

Public Document Pack

SALTASH TOWN COUNCIL

Minutes of the Meeting of the Library Sub Committee held at the Library on Thursday 8th October 2026 at 6.30 pm

PRESENT: Councillors: R Bullock, J Peggs, B Samuels (Chairman) and P Samuels.

ALSO PRESENT: S Burrows (Town Clerk / RFO), C Courts (Community Hub Team Leader) and J Hughes (Administration Officer)

APOLOGIES: R Bickford and S Gillies.

71/26/27 CIVILITY AND RESPECT REMINDER.

The Chairman reminded Members that the Town Council has adopted the Civility and Respect Pledge.

Members were reminded of their obligations under the Code of Conduct. Debate is to be respectful, focused on the issues, and conducted in accordance with the Code of Conduct.

72/26/27 HEALTH AND SAFETY ANNOUNCEMENTS.

The Chairman informed those present of the actions required in the event of a fire or emergency.

73/26/27 DECLARATIONS OF INTEREST:

- a. To receive any declarations from Members of any registerable (5A of the Code of Conduct) and/or non-registerable (5B) interests in matters to be considered at this meeting.

None received.

- b. The Town Clerk to receive written requests for dispensations prior to the start of the meeting for consideration.

None recieved.

74/26/27 PUBLIC QUESTIONS - A 15-MINUTE PERIOD WHEN MEMBERS OF THE PUBLIC MAY ASK QUESTIONS OF THE TOWN COUNCIL.

None received.

75/26/27 TO RECEIVE AND APPROVE THE MINUTES OF THE LIBRARY SUB COMMITTEE HELD ON 5 MARCH 2026 AS A TRUE AND CORRECT RECORD.

Please see a copy of the minutes on the STC website or request to see a copy at the Guildhall.

Following a unanimous vote it was proposed by Councillor B Samuels, seconded by Councillor Peggs and **RESOLVED** that the minutes of the Library Sub Committee held on 5 March 2026 were confirmed as a true and correct record.

76/26/27 TO RECEIVE THE LIBRARY SUB COMMITTEE BUDGET STATEMENT AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Chairman provided an overview of the report circulated in the reports pack and directed Members to the Officer's recommendation to approve a virement of £6,482 from budget code 6971 LI EMF Saltash Library Refurbishment, to budget code 6976 LI EMF Library General Repairs & Maintenance, for urgent repairs that were required to the library roof to resolve ongoing water ingress issues.

The repairs to the roof were undertaken during the library refurbishment works, whilst the scaffolding was in place, and ensured that the existing warranty on the roof was protected.

Following a unanimous vote, it was proposed by Councillor Bullock, seconded by Councillor Peggs and **RESOLVED** to approve a virement of £6,482 from budget code 6971 LI EMF Saltash Library Refurbishment to Budget Code LI EMF Library general Repairs & Maintenance.

77/26/27 TO CONSIDER RISK MANAGEMENT REPORTS AS MAY BE RECEIVED.

Nothing to report.

78/26/27 TO CONSIDER HEALTH AND SAFETY REPORTS AS MAY BE RECEIVED.

Nothing to report.

79/26/27 TO RECEIVE A REPORT FROM THE COMMUNITY HUB TEAM LEADER AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Chairman thanked the Community Hub Team Leader for a comprehensive report and welcomed Members feedback.

Members provided positive feedback on the array of events that had taken place to date and thanked the Community Hub Team Leader and her team for their efforts and commitment to improving the Library offer.

It was **RESOLVED** to note the report.

80/26/27 TO RECEIVE A REPORT ON THE LIBRARY SURVEY 2026 AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Chairman thanked the Community Hub Team Leader for the report, which had been received and circulated within the reports pack, and invited comments on the officers recommendations.

The Town Clerk advised that the survey had generated a significant amount of valuable feedback. She noted that, following the recent refurbishment of the Library, many of the facilities requested by residents are now available, including an accessible public toilet and baby changing facilities. The Community Hub Team Leader will continue to develop and promote the events programme as part of the Town Council's ongoing operations.

The Chairman commented on the excellent feedback being received from Library visitors and thanked the Community Hub Team Leader and her team for their hard work and dedication. She highlighted the positive impact of the refurbishment and commended the team for working together so effectively to deliver an improved service for residents and visitors alike.

