

**LOOE TOWN COUNCIL
KONSEL TRE LOGH**



MINUTES OF THE LIBRARY AND COMMUNITY COMMITTEE

Held on Zoom

On Monday 24th August 2020 at 6.15pm

REPORT TO COUNCIL

PRESENT: Chairperson: Cllr E. Hannaford
Councillors: Cllr M. Gregory, Cllr C. Jones, Cllr J. Holmes, Cllr J. Lundy, Cllr J. Miller and Cllr B. Richardson

IN ATTENDANCE: Cllr A. Toms

OFFICERS: Community Hub Manager: Emma Richardson-Calladine (ERC)
 Commercial Strategy Director and Town Clerk: Mel Colton-Dyer (MCD)

		Actions
	Welcome from Chair.	
87	<u>TO RECEIVE APOLOGIES</u> Apologies for absence were received from Cllr. V. Sullivan and Cllr M. Powell.	
88	<u>TO RECEIVE DECLARATIONS OF INTEREST</u> There were no declarations of interest declared.	
89	<u>TO RECEIVE QUESTIONS OR STATEMENTS FROM THE PUBLIC</u> There were no members of the public present. The Chair commented that this should be promoted going forward to increase community engagement.	ERC update priority list
90	<u>TO RESOLVE TO APPROVE THE MINUTES OF THE MEETING HELD ON 11 MARCH 2020</u> The Chair proposed that the minutes of the meeting on 11 th March 2020 be approved, seconded by Cllr Gregory it was: RESOLVED To approve the minutes 11 th March 2020.	

91	<p><u>TO RECEIVE AN UPDATE ON PROGRESS OF ITEMS FROM THE LAST MEETING OF THE LIBRARY AND COMMUNITY COMMITTEE HELD ON WEDNESDAY 11TH MARCH 2020</u></p> <p>The minutes were reviewed and no items were discussed.</p>	
92	<p><u>TO REVIEW AND DISCUSS TERMS OF REFERENCE FOR THE LIBRARY AND COMMUNITY COMMITTEE AND MAKE RECOMMENDATION TO FULL COUNCIL FOR APPROVAL</u></p> <p>Cllr J. Miller’s draft TOR document was shared with the Committee in advance. Items discussed were:</p> <p>Purpose: it was agreed that the TOR should be a strategic document, focused on the purpose of the Committee.</p> <p>Template: this document will be shared and used as a template for other Committees.</p> <p>Finance: Cllr Miller advised the budget allocated to this Committee could be included in the finance section of the TOR. ERC to liaise with MCD to confirm the budget allocation.</p> <p>Comments:</p> <p>Chair: the navigation of the document was much improved. An amend was requested so that the delivery of the library function in accordance with the service level agreement with Cornwall Council was included. Changes regarding membership were also requested as the roles of Chair and Vice Chair should be included and it should be clear that only Committee members can vote. Non-members are welcome but a reference to the standing order of the Council in regard to voting rights should be included.</p> <p>Cllr Lundy raised a concern regarding an imbalance of membership across all of the committees and what this meant in terms of quorum for some committees.</p> <p>Cllr Gregory confirmed that quorum is set at 50% of a committee’s membership. The Chair asked for this percentage to be included in the TOR.</p> <p>Concerns were discussed regarding the membership of the Policy, Strategy and Finance Committee and the Chair commented that once the new Councillor is in position the Town Clerk or Mayor could organise one to one meetings as part of the induction process to assess interests and skills and</p>	<p>ERC to confirm budgetary value for TOR</p> <p>Cllr Miller to update the TOR and recirculate to Committee</p> <p>Cllr Miller to update the TOR and recirculate to Committee</p>

