

**To receive a report on the Library Hub's attendance at Saltash May Fair 2026
and consider any actions and associated expenditure**

Report to: Policy and Finance Committee

Date of Report: 09.05.2026

Officer Writing the Report: Community Hub Team Leader

Purpose of the report: To provide a summary of Saltash Library Hub's attendance at Saltash May Fair 2026, including levels of community engagement, feedback received from residents, key staff observations, and recommended follow-up actions arising from the event.

Officers Recommendations

Members are invited to review the information as detailed in the report and raise any suggestions for future community outreach events and consider any associated costs.

Report Summary

Saltash Library Hub attended Saltash May Fair 2026 alongside Saltash Town Council. The event provided an opportunity to engage with a wide range of residents, including individuals who may not otherwise access library services, and helped to raise the profile of the library within the local community.

Public engagement was strongest during the Saturday morning period, supported by favourable weather and high visitor numbers. Attendance reduced later in the day as weather conditions deteriorated, although some engagement continued despite heavy rain. Community Hub assistants and the Community Hub Team Leader engaged with a large number of people across all age groups, from young children to older residents. 'Shifts' were taken to man the stall, providing staff equal opportunity to be out in the community.

The stall included books, promotional materials, information on library services and groups, and blood pressure monitors, all of which supported conversation with visitors and helped promote the wider library offer.

Successes	Challenges
<ul style="list-style-type: none"> • Public interaction was high. • Existing library members and non-members were interacting and offering views, asking questions and showing interest in the library offer. • Wide audience, reaching varied ages. • Interesting and useful feedback and suggestions received. • Signups and signposting completed. • Promotion and community engagement. • Opening the Library Hub stall and Town Council stall to create one large stall enabled good communication with the STC councillors providing opportunities for wider engagement. 	<ul style="list-style-type: none"> • Poor weather reduced visitor numbers in the afternoon. • Adverse weather deterred visitors from stopping at the stall for long, wanting to avoid the rain. • Some resources were affected by the rain and the set up needed adjusting to prevent further damage to resources. • Rain ingress through the middle section of the two stalls.

Staff Feedback

Staff feedback following the event identified the following points:

- Groups and activities were of high interest. Able to promote groups to a wider audience.
- One new member signed up to the book club.
- Strong interest was shown in the Writers Group.
- Some books were issued on site using a tablet and the online library system.
- There were many conversations about the internal refurbishment of the library.
- The event supported engagement with councillors.
- The event supported engagement with partner organisations, including the police and Livewire. The CHTL made meaningful connections with youth workers, police officers and has provided key contacts for potential workshops to be held at the library upon completion of the refurbishment works.
- The event was considered worthwhile by staff.
- Twenty craft activity packs were distributed to children.
- For future events such as the Regatta, a dedicated craft area would be beneficial. Craft materials were available, but space could not be used once the weather deteriorated.
- There was strong interest in the Brilliant Me journals promoting children's wellbeing, which were well received.
- Advice and troubleshooting were provided in relation to PressReader.
- Overall engagement levels were high.

Public Feedback

A suggestion sheet was used to capture views from residents on potential future activities and service developments. The suggestions received are set out below.

- Home education activities on Monday and Tuesday afternoons.
- Alternative school provision from 9.00 am to 3.00 pm.
- Dungeons and Dragons sessions at 10.30 am and a K'Nex Club for children aged approximately 9 years and above on Saturdays.
- Green tea served as part of a small café offer.

- Teen games night, including consideration of late opening.
- Men's social coffee morning.
- Sensory play sessions.
- Art exhibitions.
- Mindfulness sessions.
- Conversation group based on set themes or topics.
- Children's book club.
- Dinosaurs and robots themed day.

The feedback received will be useful in informing future service planning. A significant proportion of suggestions related to provision for children, young people, and home-educating families, indicating potential demand for further development in these areas. All public suggestions are community focused activities that would enhance the library offer. Further research into this will be conducted by the CHTL.

Follow Up Actions

The Community Hub Team Leader will utilise feedback gathered from the Saltash May Fair to develop services offered at Saltash Library Hub through the actions as follows.

- Further development into the events and activities calendar with focus on catering to children, young people, and home-educating families. CHTL is in the process of developing a Dungeons and Dragons session for young people, working with a facilitator to provide resources and guidance for people with no experience to ensure the workshops are accessible and inclusive. The CHTL has been in contact with a Home Educator who oversees sessions at the Core. The library can offer bespoke packages for Home Education children such as tailored book resources according to their curriculum, a craft activity to support this and workshops with external facilitators. This will be developed further once the library service is back in the main library building.
- Sensory Play will be explored, CHTL to look into purchasing suitable equipment and scheduling. Thursday and Friday mornings offer potential,

with no established library groups running at these times. There are few groups in the wider Saltash area on these days so could present an opportunity for good engagement.

- Art exhibitions could be run at the library to offer a community focused and creative offering. The CHTL has approached the art department at Saltash Community School, however, has not had a response. CHTL to follow up.
- A dedicated craft activity area to be considered for future public events, where practical and weather conditions allow.
- See that community events continue to be used to promote library groups, digital services, wellbeing resources, and improvements to the library environment. Additional attractions for the Saltash Regatta to be considered by the CHTL such as Story Time/story telling, bubble machine and free incentives for new sign-ups. There will also be additional promotional material available during the Regatta for the Summer Reading Challenge provided by Cornwall Libraries.
- Robots and Dinosaurs workshop to be planned as part of the Summer Reading Challenge calendar.

Following up on public feedback demonstrates to the public that their views are valued and needs are being met.

Saltash May Fair 2026 provided a positive and worthwhile outreach opportunity for Saltash Library. The event enabled the promotion of services, direct engagement with residents, the collection of useful feedback, and the strengthening of links with councillors and partner organisations. Although poor weather affected attendance later in the day, the overall level of engagement demonstrated the value of maintaining a library presence at community events. Residents' queries regarding the refurbishment work at the library building were valuable and visitors were encouraged to visit the temporary library situated at the Welsey Methodist Church.

How Does This Meet the Business Plan?

Attendance at the Saltash May Fair meets the strategic priorities as set out in the Town Council Business Plan 2024-2027 by promoting the library service which offers educational wellbeing, promotes Saltash as a vibrant visitor destination, encourages and receives public feedback and supports residents through constructive two-way communication. Promoting the services of Saltash Town Council raises awareness of the provision offered and encourages the continued utilisation of community assets. Providing residents and visitors with the opportunity to help shape library hub services demonstrates a clear commitment to service improvement and positive, community-focused change.

Signature of Officer:

Community Hub Team Leader.