Members also considered and discussed the suggestion of introducing a meeting/study pod to provide a private, bookable space for library users. The Community Hub Team Leader advised that the mezzanine floor could potentially accommodate such a facility, but wouldn't be accessible to everyone. However, she noted that use of the mezzanine floor as an informal study space has increased significantly, with visitors regularly utilising the area for quiet study and independent working.

The Chairman noted that the library already provides a number of quieter areas for those seeking spaces for study, reading or informal meetings. Members felt that the introduction of meeting pods or additional enclosed spaces could detract from the open and welcoming nature of the library and potentially create unnecessary clutter within the building. It was therefore considered that the existing layout currently provides an appropriate balance between open community space and quieter areas for individual use.

Members considered and discussed the suggestion of introducing 'closed days' for group activities. Members discussed whether this was a viable option at the present time due to the requirement for a caretaker to be in attendance and the additional cleaning resources that would be necessary.

Members also expressed concerns regarding the potential risk of damage to the library should groups be granted access without staff supervision. Given the significant investment made in refurbishing the library to its current high standard, Members agreed that it was important to ensure the building and its facilities were appropriately protected.

Following a unanimous vote it was proposed by Councillor B Samuels, seconded by Councillor Bullock and **RESOLVED**:

1. To thank all those who took the time to complete the Library Survey;
2. To note the results of the Library Survey and acknowledge that several of the identified improvements have already been delivered through the recent refurbishment. Members further noted that a number of operational matters were raised, which the Community Hub Team Leader will seek to progress where practicable;
3. To note that, regrettably, there is insufficient space within the library to accommodate a dedicated meeting or study pod;
4. To maintain the current library opening hours and not to extend the hire of library facilities on days when the library is closed to the public.

**TO RECEIVE A REPORT ON REFRESHMENT PROVISION AND
CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

The Chairman invited Members to provide feedback on the report circulated within the reports pack.

The Town Clerk asked the Community Hub Team Leader whether existing library resources were sufficient to support the provision of refreshments without adversely impacting current or future library services. The Community Hub Team Leader confirmed that the provision of refreshments could be accommodated within existing resources and would not have a detrimental effect on service delivery.

Members discussed the proposed location of the coffee machine and refrigerator and agreed that the area to the left of the reception desk would be the most suitable location. Members considered that this position would ensure refreshments were easily accessible to staff while also being clearly visible to visitors wishing to purchase drinks.

It was noted that the installation of a small additional unit adjacent to the reception desk to accommodate the coffee machine, and protective matting for potential spillages, resulting in an additional cost. Members confirmed their approval for this expenditure.

The Town Clerk advised that the existing risk assessment would need to be reviewed, updated, and signed off by the Town Clerk, prior to the purchase and installation of the equipment.

Following a unanimous vote, it was proposed by Councillor P Samuels, seconded by Councillor Peggs and **RESOLVED**;

- 1) To approve purchase of the Jura W8 bean to cup coffee machine from company A at a cost of £1,650.47 + VAT allocated to budget code 6971 LI EMF Saltash Library Property Refurbishment, with the provision that the Community Hub Team leader sources a suitable unit to house the coffee machine ensuring it is stable and protective matting for potential spillages;
- 2) To purchase the fridge Polar G-Series Upright Display Fridge 218Ltr Black GH426 for the cold drinks provision at a cost of £444.99 + VAT allocated to budget code 6971 LI EMF Saltash Library Property Refurbishment;
- 3) To **RECOMMEND** to the Services Committee the refreshment pricing structure, as attached, for inclusion within the 2027/28 Fees and Charges schedule, to be considered as part of the budget-setting process.

- 4) To note there will be training costs of £20 plus VAT for each library staff member to complete necessary food safety training allocated to the personnel training budget 6656 ST PE Staff Training;
- 5) To note the additional food hygiene and safety requirements associated with providing refreshments, including food business registration, ongoing compliance with food safety regulations, and the increased operational responsibilities for the Community Hub Team Leader and Community Hub Assistants in managing stock, cleaning, monitoring, and record-keeping requirements;
- 6) To delegate authority to the Community Hub Team Leader to ensure that all requirements relating to the provision of refreshments are implemented, enabling the service to be delivered safely, and in accordance with all relevant procedures and regulations.

82/26/27 TO RECEIVE A REPORT ON FOOTFALL COUNTERS AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Chairman invited the Community Hub Team Leader to provide an overview of the report circulated within the reports pack.

The Community Hub Team Leader advised that a range of footfall counter systems are utilised by libraries and community facilities, including the device recommended within the report.

