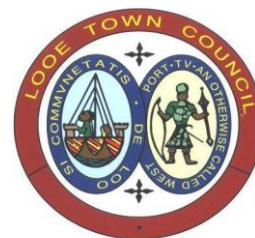


**LOOE TOWN COUNCIL
KONSEL TRE LOGH**



MINUTES OF THE LIBRARY AND COMMUNITY COMMITTEE
Held on Zoom

On Monday 28th September 2020 at 6pm

REPORT TO COUNCIL

PRESENT: Chairperson: Cllr E. Hannaford
Councillors: Cllr. M. Powell, Cllr M. Gregory, Cllr. V. Sullivan, Cllr J. Holmes, Cllr J. Lundy and Cllr B. Richardson

IN ATTENDANCE: Cllr A. Toms

OFFICERS: Community Hub Manager: Emma Richardson-Calladine (ERC)

		Actions
15	<u>WELCOME FROM THE CHAIR</u> Discussion followed regarding the change in file location for all supporting documents to enable access by all Councillors using MS Teams.	
16	<u>TO RECEIVE APOLOGIES</u> Apologies for absence were received from Cllr. J. Miller.	
17	<u>TO RECEIVE DECLARATIONS OF INTEREST</u> There were no declarations of interest declared.	
18	<u>TO RECEIVE QUESTIONS OR STATEMENTS FROM THE PUBLIC</u> There were no members of the public present. The Chair spoke about the need for a communications campaign to generate interest and attendance within the community across all Council meetings.	ERC to inform Town Clerk

19	<p><u>TO RESOLVE TO APPROVE THE MINUTES OF THE MEETING HELD ON 24th AUGUST 2020</u></p> <p>The Chair proposed that the minutes of the meeting 24th August 2020 be approved, seconded by Cllr Gregory it was: RESOLVED to approve the minutes 24th August 2020.</p>	
20	<p><u>TO RECEIVE AN UPDATE FROM COMMUNITY HUB MANAGER</u></p> <p>ERC provided an update in advance of the meeting. Questions/items for discussion were:</p> <p>Recruitment: the applicant that was appointed into the full time Community Hub Information Officer role has resigned from the post. ERC is investigating resource options and will update the Committee next month.</p>	
21	<p><u>TO REVIEW AND DISCUSS DESTINATION WEBSITE TIMELINE</u></p> <p>ERC provided a timeline in advance of the meeting that shows that the website will be launched by the end of the year. Items for discussion were:</p> <p>Launch: it was agreed that a soft launch before the end of the year would be preferable followed by promotion of the site in the New Year.</p> <p>The Chair reminded the Committee of the request for high quality photos in and around Looe for use on the new destination and Council websites and asked for reminder to be sent to all Councillors.</p>	<p>ERC to ensure launch plan is updated.</p> <p>ERC to email all Councillors</p>
22	<p><u>TO REVIEW AND DISCUSS LOOE BRANDING</u></p> <p>The Chair provided an overview of this project. Items discussed were:</p> <p>The need for an external supplier: Cllr Lundy questioned if this could be delivered as part of the Destination Marketing Manager role. The Chair confirmed that this requires a specialist brand developer. ERC also advised that current workloads prohibited this from being completed without external support.</p> <p>The Committee discussed the shortlisted providers and it was agreed that Dellano Studio would be engaged with a more detailed creative brief that provided insight into the tourism</p>	

	<p>industry and the target demographic. The brief will also include the delivery of a stakeholder engagement plan.</p> <p>Once more developed design concepts are available, this will be shared with all Councillors.</p> <p>Cllr Gregory questioned the timeline and use of the new branding on the new Council website. ERC advised that this could not be completed in time for the 'go live' date for the new Council site and it would have to follow.</p> <p>ERC questioned if the engagement should be across the community. It was agreed that the business community and Councillors were essential stakeholders and ERC will consider wider engagement in the plan.</p> <p>The Chair proposed a formal recommendation to appoint Dellano Studio with a detailed brief that includes stakeholder engagement, seconded by Cllr Gregory and a Council vote was unanimous in favour. It was: RESOLVED to appoint Dellano Studio.</p>	<p>ERC to engage with Dellano Studio and develop the required materials</p>
23	<p><u>TO REVIEW AND DISCUSS LIBRARY OVERDUE FEES</u></p> <p>ERC provided an overview and feedback from the Cornwall Council Libraries Partners meeting held earlier today.</p> <p>Questions/items for discussion:</p> <p>Cost of non-returned books: this is a central cost.</p> <p>Income: very small income stream for the Council.</p> <p>Re-offenders: there is an opportunity to positively engage with these customers and offer support.</p> <p>All agreed that there were very good reasons to remove overdue library fines and that this process can be reviewed at any time.</p> <p>The Chair proposed that library overdue fees will be removed with the possibility of a review in March seconded by Cllr Gregory and a Council vote was unanimous in favour. It was: RESOLVED to remove overdue library fees.</p>	<p>ERC to communicate this decision & inform Town Clerk</p>

