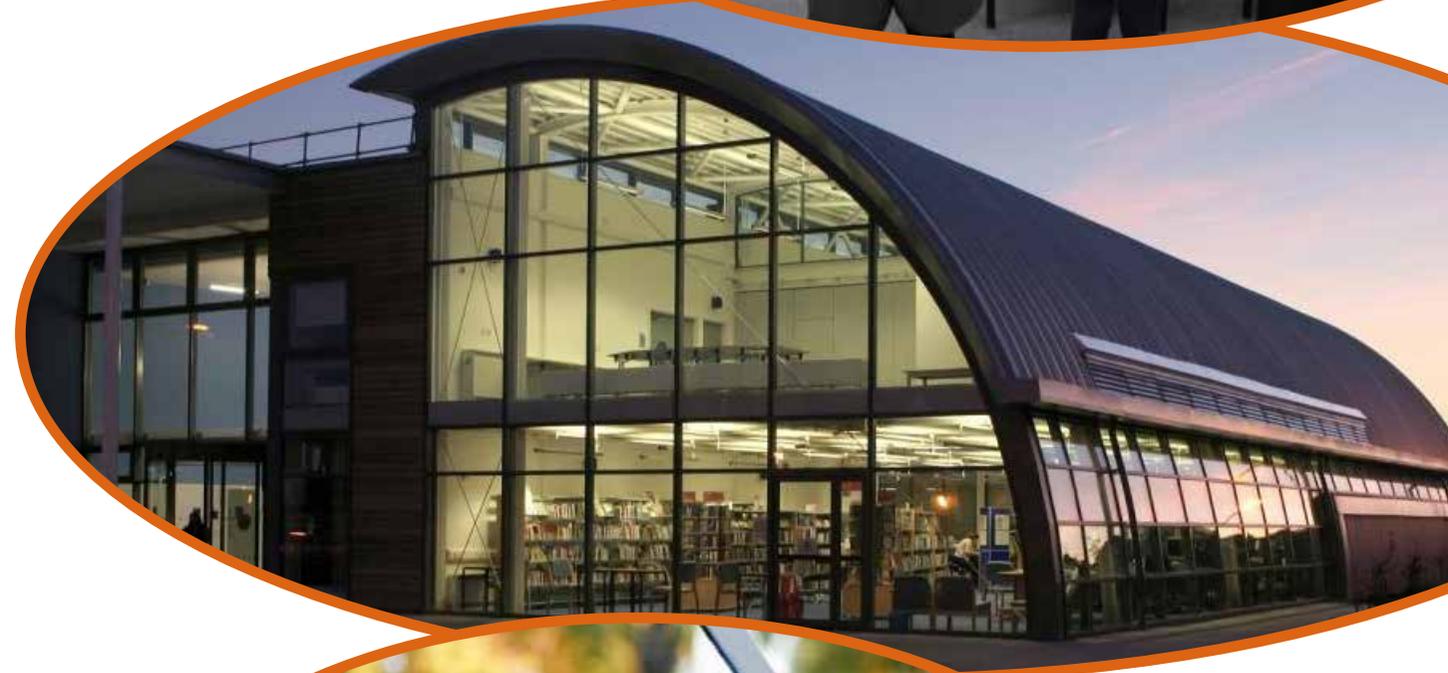


Your library, your place

North Somerset Libraries Strategy 2021–31



1. Executive Summary from Councillor Mike Solomon

Welcome to North Somerset's Libraries Strategy which outlines our ambitions as a public libraries authority to provide a network of libraries which support the needs of our communities. The strategy builds on the past success of our library service and is ambitious in the outcomes we aim to achieve for the future. It is a strategy that directly responds to the emerging needs of our communities based on feedback they gave through consultation and takes into account learning from the COVID-19 pandemic. It places people at the heart of service development and outlines how we will work with other organisations to deliver a modern library service equipped to empower North Somerset communities.

Consultation has shown that residents value the book lending service, libraries as community buildings and computer use most highly but our library service is more than this. Our spaces

are places for people to learn, meet and exchange ideas, a hub at the heart of a local community. We have an excellent network of library facilities across the district, with so much potential to deliver further outcomes for the educational, cultural, employment and skills support, and health and wellbeing needs of local communities.

