

The meeting was attended by the Glean-Hub trustees, Helen Farr (SCC) and 11 library volunteers.

Feedback from the first two weeks of the library being open

Bob Alker (RA) is aware that there is a problem because the ramp is not lit when volunteers leave. This is mainly on a Wednesday – the Youth Club is open for a letting on a Monday evening so its light illuminate the ramp. **RA to investigate solutions**

Wednesdays have been a little difficult. This is the longest scheduled duty and it has been a busy session because that was the day the mobile library called. The volunteers have been reluctant to stay to help with the Youth Club session from 6-7. Glean-Hub is considering having four people on duty with two starting an hour later but staying until 7pm

The library will be open on Easter Saturday but closed on Easter Monday, a public holiday. It is intended to close on all public holidays.

The notice board has emergency contact numbers for SCC staff. There is a need for more local numbers (eg Grosvenor Centre caretakers, some trustees). As these are likely to be personal rather than office numbers these will need to be kept in a drawer **(RA)**

HF has set up a folder on SCC's service providing sets of books for reading groups. The co-ordinator for one group has been collecting her sets from the mobile library and intends to use our library in future. Main point to note: these books are issued before being sent to us so there is no need to book them out. However if there are returned through us they do need to be logged back in. There are similar services for play scripts and sheet music sets; it is not known if there are local users. **(HF to provide notes on these)**

Volunteers should note in the day book any comments about gaps in the library book stock.

HF will cease to be present at every session after 19 March. There is information on the notice board about who to contact if there is an issue regarding the library systems which no one present how to handle. HF hopes to have all logins completed by then but will return to do this if she has not.

The Rota

It is vital that volunteers check the rota regularly to see when they are on duty. The rota is not available to the public but can be accessed by clicking on the following link:-

<http://www.gleanhub.org/library/calendar.php?clid=1&f=ROSTER&listonly=y&key=73130bd0204a0f45c7ee876e3eb84f8ec8b2fabf>

For those volunteers using a private, password-protected PC might wish to save the web page as a favourite for ease of future access.

It is also important that volunteers give Joyce Rowe (JR) as much notice as possible if they are unable to attend when rostered for duty. This would normally be by e-mail to her at coordinator@gleanhub.org. However she should be contacted by phone **Tel: 01785 822579** if this is within 24 hours of the start of the duty. The rota shows who is not available and JR will seek cover where there is only one person available from the normal rota.

JR is away from the area for several days near the end of the month. RA will ensure that e-mails to the coordinator address will forward to his personal e-mail rather than to JR's. He will also let those on duty at that time have his phone number in case of emergencies. (RA)

Publicity

Several volunteers asked how Glean-Hub is publicising the opening times as there seemed to be some uncertainty within the village. RA stated that this was in GPN and would be in future editions of the GMK magazine. RA showed a copy of a flyer promoting the opening times; this will go on all parish council noticeboards and he invited volunteers to take copies and to distribute these around friends and neighbours. Volunteers offered to distribute these to Parsons Drive, Brookhouse Way and the Knightley Road estate.

Glean-Hub has just had the loan of an A-board and is producing a "We are open today" sign to go on it; this will be put out on the High Street for several weeks **(HF to amend the opening and closing procedures when this is ready)**

Specialist Roles

RA showed a slide showing volunteers who had previously expressed an interest in specialist roles. Those present confirmed they were still interested. There was a discussion of three in particular

1. Gritting: the contract with the County Council requires Glean-Hub to grit its site where necessary to allow safe access to the library. This is more complicated than other libraries because there is no direct access from the street and the Parish Council has a policy of not gritting the Grosvenor Centre. It had been agreed that the ramp and the fire-escape steps would be gritted and RA is looking for volunteers to assist him with this. Trevor Whincup and Barry Lemaitre offered.
2. Baby Bounce: Beryl Whincup (not present) has offered to co-ordinate and Glean-Hub has committed funds to buy instruments and other resources. The proposal is to run this on alternate Tuesday mornings but at least four volunteers would be needed. It was understood that Lynn Whittick and Ann Kelly (neither present) wanted to be involved. It was suggested that Beryl should send an e-mail for RA to circulate setting out what is proposed and seeking volunteers. **(BW)**
3. Home Reader: Jane Cummings, an existing home reader, was present and talked about the role. However there were only two clients registered in the area and she is coping with these. It was confirmed that the library will continue facilitate the service.

Glean-Hub policies

Claire Elkerton (CE) has completed the health and safety policies and procedures for the library and these will be added to the folder in the library. They will also be on the Glean-Hub website. All volunteers were asked to read these. One issue which had arisen was that no dogs (other than guide dogs) are allowed in the library.

RA talked about the vulnerable adult policy. The basic message is to be vigilant to possible abuse and if there are any causes for concern report these to a Glean-Hub trustee.

Official Opening

The official opening will take place on the afternoon of 4 April. There will be short speeches from RA, an SCC representative and a local author. All volunteers will be invited. Offers of help with refreshments will be welcome; contact Mary Booth.