24	<p><u>TO REVIEW AND DISCUSS UPDATED TERMS OF REFERENCE</u></p> <p>ERC provided an overview of the document that had been updated by Cllr Miller and provided in advance.</p> <p>The Chair invited comments. All agreed that the document was a thorough reflection of the Committee and thanked Cllr Miller.</p> <p>The Chair proposed that 1) the TOR is adopted and that a recommendation is made to full Council for this approach to be adopted across all Committees and 2) Cllr Miller’s support would be welcomed, seconded by Cllr Gregory and a Council vote was unanimous in favour. It was: RESOLVED to adopt the TOR.</p>	ERC to inform Town Clerk
25	<p><u>TO REVIEW AND DISCUSS UPDATED COMMITTEE VALUES</u></p> <p>ERC provided an overview of the document that had been updated since the last meeting and had been provided in advance.</p> <p>The Chair invited comments. All agreed with the values and that it was a promise to residents and visitors and should be included on the website. It was agreed that this would be promoted once the Library and Community Hub were able to proactively provide services (currently limited to due resources and covid restrictions).</p> <p>It was agreed that ERC would share this document with Dellano Studios as part of the detailed brief.</p> <p>The Chair proposed that the Values were adopted seconded by Cllr Powell and a Council vote was unanimous in favour. It was: RESOLVED to adopt the Values.</p>	ERC ERC to inform Town Clerk
26	<p><u>TO REVIEW AND DISCUSS UPDATED PRIORITIES</u></p> <p>The Chair provided an overview of this document that had been provided in advance.</p> <p>The Chair commented that at present the priorities were inward looking in order to build a good foundation and this would evolve over time.</p> <p>It was agreed that this should be a living document and</p>	ERC to include

	reviewed monthly by the Committee.	as a regular agenda item
27	<p><u>TO DISCUSS VOLUNTEER NETWORK</u></p> <p>Cllr Gregory explained that this questionnaire supported his work with the Town Clerk.</p> <p>Cllr Powell suggested the draft questionnaire provided in advance by ERC is entered into Air Table so it can be live on the current website and ERC will share it with the Council's website developer for including on the future site.</p> <p>Once it is available online, Cllr Gregory will share the link with the existing volunteer database with a view to sharing the link more widely going forward to engage new volunteers.</p> <p>The Chair proposed that the questionnaire is added to the existing and new website and shared to develop the volunteer database seconded by Cllr Gregory and a Council vote was unanimous in favour. It was: RESOLVED to adopt the questionnaire.</p> <p>Resource issues regarding the staffing of the volunteer helpline within the Council office team was expressed by ERC as the current solution is not sustainable.</p> <p>The Chair suggested promoting the need for more volunteers through social media.</p> <p>Discussion followed regarding changes to GP prescription services and the length of time required which may put more pressure on the volunteer service. It was agreed that the Town Clerk should write a letter of concern from the Council due to the impact to patients and volunteers.</p>	<p>Cllr Powell to create air table. ERC to share with website developer.</p> <p>Cllr Gregory to share link</p> <p>ERC to inform Town Clerk</p> <p>ERC to inform Town Clerk</p>
28	<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 confidential information</p> <p>No confidential matters were raised or discussed.</p>	
29	<p>Other matters</p> <p>No matters were raised</p>	

30	DATE FOR NEXT MEETING Scheduled for Monday 26 th October 2020 on Zoom.	
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The Meeting closed at 7.50pm.

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