The Chairman noted the importance of introducing a footfall counter, highlighting that reliable visitor data would assist the Town Council in demonstrating the Library's usage and value to the community. She further commented that the information gathered would support performance reporting and provide valuable evidence for the Town Council's business planning and future development of the service.

Following a unanimous vote, it was proposed by Councillor B Samuels, seconded by Councillor Peggs and **RESOLVED**:

- 1) To adopt Company A's system at a cost of £518.00 + VAT, allocating to budget code 6921 LI IT & Office Costs, to support strategic planning, enhance understanding of library usage, and improve the ability to target programming and resources effectively.
- 2) To approve the reoccurring annual fee of £79.20 + VAT to budget code 6921 LI IT & Office Costs for the Footfall Cam software license required for use of the footfall camera.
- 3) To include provision for the ongoing annual software licence fee for the footfall camera within future budget setting processes.

- 4) To approve the additional cost of £210 + VAT to budget code 6921 LI IT & Office Costs, for the installation and set-up of the footfall camera by SOS Consultancy.

83/26/27 TO RECEIVE A REPORT ON THE LIBRARY HUB FEES AND CHARGES AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Chairman provided an overview of the report circulated in the reports pack and invited Members to discuss the officers recommendations.

Members discussed the recommendations, and it was noted that there are currently no individuals providing a service from the library that they charge for.

Following a unanimous vote, it was proposed by Councillor B Samuels, seconded by Councillor Bullock and **RESOLVED** that no changes be made to the Library Fees and Charges at this time. The matter will instead be referred to the Services Committee for consideration as part of the review of Fees and Charges for 2027/28 during the budget-setting process.

84/26/27 TO RECEIVE A FINAL REPORT ON THE REFURBISHMENT OF THE LIBRARY HUB AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Chairman provided an overview of the report circulated within the report pack and extended her thanks to James at Bailey Partnership and to members of the Library Sub Committee for their support throughout the project. The Chairman also commended the Community Hub Team Leader and her team for their dedication and commitment.

Members also wanted to recognise the impact of the former members of the Library Sub Committee, who began the refurbishment project some years ago and also recognised the hard work and dedication of the library volunteers for giving their time up so generously to support the refurbishment project. In recognition of the hard work and dedication of all involved from the outset, Members agreed to invite everyone to an afternoon tea, on a day when all can attend.

Following a unanimous vote, it was proposed by Councillor Peggs, seconded by Councillor Bullock, and **RESOLVED** to;

- 1) Note the report;
- 2) To extend the Library Sub Committee's thanks and appreciation to James of Bailey Partnership for his support, professional advice and guidance throughout the project;
- 3) To invite former members of the Library Sub Committee and library volunteers to an afternoon tea in recognition of their valuable contribution and support during the project;
- 4) Ratify the following additional expenditure allocated to budget codes 6971 EMF Saltash Library Property Refurbishment and 6972 LI EMF Library Equipment & Furniture;
 - Security railings to the rear of the library building (project variation, GK Construction) - £6,800.00
 - Roof works by Stormforce, including the installation of new large hoppers, replacement outlet grates, and a new overflow weir - £6,842.00
 - Blinds for office windows – £365.50
 - Supply and installation of new smoke detectors throughout the building - £851.88
 - Supply, installation, and commissioning of external CCTV cameras – £1,303.45
 - Various furniture items and kitchenware purchased to support the new library layout and operational requirements – £5,195.00
 - Cornwall Council networking works – £475.46.

85/26/27 TO RECEIVE A REPORT ON BAILEY PARTNERSHIP FINAL ACCOUNT AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Chairman referred Members to the report contained within the circulated reports pack and explained that the cost related to a previous curtain walling project, rather than the current refurbishment project. The Chairman advised that, due to a discrepancy, the invoice had remained outstanding for some time. As the work had been satisfactorily completed by Bailey Partnership, she recommended that Members approve payment of the invoice.

Following a unanimous vote it was proposed by Councillor B Samuels, seconded by Councillor Bullock and **RESOLVED** to approve Bailey Partnership final invoice for the curtain walling project as a cost of £6,026.15 allocated to budget code 6918 LI EMF Legal & Professional Fees (Private Contractors).

