

To receive a report on the library public network PC's and consider any actions and associated expenditure

Report to: Library Sub Committee

Date of Report: 02.07.25

Officer Writing the Report: Town Clerk (in the absence of a CHTL)

Pursuant to: N/A

Officers Recommendations

Members are invited to consider the removal of one Public Network PC and its associated desk (located on the end of the cluster of PC's), with a view to reconfiguring the area to create a more accessible and user-friendly space.

There would be no cost to Saltash Town Council to remove a PC. The PC remains the ownership of Cornwall Council not Saltash Town Council.

It is likely that Saltash Town Council would be left with the desk.

Report Summary

Cornwall Libraries have asked devolved sites to review their need for all current Public Network PCs. Since the introduction of direct printing from customer devices in February 2025, usage of the PCs has declined, and they are now rarely all in use simultaneously.

At the recent Library Training Day (attended by staff), several branches reported plans to reduce their PC numbers. In consultation with library staff, we believe that removing one PC would not impact the Town Council's service delivery. This would reduce the total number of PCs to four, free up a computer desk, and potentially allow for a more efficient layout—improving access to the Large Print book section.

Usage data supports this proposal:

- **May 2025:** 114 users (down from 123 in May 2024 – a 10.24% decrease)
- **April 2025:** 112 users (down from 152 in April 2024)

Please refer to **Appendix A** for detailed usage figures. Earlier data is less reliable due to the temporary relocation of the library to The Guildhall.

The library hub's booking system via Netloan remains in place to manage demand if all PCs are in use.

Cornwall Council now provide a 'print direct' offer to our customers – this allows customers to send their printing directly to salt.print@liscornwall.org.uk therefore not requiring a PC – this is fairly popular at Saltash.

Cornwall Libraries have been informed of the date of the next Library Sub-Committee meeting and are awaiting confirmation of the Town Council's decision.

APPENDIX A

Public Computer Usage, May 2024 and May 2025 comparison

%Growth - May 25 on May 24. Plus 2019 figures for comparison.

Site	2019	2024	2025	% Growth
St Columb Library	44	9	21	133.33%
Lostwithiel Library	41	6	7	16.67%
Penryn Library and Information Service	148	110	126	14.55%
St Austell Library	804	302	326	7.95%
Callington Library and Information Service	153	37	39	5.41%
Helston Library and Information Service	252	82	85	3.66%
Newquay Library and Information Service	847	606	621	2.48%
Truro Library	1402	829	831	0.24%
Penzance Library and Information Service	1469	464	456	-1.72%
Perranporth Library	91	30	29	-3.33%
Redruth Library and Information Service	372	323	300	-7.12%
Bodmin Library and Information Service	467	140	130	-7.14%
Bude Library and Information Service	259	136	126	-7.35%
Saltash Library and Information Service	242	127	114	-10.24%
Wadebridge Library and Information Service	323	147	129	-12.24%
Torpoint Library and Information Service	253	148	128	-13.51%

Signature of Officer:

Town Clerk (in the absence of a CHTL)