This strategy has been developed with the firm belief that providing access to books, digital resources, learning materials, safe workspace and skills development support is vital to ensuring that North Somerset residents are supported to achieve their best outcomes.

There is a significant challenge in coming years to rebuild the economy from the impacts of austerity and Covid-19. There are many people in North Somerset who are, and will continue to



be, significantly financially impacted. We recognise the role that libraries can play in this area, supporting those affected by providing high quality advice, information and into work support in the communities where people live. For those lacking digital skills and technology, they can also provide vital access to Council and other services which are moving to the digital platform.

Supporting older members of our community is vital as the population of over 50s increases. Libraries have a key role to play in providing older people and those living with a disability with access to books and resources, community-based advice, support and opportunities to stay active and maintain independence.

Our children and young people are the future of the area and supporting their potential is another key aim of our services. As well as helping improve literacy levels, libraries can play a key role in supporting in the future by engaging young people with local cultural activities and providing work, skills and career support. This is alongside continuing to provide safe study space and access to digital and physical materials.

To enable libraries to reach their potential in delivering this agenda and to make the network sustainable we recognise that we will need to be creative in identifying funding from new sources. We will also need to consider whether using our library buildings in additional ways can support this and consider whether alternative delivery models are appropriate.



This strategy aligns the libraries service priorities to the overall Council Corporate Plan, ensuring we make the most of our potential to deliver a real and measurable contribution to the quality of life of North Somerset communities. If you require more information visit the **Corporate Plan**. It is also set within an environment of change and financial constraint. It is now more important than ever that we make the most of the resources we have together to provide services in new ways. The strategy will provide an essential framework for the council and its partners, under which actions related to libraries can be placed and decisions can be made.

2. Introduction

The demand for libraries is changing: we need to keep them relevant to residents whilst maintaining a quality service and ensuring good value for money. We also need to make sure that library services can meet the future needs of the growing number of residents.

We believe libraries are a vital part of the local infrastructure in North Somerset. Libraries are good for the physical and emotional wellbeing of residents, as well as being an important social hub and the “shop front” for council services in many communities. They are trusted spaces in the heart of communities and the starting place for a range of inclusive activities. However, maintaining and investing in libraries is getting increasingly difficult as budgets are reduced. There is a real opportunity for North Somerset to come up with innovative approaches to sustain libraries for the future.

Libraries in North Somerset have been through major transformation over recent years: co-locating with Children’s Centres; creating North Somerset’s first community library; upgrading sites with energy efficiency measures; installing technology to increase self-service opening hours and re-provisioning some libraries with mobile and outreach services. These changes have delivered transformational benefits and contributed to financial savings of £1.4m over the last 10 years. They have also created considerable challenges in terms of service resilience and reach.

The next step is this library strategy, produced in consultation with communities, which will shape the service over the next decade and beyond. It will enable the service to prioritise the use of its resources and deliver services to best meet the needs of those who live, work and study in North Somerset. It also considers the changes in society that have come about due to the Covid-19 pandemic and the value that library services can bring to communities through the long recovery process. It shows how libraries have a vital part to play in delivering the council’s vision of an open, fairer, greener North Somerset, contributing across multiple priority areas, including developing healthy, sustainable, thriving places and empowering and caring for people.



How has this strategy been developed?

The strategy has been built on feedback from responses via public consultation and from discussions with residents, community groups, partners, council officers, library staff, volunteers and local and district Councillors, with input from the council's scrutiny panels. The strategy has also been informed by work undertaken nationally by Libraries Connected and partner organisations.

This strategy considers what we know about:

- the way North Somerset is changing
- what people want from their libraries
- current service provision



3. Legal Requirements and core values

North Somerset Council has a legal duty to provide a 'comprehensive and efficient' library service for all those who 'live, work or study' in the district¹. This means delivering a service that is accessible to all residents using reasonable means, making best use of the assets available whilst recognising the constraints on council resources. The council must also comply with the 'Public sector equality duty' (section 149 of the Equality Act) and base the library strategy on evidence of the needs and aspirations across the diverse communities of the district.