86/26/27 TO RECEIVE A REPORT ON THE CONDITION OF OFFICE WINDOWS AT SALTASH LIBRARY HUB AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Chairman provided an overview of the report circulated in the reports pack and drew members attention to the images of the two windows in the top floor office that need replacement. She advised there would be a requirement to obtain Listed Building Consent to replace the windows that are in a very poor condition. The Chairman also noted that there is only one small opening window in the office making it uncomfortable to work in during the summer, she suggested purchasing a small air-conditioning unit to make it more comfortable.

Cllr P Samuels also noted that there is also a small window on the ground floor that is in very poor condition and suggested it would be advisable to also have that one replaced at the same time. The Chairman agreed that this would be a sensible solution to avoid a further listed building application.

Following a unanimous vote it was proposed by Councillor B Samuels, seconded by Councillor P Samuels and **RESOLVED** to delegate authority to the Town Clerk to appoint Bailey Partnership to oversee the listed building consent process and manage the replacement of the two windows in the Library top office, and the window on the ground floor, with expenditure to be within the available budget codes;

- 6918 LI EMF legal & Professional Fees (Private Contractors); and
- 6971 EMF Saltash Library Property Refurbishment.

87/26/27 PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:

Pursuant to Section 1(2) of the Public Bodies (Admissions to Meetings) Act 1960, it was resolved that the public and press leave the meeting because of the confidential nature of the business to be transacted.

88/26/27 TO CONSIDER ANY ITEMS REFERRED FROM THE MAIN PART OF THE AGENDA.

None.

89/26/27 PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:

It was resolved that the public and press be re-admitted to the meeting.

90/26/27 TO CONFIRM ANY PRESS AND SOCIAL MEDIA RELEASES ASSOCIATED WITH ANY AGREED ACTIONS AND EXPENDITURE OF THE MEETING.

Following a unanimous vote, it was proposed by Councillor B Samuels, seconded by Councillor Bullock and **RESOLVED** to issue the following Press and Social Media releases:

1. Library Survey results;
2. Refurbishment of the Library completed within budget;
3. Services provided including future refreshments;
4. Footfall counter;
5. Conclusion of the Library Sub-Committee.

91/26/27

TO NOTE THAT THE LIBRARY SUB COMMITTEE WILL BE DISSOLVED FOLLOWING THIS MEETING IN ACCORDANCE WITH THE TOWN COUNCIL'S APPROVED COMMITTEE STRUCTURE AND GOVERNANCE ARRANGEMENTS.

The Chairman confirmed that the Library Sub-Committee would now be dissolved in accordance with the Town Council's approved committee structure and governance arrangements. She thanked both past and present Members for their commitment and support throughout the project, noting that the Town Council now has a library of which the community can be truly proud. The Chairman also extended her sincere thanks to the Community Hub Team Leader and her team, together with the Town Clerk, for their dedication and contribution to the successful delivery of the project.

It was **RESOVLED** to note.

Rising at:19:11

Signed: _____
Chairman

Dated: _____

**To receive a report on refreshment provision and consider
any actions and associated costs**

Report to:

Library Sub Committee

Date of Report:

26.08.2026

Officer Writing the Report:

Community Hub Team Leader (CHTL)

Purpose of the report:

To identify the types of hot and cold drinks facilities, recommend the best value for money and suitability for use in the library space together with a pricing structure.

Pursuant Minute:

Library meeting held on 16.2.26 minute nr 58/25/26 points 2 & 3

Officer's Recommendations

Members are asked to;

1. Consider purchasing Jura W8 bean to cup coffee machine from company A at a cost of £1,650.47 + VAT allocated to budget code 6971 LI EMF Saltash Library Property Refurbishment.
2. Consider purchasing the fridge Polar G-Series Upright Display Fridge 218Ltr Black GH426 for the cold drinks provision at a cost of £444.99 + VAT allocated to budget code 6971 LI EMF Saltash Library Property Refurbishment.
3. To consider recommending to the Services Committee the refreshment pricing structure outlined in the report.
4. Note there will be training costs of £20 plus VAT for each library staff member to complete necessary food safety training allocated to the personnel training budget 6656 ST PE Staff Training.

5. Note the additional food hygiene and safety requirements associated with providing refreshments, including food business registration, ongoing compliance with food safety regulations, and the increased operational responsibilities for the Community Hub Team Leader and Community Hub Assistants in managing stock, cleaning, monitoring, and record-keeping requirements.
6. To consider delegating authority to the CHTL to ensure that all requirements relating to the provision of refreshments are implemented, enabling the service to be delivered safely, effectively, and in accordance with all relevant procedures and regulations.

