

To receive a report and draft library hub survey and consider any actions and associated expenditure

Report to: Library Sub-Committee

Date of Report: 16/06/2025

Officer Writing the Report: Development and Engagement Manager

Pursuant to: Library Sub Committee - Thursday 16 January 2025 6.30 pm / Minute Number: 31/24/25

Officers Recommendations

Members are asked to consider the following:

- 1) Approve the Library Hub Survey;
- 2) Approve a prize draw with a gift card of £25 as an incentive to complete the survey allocated to budget code 6922 Library Activities;
Please refer to the budget section of this report for more information.
- 3) To note the channels for distributing the survey and delegate to the Community Hub Team Leader (upon appointment) to publish, co-ordinate the responses, manage feedback appropriately reporting back to a future meeting of the Library Sub Committee.
- 4) To note the feedback received from the results of the Cornwall Council's Library Customer Survey and how Saltash Town Council have monitored the feedback.

Report Summary

At the Library Sub Committee meeting held on Thursday 16 January 2025, responsibility was delegated to the Community Hub Team Leader to work with the Development and Engagement Manager to create a Town Council Library Survey to ascertain current customer experience and how the service can be better improved.

Please refer to Appendix 1 to review the Draft Town Council Library Survey.

The survey was developed through a collaborative effort, with the D&EM working closely with the Town Clerk and Library staff to ensure its content aligns with the Town Council's goals for gathering meaningful data to enhance the Library Hub.

Additionally, the D&EM and CHTL collaboratively shared the results of the Cornwall Council's Library Customer Survey through STC communication channels. Please note, there was no engagement on social media regarding these results.

Distribution

The survey will be distributed free using the following channels:

1. Library and Saltash Town Council Website/Facebook/Instagram pages (an online survey would be produced using Survey Monkey).
2. Online Community Groups: Post in local Facebook groups, community forums.
3. Display physical copies at Library entrance, front desk, noticeboards, and reading areas (include QR codes on posters to link to the online survey).
4. Community Outreach (place posters with QR codes at local community organisations). For example, we have a collaboration with Saltash Red Bus where they promote posters for us on a monthly basis, this could be included in the next round of promotions within their office/busses.

Please refer to Appendix 2 to review the draft poster.

The survey's, posters, and promotion of these materials can be printed and distributed internally.

How Does This Meet the Business Plan?

This survey supports the Business Plan by helping shape the Library Hub around the needs and interests of the community, supporting the priority of boosting jobs and economic prosperity to improve facilities and make Saltash a welcoming visitor destination.

Additionally, the survey supports the Recreation and Leisure priority by providing residents a meaningful opportunity to contribute to the future of this valued asset, and continue to provide, improve, and support Saltash library service's and cultural activities.

The survey also plays a key role in promoting health and wellbeing by informing the development of inclusive programs and spaces that encourage connection and help reduce social isolation.

Overall, the survey ensures that the library remains a responsive, dynamic, and community-focused resource for Saltash.

Budget Overview

Gift card: £25

Budget Code: 6922 Library Activities;

Budget Availability: £1,605.

Signature of Officer:

A handwritten signature in black ink, appearing to be 'R. B. 2024', written over a horizontal line.

Appendix 1

Help Shape the Future of Saltash Library Hub and Enter Our Prize Draw

Saltash Town Council envisions the Library Hub as a vibrant, multi-purpose community space that is open and welcoming to all residents and visitors.

To ensure the Library Hub continues to meet community needs, we're seeking your input. Your feedback is essential and will help shape the future development of our services.

Please take a few minutes to complete our short survey, we truly value your views. *Your feedback helps us improve, and by completing the survey, you can enter our prize draw to win a £25 local gift card!*

1. Did you know that Saltash has a Library Hub and Community Space?

☐ Yes ☐ No

2. If yes, how often do you visit?

☐ Daily ☐ Weekly ☐ Monthly ☐ Rarely ☐ I don't currently visit

3. Which of the following services did you know we offer? (Tick all that apply)

☐ Book and other media

☐ Free Wi-Fi and computer use

☐ Children's activities and Storytime

☐ Events, talks, and workshops

☐ Study and quiet spaces

☐ Photocopying

☐ Cornwall Council signposting services

☐ Meeting / community space hire

☐ Other: _____

4. How have you personally used the Library Hub? (Tick all that apply)

- ☐ Borrowing books/media
- ☐ Attending events
- ☐ Using computers or Wi-Fi
- ☐ Studying or working
- ☐ Photocopying
- ☐ Relaxing/social use
- ☐ Never visited
- ☐ Other: _____

5. What would make you more likely to visit or use the Library Hub?

6. How important is it to have a vibrant Library and Community Hub in Saltash?

- ☐ Very important ☐ Somewhat important ☐ Not important

and the reason(s) why:

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7. What new services, events, or facilities would you like to see?

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and the reason(s) why:

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Prize Draw & Updates (Optional)

Would you like to enter the £25 gift card prize draw and receive occasional updates about the Library Hub?

Please provide your details below.

Name: _____

Email or Phone Number: _____

Postcode (optional): _____

To see how we use your data please see the privacy notice on the Town Council website www.saltash.gov.uk

Thank you for taking part!

Appendix 2



PLEASE SHARE YOUR THOUGHTS

SCAN ME



PLEASE FILL IN THIS SHORT SURVEY AND SHARE
YOUR THOUGHTS ON OUR LIBRARY HUB SERVICE

WE VALUE YOUR FEEDBACK ON HOW THINGS HAVE BEEN
PROGRESSING AND WELCOME YOUR SUGGESTIONS FOR
IMPROVEMENT.

YOUR DATA WILL BE HANDLED IN
ACCORDANCE WITH GDPR GUIDELINES.

@saltashtowncouncilofficial