

Torpoint Library and Community Hub update for March Development and Localism Committee.

Review Saturday opening hours

Currently the facility opens on the second Saturday every month, from 10am - midday. During the winter months, November-March, footfall ranges from 20-50 people. In the spring and summer months, numbers increase.

There are groups of people whose needs cannot be met during the normal opening hours of the library. Young people for example, so the ability to meet any needs for young people either with a coding group or stop motion film group, reducing the ability to engage with them. Along with families who have children with social anxiety or sensory or emotional challenges, that need a quieter environment. Consider a discussion whether the facility should open more frequently on Saturdays as a trial, to see if the facility can meet the needs of a wider demographics.

Upgrading the café till.

It is an outdated system for the number of transactions required and is overly complicated for volunteers. Currently volunteers and staff are trained to use an older manual till in the café. It involves having each item coded up on a sheet and a long process to ring each item up. For one transaction on the till for one item, it requires six actions. Along with a separate phone with Sumup for card payments, this requires another three actions.

Café volunteers are trained well before using the till and card machine, however currently there is room for error. There are actions which cannot always be taken off the till roll, it has to be made up or corrected in other ways, the card machine can also be temperamental.

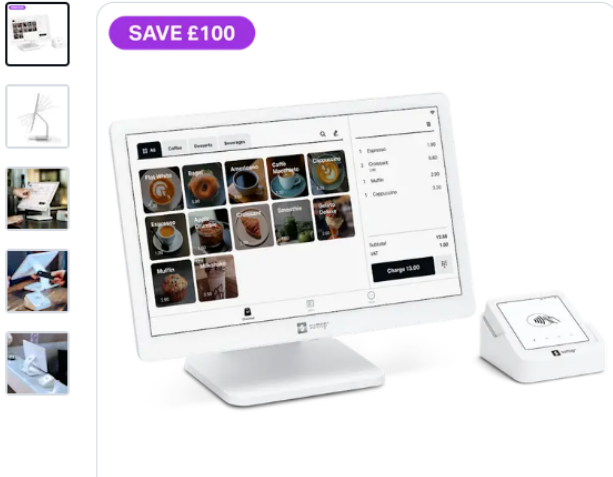
It is proposed to consider purchasing a new Sumup digital till. This would allow the process with cash and card to be simplified, as they are all in one place. It will be easy and more transparent to see and to correct any errors. It is a touchscreen tablet with pictures on for items purchased, it will generate reports on sales, look at profit margins, and it will allow us to have tighter control on stock and ordering.

Please see the additional report from the Town Council Support Officer.

The price for the new is £569 + VAT.

Café price review

A price review of everything that is sold in the café, will be undertaken in advance of 1st April 2025.



SAVE £100

POS Lite and Solo

Control your sales, create item catalogues, and generate reports with your POS tablet and built-in free software. Plus, accept card payments with your included Solo card reader.

£249 ~~£349~~

28% OFF

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Complete your POS Lite setup with additional products to print receipts and store your cash. Receive a **5% discount** at the checkout with the voucher code **WELCOME5** by adding hardware like a printer and cash drawer.

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There are no hidden fees or monthly minimums. Only pay for what you use.

- Check out with ease**
Simplify your checkout with the new out-the-box POS and Solo card reader by SumUp. So you have more time to focus on what counts – running your business.
- No contract, full flexibility**
Unlike other POS systems, the POS Lite comes with no fixed monthly fees or binding contract. Just a 1.69% fee per card reader payment.
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You'll get a POS Lite touchscreen tablet with die-cast aluminium stand, free pre-installed POS software and automated updates, a Solo card reader and charging station.

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0 MONTHLY COSTS	1.69% PER IN-PERSON TRANSACTION
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Combined printer and cash drawer

Compatible with POS Lite, the Star mPOP™ provides you with an extensive set up of both a printer and cash drawer.

£320

£384 incl. VAT

Add the Star mPOP™ to your POS Lite with Solo purchase and get a **5% discount** with the voucher code **WELCOME5**.

- Free shipping** within 2-3 business days
- 30-day money-back guarantee.**

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- Two in one**
Enjoy the unique combination of a receipt printer on one side and a cash drawer on the other.
- Fully compatible with SumUp POS Lite**
Easily connect via the included USB cable or Bluetooth to your POS Lite.
- Perfect for your counter**
Easily secure to your counter with the POS Lite tablet positioned on top or next to it. The mPOP™ is 10cm high and 30cm wide.



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Issues with the current system

Outdated

Not designed for the volume of individual transactions / number of products

Complicated system for new users / volunteers to learn with a margin for error in terms of coding products to the right place and correcting errors

Difficult to re-program when adding new products

Unclear reporting and reconciling for accounting reconciliation

Current sump card reader temperamental and in need of upgrade – crashes when busy etc

Already pay a 1.69% transaction fee on sum-up card payments

Benefits of the new system

Clarity in all aspects for both customers and staff

Easy to programme from a digital back office i.e from a laptop

Can email receipts if needed to save paper

Easy and transparent to correct till errors

Cash and card recorded in one place

Admin / office access to the BOH information and reports remotely for better reporting to committee if needed.

More detailed reporting categories to see what is selling better – home-made cakes etc etc

Profit margin reporting digitally

Tighter control of stock controls and ordering

Already pay a 1.69% transaction fee on sum-up card payments