

Feedback and Consultation

Listed below is the overall feedback with actions to address concerns.

CPL Feedback		Actions for SCC
1.	CPLs expressed that they are content to phone the property helpline direct	Processes for this will be put in place including Service Level Agreements and FAQs.
2.	Access to the library management system was welcomed	Training and support for key volunteers will be rolled out.
3.	Monthly onsite visits are acceptable instead of weekly visits	Training, resources and procedures to be put in place to enable key volunteers to complete any weekly tasks and preparation for monthly visit.
4.	CPLs are ready to consider taking on new activities such as fire drills providing legal and other relevant advice is provided which clarifies responsibilities and risks before undertaking.	Appropriate advice will be provided by the Council before these new activities are undertaken by CPLs if they wish to.
5.	Concerns over CPL Support team staffing being reduced	The CPL Support team resources are being redirected to volunteers in libraries and there are no current plans to reduce this team's staffing resources.
6.	Cascaded training - Concerns about the quality of cascaded training were discussed.	Processes including checklists will be put in place for Lead Volunteers.
7.	CPLs are keen to attend joint staff and volunteer training	Agreed that training could in some instances be delivered in CPLs as well as in main libraries.
8.	Refresher training is an ongoing need	Agreed that this would continue and volunteers would be invited to take part with attendance being voluntary unless there was a specific need – e.g. statutory training – currently 'manual handling' is an updated course which all volunteers and staff will be expected to complete.
9.	Length of training is important and should not exceed 2-3 hours	The Council recognises that volunteers have other commitments. Training would be delivered in a variety of formats including digital, face to face, 121 and group exercises to help meet all needs.
10.	Link Library support - CPLs shared concerns about the different levels of support that they encountered when phoning link libraries.	Staff in link libraries will have increased training and are being encouraged to experience directly the way in which CPLs work and get a better understanding of their procedures and support needs. A secondary link library will also be provided and if needed a third link so that the volunteers are able to speak to a member of staff directly.

11.	CPLs are happy with the local freedom for events/activities and outreach	The Council continue to support local needs and help CPLs deliver activities and events that meet this need.
12.	CPLs expressed that care needs to be taken when asking volunteers to take on more roles.	The Council recognise that volunteers give their time freely and would work closely with CPLs to ensure volunteers had a good balance of work to meet their own individual expectations.
13.	Banking – CPLs had suggestions and concerns about how banking could be undertaken going forward.	<p>Banking is currently undertaken on a monthly basis. Discussions with CPLs helped to identify some solutions going forward:</p> <ul style="list-style-type: none"> • Extending the length of time over which cash is removed from library kiosks (used to collect fines and fees) • Local Officers undertaking banking procedures (e.g. local Officers who are finance clerks for the Parish Council) • Reviewing cost of introducing 'cashless' payment methods • Enable CPLs to undertake their own banking. <p>A further review will take place in conjunction with Finance and Business Support colleagues to ensure efficient and effective processes are put in place to support banking in CPLs.</p>
14.	<p>Volunteers in main libraries - CPLs expressed concern that this could impact on the service they receive from a link library particularly if a volunteer in a link library answered their phonecall.</p> <p>There could also be an impact on the numbers of volunteers available if both CPLs and libraries were jostling for them.</p>	<p>The Council will set up processes to enable staff to answer phone calls in libraries and if a volunteer does take a call they will be supported to take relevant details to enable local staff to follow up.</p> <p>It is difficult to conclude what the impact of volunteers in main libraries will be for CPLs. CPLs have been excellent at recruiting and retaining volunteers hence there is an expectation that volunteers may actually end up working in both main and Community Partnered Libraries.</p>
15.	Will CPLs be under pressure to raise monies?	This was discussed at meetings and CPLs were reassured that any monies that they raise currently will continue to be reinvested in their libraries as per the MOU.
16.	How will CPLs be affected by IT support direct from the Council as part of the new LMS contract?	Currently, an external supplier provides support to the library management system. Any new support arrangements will be considered carefully for volunteers

		and appropriate Service Level Agreements put in place.
17.	CPLs are concerned that a reduction in resources budget will impact stock in CPLs	The Council will provide stock to CPLs in line with the stock provided to the Council's managed community libraries.

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