

**To receive a report on the improvements to Saltash Library Hub services and consider any actions and associated expenditure**

**Report to:** Library Sub Committee

**Date of Report:** 10 January 2025

**Officer Writing the Report:** Community Hub Team Leader

**Pursuant to:** Library SC held on 29.08.24 minute nr 13/24/25

**13/24/25**     **TO RECEIVE CORNWALL COUNCIL'S LIBRARY CUSTOMER SURVEY AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.**

The CHTL briefed Members on the report received and contained within the circulated reports pack.

It was proposed by Councillor Dent, seconded by Councillor Bullock and **RESOLVED** to note the survey and delegate to the CHTL to work through the Saltash survey responses and ascertain any areas of improvements to the services provided reporting back at a future Library Sub Committee meeting.

**Officers Recommendations**

Member are asked to review Cornwall Council's Saltash library customer survey (as attached) against this report to ensure the Library sub committee are content with the response to the feedback to improve areas of the Saltash library services.

## **Report Summary**

### **1. Better facilities including clear windows**

As we are aware this is being rectified with external and internal facility improvements through 2024 – 2025

Toilet facilities are the main topic of survey response, and this is at the top of the list for our impending internal improvements.

### **2. More books (books never change)**

We are at the maximum for book numbers (10,500). To achieve Community Hub internal improvements, we will be looking to reduce book totals by 10% This will not impact customers through the door as the online Click and Collect service has proven to be more than an adequate replacement of service (As proven at Liskeard – This is also supported by CC Libraries). This reduction can be achieved by removing books that have been sitting on our shelves for more than 12 months and the moving of shelves when we move the reception desk. Books are changing and being replaced and rotated more than ever as a 'Click and Collect' by-product. Up to 70% of books sitting on our shelves are from other libraries as these are all in the 'Click and Collect' Cornwall County rotation of books as they are ordered and read by customers around the county. (This is why we have Tuesday and Thursday book deliveries).

This reduction will also help maximise space for wider community use.

### **3. Extension of opening hours**

We are investigating the extension of hours moving forward against available staff hours and the Town Council organisation structure.

### **4. Café facilities**

We are investigating the possibility of having vending as a viable way forward to offer a beverage/eating opportunity as another way of extending services and attraction custom. However, this is not part of the Library Sub Committee priority list (minute 48/23/24).

## **Signature of Officer:**

Community Hub Team Leader