Report Summary

Hot Drink Product

A wide range of coffee machines is available to meet different operational requirements, budgets and customer expectations. After considering the available options, a bean-to-cup coffee machine clearly represents the best solution for Saltash Library Hub, offering the strongest balance of quality, flexibility, reliability and value for money. Unlike many commercial machines, it does not require a mains water connection, avoiding installation costs and enabling immediate deployment within the library. Its self-contained water tank provides the flexibility to relocate the machine for events, room reconfigurations or routine cleaning, ensuring it can adapt to the changing needs of the Hub.

In addition to its practical advantages, a bean-to-cup machine delivers a consistently high-quality coffee experience, producing fresh drinks that are comparable to those available in commercial cafés. This has the potential to enhance the visitor experience, encourage longer visits, support community activities and generate additional income. Designed for regular commercial use, the machine is robust, dependable and capable of meeting expected demand without compromising drink quality or service speed. By combining professional-standard beverages, operational flexibility and ease of management, a bean-to-cup coffee machine offers a future-proof investment that aligns with the Hub's ambition to create a welcoming, sustainable and community-focused environment.

- Jura W8 Bean-to-Cup Coffee Machine

The Jura W8 is a compact, professional bean-to-cup coffee machine designed for workplace environments, with a recommended capacity of up to 50 drinks per day. It offers 17 speciality coffee options, including milk-based drinks, and features a Professional Aroma Grinder and automatic milk system cleaning to ensure consistent quality and ease of maintenance.

The machine includes a 3-litre water tank, 500g bean hopper, intuitive colour display, and programmable drink settings. It is designed for office and public-facing environments and can be integrated with payment systems if required. The W8's compact footprint, reliability, and user-friendly operation make it a suitable option for community facilities seeking a high-quality self-service beverage provision. Please refer to **Appendix A.** for the full machine specification of the Jura W8.

- Jura W4 Bean to Cup Machine

The Jura W4 is a compact, professional bean-to-cup coffee machine designed for offices and public spaces, with a recommended capacity of up to 50 cups per day. It offers 10 speciality black coffee drinks, including espresso and lungo options, and features Jura's Professional Aroma Grinder and Pulse Extraction Process for consistent coffee quality. It includes a 3-litre water tank, 500g bean hopper, intuitive colour display, automatic cleaning programmes, and payment system compatibility. The W4 is a reliable, low-maintenance solution for venues seeking high-quality black coffee without the additional servicing requirements of a milk-based system. Please refer to **Appendix B.** for Jura W4 specification.

The Jura W8 offers a broader beverage range than the Jura W4, providing 17 speciality drinks including cappuccinos and other milk-based coffees, compared with 10 black coffee options on the W4. Both machines are designed for similar usage levels of up to 50 cups per day and offer comparable professional features. The W8 would provide a more versatile customer experience, while the W4 offers a simpler and potentially lower-maintenance solution focused on black coffee specialities.

- Vitro S1 Espresso Coffee Machine

The Vitro S1 Espresso is a compact, self-service coffee vending machine designed for offices, community venues and hospitality settings. It offers a range of espresso-based beverages, including cappuccinos, and is capable of producing up to 60 cups per day. The machine features a 4-litre water tank, 1.2kg bean hopper and a simple touchscreen operation. Please refer to **Appendix C.** for Vitro product specification.

- Jura W8 or the Vitro S1?

While both machines are suitable for public-facing environments, the Jura W8 offers a significantly more premium coffee experience. It provides 17 speciality beverages, including high-quality milk-based drinks such as cappuccinos and lattes, compared with the Vitro S1's more limited vending-style menu. The Jura's Professional Aroma Grinder, Pulse Extraction Process and fine foam technology are specifically designed to deliver café-quality drinks with a focus on taste and consistency.

Although the Vitro S1 has a larger bean capacity and slightly higher daily output, the Jura W8 prioritises beverage quality, ease of use and customer satisfaction. Its automatic milk cleaning system, intuitive display, smart cup sensor and premium

design make it particularly well suited to a community hub environment where providing a welcoming, high-quality customer experience is a priority.

Overall, the Jura W8 represents the stronger option for delivering a professional, café-style coffee offering and is likely to enhance the visitor experience more effectively than the Vitro S1.

