

To receive a report from the Community Hub Team Leader and consider any actions and associated expenditure

Report to: Library Sub Committee

Date of Report: 01.09.25

Officer Writing the Report: Town Clerk

Officers Recommendations

Members are invited to:

1. Review the summary section of this report detailing recent activities and developments at Saltash Library Hub, and raise any questions they may have.
2. Consider a proposed change to the library's operational hours, moving the opening time from 10:00 AM to 9:30 AM on Monday, Tuesday, Thursday, and Friday, effective from 8 September 2025.
3. Discuss future arrangements for the hire of the library building by commercial businesses — specifically, whether such use should continue free of charge or be subject to a ratable hire fee.

Report Summary

Saltash Library Hub Update:

Saltash Library Hub currently remains without a Community Hub Team Leader (CHTL) to oversee the day-to-day operations of our vibrant and well-loved library.

During the Town Clerks time working from the library, it's been clear that the service is deeply valued by the Saltash community. The staff have created warm, professional relationships with customers, which is truly heartening to witness.

The team are committed to enhancing our outreach engagement with the local community and fully support the appointment of a CHTL to lead this effort and help us achieve these goals.

Recent Highlights from Saltash Library Hub:

- Summer Reading Challenge (SRC)

Running from 5 July to 13 September, Saltash Library exceeded its target of 255 starters with 275 participants. So far, 70 children have completed the challenge, with a target of 140 finishes. We've even welcomed participants from Donderry this year!

Shortly the team will be inviting the Mayor to visit local schools, present prizes to winners, and promote the importance of reading — encouraging even more children to take part next year.

- SRC Launch Activities

To celebrate the launch, the library hosted a range of creative sessions including clay modelling, storytelling, mask making, cress planting, 3D butterflies, and other paper crafts. The event was officially opened by the Mayor and her Consort, along with the Deputy Mayor and his Consort, adding a special touch to the occasion.

- Creative Writing Competition – “Change and Adapt”

As part of the BLOWATCH environmental campaign supported by the Seed Bed initiative, this competition ran throughout spring and summer. It encouraged the community to reflect on environmental themes through storytelling and poetry. The response was fantastic, with entries from local residents including those from St Anne's and Rowan House.

Saltash Library Hub – Community Engagement and Activities Update:

Saltash Library Hub continues to be a vibrant space for community engagement, hosting a wide range of activities and welcoming diverse groups and organisations.

Recent Hosted Events and Partnerships

- Cyber Security Awareness Session

Delivered by the Devon & Cornwall Police Cyber Protect Unit, this session was well attended and sparked interest among library visitors, many of whom joined spontaneously. The session concluded with an engaging Q&A.

- Clarks Auctioneers and Valuers

Invited members of the public to bring items such as jewellery (including costume pieces), silverware, militaria, and toys for valuation and potential purchase. Clarks currently use the space free of charge.

- Spanish Language Classes

A local tutor offers weekly Spanish lessons to her clients using the mezzanine floor, also free of charge.

- Cornwall Wildlife Trust

Returned with an informative stall, sharing resources and insights into local wildlife and conservation efforts.

- Home-Start Summer Picnic

The library team participated in a free summer picnic hosted by Home-Start at Longstone Park. Staff provided storytelling and games for children aged 0–5, were successful in signing up 4 new library customers, promoted library events and services to those who attended and made some useful contacts with other agencies for future library events. The event welcomed 30 families and was a great success.

Regular Groups and Clubs:

Saltash Library Hub hosts a variety of regular groups, including:

- Colouring Club
- LEGO Club
- Music Man
- Knit and Knatter
- Book Club
- Writing Club
- Dyslexia Cornwall
- Storytime for pre-school children

All of which still remain popular.

Community Initiatives:

- Read Easy Partnership

A new collaboration aimed at supporting adults in learning to read. A trial session is set to begin Friday 12 September.

- Cornwall Dementia Box Initiative

Cornwall Libraries are working with Cornwall Dementia Box to create themed suitcases filled with memorabilia from different eras. Saltash Library has been allocated the 1940s suitcase, which will be shared among local care homes. The team is currently working with Rose from the Dementia group to curate the contents.

- Library Loyalty Card Scheme

Cornwall Libraries are launching a Library Loyalty Card to encourage engagement with library services. Key features include:

- Monthly activities for all age groups
- Loyalty stamps for completed activities
- Entry into prize draws and local discounts upon completing a card
- Partnerships with organisations such as Eden Project, Hall for Cornwall, and local businesses
- Cards will expire annually to encourage ongoing participation
A Teams meeting will be held soon to provide further details, and the Saltash team will attend and report back.

Library team are to join a future Teams meeting to better understand how this potential new scheme will operate.