	<p>help councillors know where they would be best placed. This will be addressed by Full Council.</p> <p>Co-opting councillors as committee members on a temporary basis was discussed and Cllr Gregory advised that if councillors wished to join a committee on a permanent basis this could be voted on by full Council.</p> <p>The Chair thanked Cllr Miller for his help.</p>	
93	<p><u>TO REVIEW AND DISCUSS NOTES FROM INFORMAL MEETING HELD ON 27TH JULY 2020</u></p> <p>Items discussed:</p> <p>Committee Leads: the interests, skills and experience of new Councillors will be revisited as part of a wider piece of Council work. The Chair proposed that lead Councillors could be established for certain priorities. Cllr Gregory and Cllr Lundy agreed.</p> <p>Name of Committee: it was agreed to retain the current name of this Committee for the time being.</p> <p>Values: included in this agenda (item 95)</p> <p>Recruitment: included in update from Community Hub Manager (item 94)</p> <p>Pay points: The Chair is meeting with Falmouth Library as they are intending to set up the Library as a Cornwall Council Pay Point and will share the findings. ERC commented that the withdrawal of Looe Library as a pay point seemed a positive as it allowed the resources to be redeployed and there were a number of other pay points in Looe and so the customer impact seemed minimal. Cllr Gregory asked if the secure cash collections would stop and the Chair confirmed this and added this was a cost saving to Cornwall Council.</p> <p>VIC footfall counter: ERC confirmed a counter had been ordered and would be installed on arrival.</p> <p>The Chair welcomed Cllr Miller to the Committee.</p>	Chair to share findings

<p>94</p>	<p><u>TO RECEIVE AN UPDATE FROM COMMUNITY HUB MANAGER</u></p> <p>ERC presented the following:</p> <p>Visitor Information</p> <p>A contract with destination website specialist SimpleView has been signed. This decision was taken following the review completed by the team and outlined in an update provided to all Councillors by Shane Spence, Destination Marketing Manager by the Town Clerk on Thursday 20th August. Alternative service providers have been informed.</p> <p>The timeline for the new website is under development and will be shared with the Committee.</p> <p>There is a need for new images and videos that promote Looe. ERC asked for any content to be sent along with an approximate date and location. The community will be asked to share these via social media posts.</p> <p>Pop up in the Millpool car park continues to be well used based on the observations of Council Officers.</p> <p>Discussion:</p> <p>Cllr Gregory asked about a 'go live' date for the new destination website. ERC advised this had not yet been confirmed but an update will be shared with the committee and ERC proposed that a presentation is developed for the next meeting to provide an outline and update on this project.</p> <p>The Chair raised concerns regarding the delay experienced on this project as the Destination Marketing Manager's contract with the Council was for a set duration.</p> <p>Library</p> <p>The click and collect service is continuing. Volunteers are delivering books to a small number of customers. We do not have plans to open up the library for browsing or self-service at this time, but we are keen to reintroduce these services as soon as it is safe for customers and staff to do so. New members of the team will be joining in the near future and so consideration is required to deliver their training and protect the working environment for a larger team.</p>	<p>All members to share content with ERC/Community Hub Team</p> <p>ERC to provide an update</p>
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	<p>IT problems for the team have been resolved through the provision of laptops by Cornwall Council.</p> <p>Customer usage data was discussed with Cornwall Council last week. The number of issues in July was 680, roughly a third of the number of issues in 2018 (2019 data could not be used as the Library was closed last summer for refurbishment and services were very limited). Cornwall Council commented that in view of each issue requiring at least double the amount of work due to current operating procedures and the IT issues the team have suffered, 'staff should give themselves a pat on the back.'</p> <p>The window display has changed twice since the last meeting: to support and raise awareness of VJ Day and the Summer Reading Challenge which is currently in progress.</p> <p>Discussion:</p> <p>The Chair asked about participation in the Summer Reading Challenge. ERC advised the team had contacted schools, included leaflets in targeted customer books and updated the library window to promote the Challenge and were proactively sharing relevant social media content. No statistics are available at this time.</p> <p>Information Services</p> <p>The team is looking to re-open one of the public access computers by appointment. There is an IT issue which has been raised with Cornwall Council and an on-site engineer visit has been requested.</p> <p>A start date for re-introducing this service has not yet been confirmed but it is expected within the next few weeks.</p> <p>Discussion:</p> <p>The Chair asked for a timeframe for opening a public access computer ERC advised this service is expected to resume in the next 2-3 weeks.</p> <p>Other</p> <p>Recruitment: The vacancies for a full time and a part time Community Hub Information Officer resulted in 52 people requesting application forms (some applications were made via</p>	
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	<p>Indeed), 40 applications and 6 candidates interviewed last week. Job offers have yet to be made but the vacancies will be filled.</p> <p>Social media: All of the social media channels being managed by LTC are being reviewed and training and guidance materials are being produced to support a consistent, quality and relevant voice.</p>	
95	<p><u>TO REVIEW AND DISCUSS DRAFT VALUES</u></p> <p>Following discussion of values at the informal meeting on 27th July, ERC drafted a set of values that was shared with the Committee in advance.</p> <p>Discussion:</p> <p>The Chair reviewed previous notes and commented that this was a good base for draft Council values and could be communicated as a promise to residents by the Council.</p> <p>Cllr Lundy: supported the diagrammatical format as easy to understand and commented there was an opportunity to engage residents with this using social media.</p> <p>Chair: commented on the absence of 'safe' as Cornwall Council's 2020 vision included the library as a safe place and asked for this to be considered by ERC. Cllr Richardson also questioned if safety should be included.</p> <p>Chair: questioned the order of the words and asked ERC to reflect and amend as needed.</p>	ERC to update values and share
96	<p><u>TO REVIEW AND DISCUSS PRIORITY LIST</u></p> <p>Following discussion of a priority list at the informal meeting on 27th July, ERC drafted a list that was shared with the Committee in advance. This list includes a classification of the Community Hub area i.e. Library etc., the date it is required, a priority ranking and timescale i.e. short, medium or long.</p> <p>Items discussed were:</p> <p>Lead Councillor: a column identifying the lead Councillor against each priority should be included.</p>	ERC to update priorities document

