6 months employment and we do not have the capacity as Volunteer Trustees to pursue this.

KCL has also been present at most Village events this year selling books and knitted goods. These are always great fun and a chance to catch up with the other groups within the village.

Although it was not in our plan for last year the Trustees set up a Working Party to look into whether we should be VAT registered. This became a very divisive issue and although Trustees are largely in favour of being VAT registered we are still in discussions.

Section 8: Risk Management

Review of current risk logs and identification of new risks or closure of old risks

A review of risk is carried out monthly by a designated Trustee. There are currently no issues that need immediate attention but we are aware that we must maintain our vigilance.

As occupiers / managers of the library, we are aware of our responsibilities for the safety of people in the library under fire safety legislation. (RRO 2005)

We have reviewed our Data Protection Policy with respect to the new GDPR Legislation and are updating our processes and procedures over the next year.

Section 9: Support

Premises

LCC is responsible for the external fabric of the building and during the Spring/Summer of 2017 the woodwork was repaired, painted and replaced where necessary. This was shortly after the fire door and window were replaced. There was a minor issue with the quality of the work as the window leaked, but this was dealt with by LCC.

Our heating is by hot air, with the system now dated though still serviceable. We note there are ACM's in the linings to the Boiler House and bin store. However the number of issues has been increasing with the heating system has increased and we need to look into finding a Grant to replace the heating system.

ICT-LMS

Our new public computer system has been generally effective. However we have had on-going issues with the counter computers 'dropping off' the system as experienced by other CML's. Prior to this in a separate issue both counter computers being unable to operate at the same time. After much investigation by our ICT volunteers Virgin Media's Business Broadband fixed IP address was found to incompatible. This has now been resolved.

Book Stock

The book stock was edited in January 2016 prior to KCL taking over. Since then the Trustees have followed LCC procedure for editing books.

The shelves look neat and tidy adding to the calm ambience in the library and there is space for our clients to browse.

A handful of new books are added each week by LCC. Two book audits have been completed during the year by Dorothy Anderson and her team. They have decluttered the shelves and removed stock that had not been taken out by customers before the latter part of 2016. Some of this stock was returned to the hub, but the majority we are now rotating back onto the shelves via our 'Have you tried' section which is proving very popular.

The shelves are now readily accessible for our customers and volunteers when they are re-shelving.

KCL realise it is their responsibility to display books enticingly and make regular changes that invite browsing but do not confuse our customers. Dorothy Mee works hard to ensure the displays in the children's area are fresh and innovative.

Hub Support (Loughborough)

The Trustees and Volunteers have praised the help from Loughborough Hub – always pleasant and patient when dealing with our queries.

We have not received monetary financial support from the Parish Council this financial year.

Section 10: Volunteers

Analysis of Volunteers (Data gathered from those people who work a 'shift'.

Total Volunteers 32 (30). Female 25 (22), Male 7 (8), White British 32 (30)

Under 20 years 1, 20 - 29 0, 30 - 39 1, 40 - 49 1, 50 - 59 2, 60+ 26

We are aware that our volunteer numbers show a under-representation of key groups and would welcome suggestions on how we can broaden our appeal.

Section 11: Property Lease

Review of premises related expenditure in order to maintain the property

KCL with LCC have maintained and steadily improved the library both internally and externally. The new windows at the back of the building are beautiful and KCL will look to LCC to gradually replace all windows as necessary to enhance the building, increase security and water tightness. We were advised by a decorating company that they could not paint the external woodwork due to its poor condition but last summer LCC carried out this work and the building looks tidy and clean. KCL are making further improvements this year with the addition of new signage paid for with S106 money.

The building manual / log to ensure all statutory testing certification and surveys are up to date.

Fire Alarm Testing

- A monthly test of all 4 alarm points is carried out by a Trustee and recorded in a log. Practice fire alarm drills have been carried out successfully and with all procedures followed.
- The whole system is tested quarterly by an approved contractor currently on an LCC contract. KCL have negotiated a similar contract with Chubb for the period 1st April 2018 – 31st March 2019.

Water Quality Test

- Water temperature tests are done monthly and results are recorded in the Water Management Log book.
- Training in how to carry out these tests has been given by Houseman (LCC Contractor) in July 2016. KCL carried out an internal risk review in OCTOBER 2017 AND THE RISK WAS JUDGED AS NEGLIGIBLE. New lever operated taps have also been purchased and installed.

Fire Extinguisher testing

- These are currently serviced annually by LCC contractors and appliances dated accordingly.
- The last check was carried out in July 2017, so is due shortly, and Chubb are under contract for the period 2018/19.

Electrical Equipment Testing

- This is carried out visually monthly as part of the Risk Assessment (see attached).
- All electrical equipment on site (apart from that supplied by LCC and Servest) is less than three years old.
- It is the intention of the Trustees that all electrical equipment will be PAT tested and labelled during the summer of 2018.

Legionella Survey

- These tests have been carried out by an approved contractor to LCC. The next test is due in October 2018 and we are currently

Section 11: Property Continued

Emergency Lighting

- These tests are carried out quarterly by approved contractor to LCC the final of which under this contract was carried out on 9th March 2017. KCL have negotiated a similar contract with Chubb for the period 2018/19

Automatic Door Servicing

- Equipment is serviced annually, and was last carried out in December 2017. KCL have negotiated a new contract with ADF to continue this and the next service is due in December 2018. KCL are aware that the motor to the external door mechanism is becoming worn and may need complete renewal in the next 12 months.

Additional Tests

Electrical Inspections and Asbestos Surveys are conducted every five years in accordance with LCC advice.

- The Asbestos Survey and Annual Inspection was carried out in July 2017. KCL is grateful and wish to mention CAC Monitoring, who carried out the survey free of charge to support the Community Library. A resurvey is scheduled to take place in July 2018.
- The Electrical Fixed Installation Testing was last carried out in November 2016 by an approved LCC contractor. The next testing will be due in November 2021.

We are well advanced in the process of awarding contracts that were previously the responsibility of LCC. KCL have a schedule of when all work needs to be undertaken and for us to be compliant with all Health and Safety guidelines.

KCL have not continued with the cleaning contract and have volunteers who vacuum and clean the library regularly. The Health and Safety Policy has been updated to cover this extra responsibility. KCL have a 'Clean the Library' checklist and schedule.

LCC will continue to provide Grounds Maintenance FOC under the terms of our lease.

KCL have negotiated with NWLDC for removal of waste.

KCL have agreed to buy back the following Soft FM from LCC

- Window Cleaning inside and out (twice yearly)
- Washroom Services (monthly)
- Security Key Holding

Attachments

KCL Schedule of Planned Building Maintenance
CC16a Financial Return (April 1st 2017 – March 31st 2018)

The annual report should be sent to the Head of Service prior to the date of the annual meeting.

Signed	Date
Name	Role

Signed	Date
Name	Role