Operational Updates:

- Western Morning News Access

Due to delivery issues and administrative challenges, the library has reluctantly discontinued its subscription. Customers are now encouraged to access newspapers and magazines via the free service [PressReader](#), as well as [BorrowBox](#), which offers free access to over 1,000 titles. Library customers can do so by using the library public PC's, tablet, or setup via the Apps on their own device but must be a library customer. Library staff are here to help all our customers gain access to these fantastic free services – please spread the word.

- Public Toilets

The availability of public toilets remains a frequent inquiry from visitors. It is clear that this is a valued amenity, and members can be confident that it is something our customers welcome.

- Home Library Service (HLS)

The service continues, primarily serving Rowan House. While there have been no new enquiries, the need for better promotion is recognised.

- Window Cleaning Contract

All Seasons Window Cleaning has been appointed to clean all four sides of the library windows monthly. They offered the most competitive quote (£80) and have delivered satisfactory service to date.

Library Hub Operational Hours:

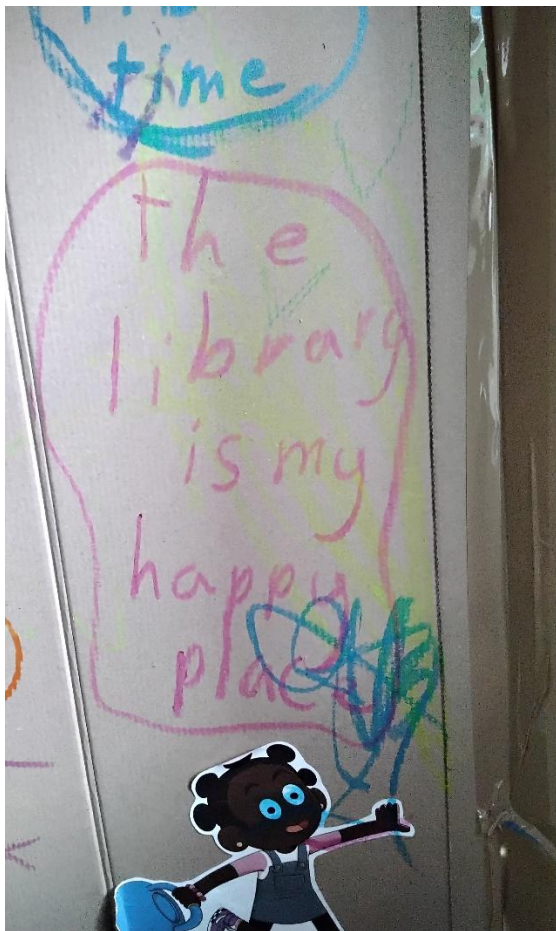
In discussion with the library team, now that the rota is more consistent there is availability to bring the opening of the library hub earlier to 09:30 rather than 10:00 (Monday, Tuesday, Thursday and Friday), closing time to remain as 17:00. There are always customers waiting to come in at 10:00 therefore we feel this would benefit some users. Saturday's to remain 10:00 to 13:00.

The change in operational hours will come at no additional cost to Saltash Town Council and will enable the Library Hub to offer an extra two hours of service to the community each week.

Report Images

Below is a selection of photos capturing the vibrant craft activities held at Saltash Library Hub during the Summer Reading Challenge including the cardboard library summer house and the Creative Writing Competition. As you'll see, even the Mayor and her Consort joined in the fun — a wonderful testament to the library's role at the heart of our community!























How Does This Meet the Business Plan?

Events like the Summer Reading Challenge, Creative Writing Competition, and craft sessions bring together people of all ages and backgrounds, fostering a sense of belonging and participation.

Partnerships with organisations such as Home-Start, Dyslexia Cornwall, and Read Easy support vulnerable groups and promote inclusive access to learning and literacy.

Spanish classes, writing clubs, and reading support for adults help build essential skills and encourage lifelong learning.

Cyber Security Awareness sessions empower residents with digital literacy and safety knowledge, which is increasingly vital.

Creative activities and social groups (e.g., Knit and Knatter, colouring, LEGO) support mental wellbeing and reduce isolation.

Dementia Box initiative promotes reminiscence therapy and meaningful engagement for older adults in care settings.

Collaborations with the Mayor and Deputy Mayor, Cornwall Wildlife Trust, Devon & Cornwall Police, and local businesses demonstrate effective partnership working and shared community goals.

The discussion around commercial hire of library space and the Library Loyalty Card scheme shows a proactive approach to increasing footfall, diversifying use, and exploring sustainable funding models.

The “Change and Adapt” Creative Writing Competition directly supports environmental education and awareness, aligning with broader sustainability goals.

Strategic priorities met include:

Boosting Jobs and Economic Prosperity

Health and Wellbeing

Climate Emergency

Recreation and Leisure

Signature of Officer:

Town Clerk (absence of a CHTL)