Machine	Daily capacity	Drink range	Water / beans	Operation and maintenance	Costs quoted in this report		Library suitability
Jura W8	Up to 50 drinks	17 specialities, including fresh-milk drinks	3L tank / 500g hopper	Automatic milk-system cleaning; intuitive display; payment-system compatible. Requires milk storage and additional milk-system care.	Purchase: £1,650.47 + VAT Company A or £2,850 + VAT (Company B).	Lease: £19.86 + VAT per week for 2 years; stated total net cost £1,549. Company A	Best overall option: broadest choice and strongest café-style customer experience.
Jura W4	Up to 50 drinks	10 black-coffee specialities; no milk drinks	3L tank / 500g hopper	Automatic cleaning programmes; simpler upkeep than a milk-based machine; payment-system compatible.	Purchase: £1,257.69 + VAT (Company A) or £2,095 + VAT (Company B).	Lease: £15.13 per week for 2 years, stated total net cost £1,180.37; or £16 per week for 3 years.	Best lower-maintenance option: good value where black coffee is sufficient.
Vitro S1 Espresso	Up to 60 drinks	8 selections, including espresso-based and powdered-milk drinks	Optional 4L tank / 1.2kg hopper	Compact and easy to refill and clean; cashless options available; uses soluble milk and chocolate canisters.	Purchase price= £2,500 Plus VAT (Company C) Plus £500 annual service fee		Best for higher throughput: larger capacities, but a more vending-style offer than the Jura W8.

Additional information for members on hot drinks provision

- The staff would have compostable takeaway cups behind the reception desk and take the payment at the desk for beverages. This would allow reporting of how many drinks were sold and streamline the money handling process as the takings would go directly into the till rather than into a separate vending machine.
- Hot chocolate and tea bags would also be kept behind the desk and given to customers once they have paid for the beverage. Providing compostable cups would also decrease the use of single-use plastic and reduce our negative impact on the environment.
- A discount initiative can also be applied when using a Bean to Cup machine, whereby customers could receive a small discount for bringing in their own cup or travel mug. Not only would this reduce waste, it would also reduce expenditure on takeaway cups whilst encouraging the reduction of waste.
- A loyalty card scheme could also be introduced to encourage regular purchasing of beverages. This is an incentive to increase profit and can be used as marketing to draw customers in.
- Additional sockets would be required to run any equipment which would have an associated cost.

Operational Impact of Refreshment Provision

The sale of hot drinks would require the Town Council to ensure compliance with relevant food safety legislation and good practice standards. This would include registering the Library Hub as a food business where required, providing appropriate food hygiene training for staff involved in the preparation and sale of drinks, maintaining suitable food safety management procedures, and ensuring that allergen information is available to customers. Once registered, the local authority may inspect the premises and issue a Food Hygiene Rating (0-5).

In addition, appropriate public liability and employer's liability insurance arrangements should be reviewed and confirmed to ensure that the activity is adequately covered. Procedures should also be established for cleaning and maintenance of equipment, safe storage of milk and consumables, stock management, and monitoring of hygiene standards.

- For selling hot drinks at the library, usual requirements are;
 1. Food business registration
 2. Basic food hygiene procedures
 3. Allergen information
 4. Temperature monitoring for milk
 5. Appropriate insurance

Introducing a hot drinks service would respond directly to demonstrated visitor demand and strengthen the Library Hub's appeal as a welcoming community destination. Many visitors have already requested this provision through verbal feedback, while 30% of respondents to the recent survey said it would make them more likely to visit. Providing refreshments would therefore enhance the existing offer, encourage greater footfall and longer visits, and further support the Library Hub's role at the heart of the community.

Cold Drink Product

Fridges

Introducing a drinks fridge in the library could provide a convenient and attractive cold drinks offer for customers, helping to increase dwell time, improve the visitor experience, and generate additional income to support library services. The **Polar G-Series Upright Display Fridge (218L)** is the strongest overall option as it combines a good storage capacity with a lockable door and lockable castors, making it secure, easy to move for cleaning, and well suited to a public library environment. This fridge could also be utilised for storage of milk for the library coffee machine. Current facilities do not allow for storage of milk in larger quantities so this would be an effective solution. Please refer to **Appendix D** fridge and vending machine product information.