	<p>Budget: a column identifying any budgetary requirement of the priority should be included along with links to other files as required.</p> <p>The Chair asked for the following to be included:</p> <ul style="list-style-type: none"> • training and learning programme • develop decision making wheel to match climate emergency plan • disability confident: this item refers to staff training, organisational awareness and inclusion of hidden disabilities. MCD to discuss ongoing work in this area with ERC. <p>Template: the use of this format as a template across all committees was discussed and supported. ERC to share the template with MCD.</p> <p>Feedback from the Committee was supportive of this template.</p>	ERC to share template
97	<p><u>TO DISCUSS VOLUNTEER NETWORK – CURRENT CRITERION FOR SUPPORT AND NEW OPPORTUNITIES</u></p> <p>Cllr Gregory explained that the need for volunteers was decreasing and so it was important that we review the volunteering opportunities and retain the volunteers.</p> <p>The Chair recommended a report was produced regarding the future role of volunteering for LTC and this could be discussed at full Council.</p> <p>Cllr Gregory added that this was an urgent piece of work.</p> <p>The Chair invited Cllrs Richardson and Holmes to co-ordinate with Cllr Barker to issue a questionnaire asking the volunteers about needs they have identified along with views on a set of options identified by the committee.</p> <p>Cllr Gregory suggested this was presented to full Council on 7th September,</p> <p>The Chair asked Cllrs Richardson and Holmes and ERC to complete the draft questionnaire. Cllr Richardson and ERC agreed.</p>	Cllr Richardson & ERC to draft a questionnaire for full Council discussion and add this as an agenda item to full Council
98	<p>Exclusion of members of the press and public to resolve that under s1(2) of the Public Bodies (Admission to Meetings) Act 1960 that the public and press be excluded from the meeting for the following item as it involves the likely disclosure of</p>	

	confidential information No confidential matters were raised or discussed.	
99	Other matters No matters were raised	
100	<u>DATE FOR NEXT MEETING</u> Scheduled for Monday 28 September 2020 on Zoom.	

The Meeting closed at 8.10 pm.

Signed

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