

Present: E Atkin (Clerk to Parish Council), P Roberts (Chair of Parish Council), M Cruickshanks LDO (Greenwich Leisure Ltd), A Drljaca, J Thompson, K Hostad, V Barton, J Plummer, C Colley, L Harrison, R Dymock, J Barker, J Kent, S Gravill, C Green, D Greenop, G Straw.

Apologies: S Greener

1. **Minutes of last meeting:** agreed
2. **Matters arising:** noted that the Konica copier had now been removed.
3. **Review/update**

Visitor counter: is broken and not to be replaced as due to its position numbers were not an accurate reflection of library users.

Margaret reported that there will be some changes to Spydus Lite and the following will be implemented in few weeks' time

1) stock rota and shelf checks will have 50 items to a page 2) not found option can be used, this will remove item from list

4. **Debt Collection** for unpaid fines of £20 and more

Margaret reported at the end of 2016 there had been an amnesty when 10,000 books were returned and £12,000 of stock had been written off. As from 1 January 2017 any library customer who accumulated £20 or more in fines would be contacted by reminders, emails and telephone calls. If there is no response then after 70 days the matter will be passed to a debt collection company. A letter will then be sent detailing the overdue items; the amount owed which will include the fines, the cost of replacing the items and £8 admin fee, together with options for making the payment. One option is to make the payment through the Community Hubs and volunteers would have to follow the procedure outlined in the instructions recently circulated to volunteers. Margaret stressed that the main concern is the return of the stock. If items are returned then those costs will be deducted from the amount owed, money from the fines to be passed to Parish Council and admin fee to GLL.

The matter was discussed and concerns were expressed by volunteers that included: they would not be able to answer customers' queries regarding the debt; it was deemed inappropriate for volunteers to be involved in a formal debt collection process; customers' privacy could be compromised by paying local volunteers in a public place; the safeguarding of volunteers if the customer is upset by the debt demand. The Parish Council Chairman supported the view that volunteers should not be a part of a formal debt collection process.

After a show of hands all the volunteers present decided that our response to any customer wishing to discuss the letter or pay their fines would be to politely request they visit one of the main libraries where there are professional, trained library personnel. According to Margaret personal circumstances might be considered, some fees may be waived and instalment plans arranged; these considerations being outside the remit of the volunteers.

The meeting asked that Margaret pass to GLL the following observations:

- 1) there had been no prior consultation of the volunteer' views regarding the formal debt collection methods
- 2) a copy of the debt letter was not available
- 3) disappointment that no senior representative of GLL had been to visit the library and speak with volunteers since taking over the libraries from the LCC
- 4) that GLL appear to treat us as members of staff and not as members of the public volunteering for the good of the community.

5. **IT problems:** Parish Clerk reported that she had sent a letter detailing the hub IT problems experienced to Louise Egan. Her response acknowledged the problems, offered her apologies and said the problems were prioritised. The Admin PC is currently operating.

6. **Open discussion:** Red box deliveries, now on Wed. and Friday, noted and if several boxes then reservations to be dealt with as priority.

RFID - new admin card, to be kept separately in cash drawer, to have a stock of old £s, 50p to be exchanged for new pound coins until October

The notice board inside the library to be used only by local community groups, charities and authorities and not by profit making businesses.

Reported that the library volunteers had been nominated by the Parish Council for a community award. Chris Green and Sue Gravill have agreed to represent the group at the presentation awards.

Emails, D Greenop and J Kent to investigate possibility of printing out information emails from the hub and filing to a folder for reference, negating the need of individual emails to all the volunteers.

Margaret mentioned refresher training could be provided if required.

Need to record details of 'awkward' customers in diary. **Date of next meeting:** 10<sup>th</sup> July 2017