For busier sites expecting higher sales volumes, the Kool SC360 (360L) offers significantly more storage capacity while retaining both a lockable door and castors. Budget-conscious libraries may find **the Adexa KOBE302 (140L)** a cost-effective alternative; however, the lack of a specified lock could present security concerns. Smaller options such as the Russell Hobbs 62L Drinks Fridge have lower upfront costs and a lockable door but may require frequent restocking and cannot be easily relocated due to the absence of wheels. The Adexa SC105B Bottle Cooler provides a compact display solution but appears better suited to retail settings and lacks clearly stated security and mobility features. Potential disadvantages of any drinks fridge include electricity costs, routine cleaning and maintenance requirements, stock management, and the risk of theft or vandalism if a lockable unit is not selected. Overall, a drinks fridge could be a valuable addition to the library, with the Polar G-Series offering the best balance of security, capacity, mobility, and suitability for a community-focused public space.

Rank	Fridge	Capacity	Lockable Door	Wheels/Castors	Price (Inc. VAT)	Library Suitability
1	Polar G-Series Upright Display Fridge 218L Black GH426	218L	✓ Yes	✓ Lockable castors	£533.99	Excellent
2	Kool SC360 Black Upright Single Door Display Fridge	360L	✓ Yes	✓ Castors	£466.80	Excellent for high-volume sales
3	Adexa KOBE302 Display Refrigerator	140L	⚠ Not specified	✓ Castors	£391.20	Good budget option
4	Russell Hobbs 62L Drinks Fridge	62L	✓ Yes	✗ No	£169.00	Suitable for very low sales volume
5	Adexa SC105B Bottle Cooler	105L	⚠ Not specified	✗ Not specified	£402.00	Better suited to retail environments

Vending Machines

A vending machine could provide a simple, self-service option for offering cold drinks and snacks within the library, requiring minimal staff involvement during day-to-day operation. Leasing a machine from a supplier such as Company C offers the benefits of regular replenishment and annual servicing. However, the financial return is likely to be very limited, as income is dependent on an agreed rebate arrangement and turnover levels, with no guaranteed profit. In addition, the proposed five-year contract may reduce flexibility if demand changes or a different provision is preferred in the future. The cost of leasing a vending machine for drinks or drinks & snacks from Company C is £25 per week for 5 years. This is a total cost of £6,500 over five years for rental.

Purchasing a vending machine outright would allow the Town Council to retain all income from sales and could be more cost-effective than a long-term lease over five years. However, this option would require a significant upfront investment, alongside ongoing responsibilities for stock ordering, storage, replenishment, cleaning, and machine management. The purchase cost for a drinks vending machine from Company C is £4200. A further concern for both options is that the machines operate on card payments only, which may exclude some customers, particularly children, older residents, and those who prefer to use cash. The physical dimensions of vending machines is also greater than the fridges included within this report. Taking into account the space requirements, card-only payment restrictions, ongoing costs, and limited financial return, a vending machine may be less suitable for a library setting than a smaller, more flexible drinks fridge solution.

Product	Lease	Buy
Vending machine supplied by Company C	PROS • Replenished regularly. • Serviced annually.	PROS • Outright purchase would mean all money from sales would go to the Town Council. • Reduced cost compared to the total cost of a 5 year rental contract. • User can choose what products to sell.
	CONS • Would not see much if any financial profit from leasing. • 5 year contract. • Possible rebate subject to turn over- no guaranteed income from the sale of products. • Card payments only- done through integrated card reader. No cash option.	CONS • Regular replenishment and storage of products required. • Card payments only- done through integrated card reader. No cash option. • Large upfront expense.

Overall, a drinks fridge is the preferred option for the library as it offers a more flexible, cost-effective, and customer-friendly solution than a vending machine. A fridge such as the **Polar G-Series Upright Display Fridge** provides secure storage, mobility, and sufficient capacity for a range of cold drinks while allowing the library to retain all income from sales. Unlike a vending machine, a drinks fridge does not require a long-term contract, annual servicing agreements, or reliance on supplier-managed stock arrangements. It also allows greater control over product selection, pricing, and stock levels, enabling the library to tailor the offer to local demand. In addition, a drinks fridge

occupies less space and is more easily integrated into a library environment, preserving valuable floor space and maintaining a welcoming atmosphere. Importantly, sales can be made through existing library payment methods, including both cash and card where available, avoiding the accessibility issues associated with card-only vending machines. Taking into account the lower overall costs, greater flexibility, reduced space requirements, and improved accessibility for customers, a drinks fridge represents the most practical and sustainable option for providing cold drinks within the library.

A review of the library budget and the relevant budget code will be required to ensure sufficient funding is available for the purchase of the products needed to continually replenish and deliver this provision should members wish to add refreshments to the library offer. This will also be informed by the refreshment solution members choose to adopt.

Refreshment Charges

The introduction of refreshments presents an opportunity to generate modest income while enhancing the visitor experience. Refreshment charges would be instated with the addition of a hot and cold drinks provision (coffee machine and cold drinks machine)

Potential refreshments could include:

- Coffee (freshly ground from Bean to Cup machine)
- Tea
- Hot chocolate
- Cold soft drinks

Any pricing structure should:

- Reflect local market rates.
- Remain affordable for customers.
- Cover operational and consumable costs.
- Offer good value for money.

Example pricing for hot beverages below:

Product	Price per cup
Latte	£2.50
Cappuccino	£2.50
Americano	£2.00
Espresso (single or double)	£1.75
Tea (including herbal)	£1.00
Hot Chocolate	£1.00

These prices are based on a 1kg bag of Origin coffee beans and a green semi skimmed milk from a local shop. There would need to be consideration for Oat Milk etc. Those who choose to bring their own cup would receive a 10% discount.

How Does This Meet the Business Plan?

The recommendations support Saltash Town Council's Business Plan and its vision for a greener, more inclusive and prosperous town with an excellent quality of life for all ages.

Under **Health and Wellbeing**, the provision of hot and cold drinks would improve the Library Hub as a welcoming, accessible community facility. It responds directly to customer feedback, including the survey finding that 30% of respondents would be more likely to visit if refreshments were available. The service could encourage longer visits, social interaction and participation in library activities. Staff food-safety training, allergen information, cleaning procedures and temperature monitoring would help ensure the service is delivered safely and responsibly.

Under **Boosting Jobs and Economic Prosperity**, the proposals would improve the Library Hub's facilities, increase its attractiveness to residents and visitors, and create an opportunity to generate additional income. Purchasing the equipment enables the Town Council to retain income from sales, control pricing and stock, and avoid the higher costs and restrictions of a long-term vending contract. The recommended options therefore demonstrate value for money and responsible use of Council resources.

Under **Climate Emergency**, the proposed use of compostable cups and incentives for customers who bring reusable cups would help reduce waste. Selecting equipment that is appropriately sized and capable of serving more than one operational purpose—for example, using the recommended fridge for both cold drinks and milk storage—would support efficient use of resources.

Under **Recreation and Leisure**, the recommendations would enhance the Library Hub's role as a community destination by improving the visitor experience and supporting meetings, events, activities and informal social use of the building.

Overall, the recommendations contribute to the Council's commitment to providing high-quality, inclusive and sustainable services for Saltash residents and visitors.

Budget Overview

Item 1:

- Bean To cup Machine Jura W8 £1,650.47 + VAT
- Quantity 1

Item 2:

- Polar G-Series Upright Display Fridge 218L Black GH426 £444.99 + VAT
- Quantity 1

Total cost of all items: = £2095.46 +VAT

Please note, prices correct at time of writing the report but are subject to change.

Quotes Provided

Item Description	Length of lease	Unit Price	Total Net Cost
Jura W8 Bean to Cup Machine (Company A)	2 years	£19.86 +VAT per week	£1,549
Jura W4 (Company A)	2 years	£15.13 per week	£1,180.37
Jura W4 Bean to Cup (Company B)	3 years	£16 per week,	

Item Description	Purchase of machine
Jura W8 Bean to Cup Machine Company A	£1,650.47 + VAT
Jura W8	£2850.00 +VAT
Jura W4 Company A	£1,257.69 + VAT
Jura W4 Bean to Cup (Company B)	£2095 + VAT

Item Description	Lease Price	Purchase Price
Vending machine- (Company C)	£25 per week +VAT for a 5 year contract.	£4,200.00 +VAT
GPE DRX 25 Chilled 5 Tray Floor Standing Vending Machine	£26.30 +VAT) per week 60 month contract	£4,770.00 +VAT

Procurement Threshold

Should members wish to purchase a refrigerator for the library, this would fall under the procurement threshold.

Should members wish to lease or purchase a vending machine, this is over the procurement threshold.

Budgets

Budget Codes:

6971 LI EMF Saltash Library Property Refurbishment

Budget Availability:

£35,808

Committed Spend: None.

Signature of Officer:

Community Hub Team Leader