There is also an expectation that libraries nationally will deliver on four 'Universal Library Offers': reading, digital and information, culture and creativity, and health and wellbeing. These offers demonstrate the work that every public library service does to enrich the lives of individuals and their communities.



Existing library service provision

North Somerset Council delivers its statutory library services through a network of libraries located in towns and villages across the district, alongside a Mobile Library which provides services to many communities without a physical library building. A Home Library Service and Care Homes Service is provided to residents who are unable to leave their homes independently. A range of digital library services, available 24 hours a day, supplements and extends the physical offer, reaching residents who might not otherwise benefit from libraries. North Somerset library members also benefit significantly from membership of the LibrariesWest partnership of seven local authorities, which enables customers to use over 145 libraries across the south west and borrow from over 2.5 million items, as well as delivering service efficiencies to the council.

²Keeping what is working and valued by existing library customers is important, however, libraries also need to attract new customers so that even more people can benefit from the services available.

Usage trends

In the two years prior to the outbreak of Covid-19 the use of libraries in North Somerset had been growing, with higher visitor numbers and an increase in borrowing³. During the Covid-19 pandemic the services provided by libraries changed as libraries expanded their online offer and developed a new 'Click and Collect' service. Whilst this was extremely successful and enabled libraries to connect with new audiences, post-lockdown it became clear that physical library spaces located in communities had tremendous potential to support individuals and communities through the considerable challenges ahead (addressing digital exclusion highlighted by the pandemic, providing community-based employment and skills support, helping improve health and wellbeing, reducing social isolation and providing safe, accessible, community spaces). In order to fulfil this potential, libraries need to continue to adapt and innovate, lever external funding and work in partnership with others.

READ, LEARN, CONNECT

12
libraries

636,913
visits

46,053
members

Part of the LibrariesWest consortium with access to 145 libraries and 2.5 million items



- 153,294 adult and children's books
- 11,529 DVDs, CDs and audiobooks
- 666,547 loans

Free access to 18,151 electronic items including ebooks, eaudio books and digital magazines

RESERVE AND RENEW LOANS ONLINE

- Mobile library stops at 33 smaller and more rural communities
- Home Library Services delivers books to 135 housebound individuals
- Care homes service provides books for 26 residential and care homes



- Free public computers and WiFi in all buildings
- North Somerset local studies collection at Weston library
- 3,353 enquiries handled by Enquiry Centre
- Computer help provided by IT buddies

- Libraries ran 717 sessions for early years, attended by 7,906 children

- Thriving volunteer programme: 271 volunteers contributed 7,801 hours

figures from 2019-2020



www.n-somerset.gov.uk/libraries



NSomlibraries
@NSLibraries

credit: MariaLev / Shutterstock.com



What do our residents tell us about libraries?

In the public consultation⁴, residents said that the most important service that the library offered to them was access to a wide selection of books (through the LibrariesWest partnership) and borrowing. The value that this and the free book reservation system brings to people on a low income was highlighted. The environmental benefits of borrowing rather than buying books were also emphasised. The importance of introducing children to reading and holding events for children was the second most common theme. The role of the library as a safe, comfortable, accessible space within the community was also highly valued, along with providing local access to information about services, transport and events. "It's the heart of the community", someone commented, "somewhere that enables social connections beyond the purely transactional".

Library access to computers, the internet, digital and photocopying services was also rated highly, as were the free eLending services (eBooks, eAudio books, eNewspapers) and the ability to borrow books from outside North Somerset. The responses also highlighted the importance played by staff in supporting access to resources, the availability of study space and the role that libraries play in facilitating access to council services.



The most common reason given for not using libraries was a poor choice of books. Others responded that they had access to their own books so had no need to visit. The location and ease of access to the nearest library was also an issue for some, as was a lack of time and convenient opening hours. The survey also highlighted a need for improved promotion of some library services, as many residents were unaware of the range provided, particularly outreach services, events and activities and the availability of study and meeting spaces.

The consultation also asked residents what other help, support or services they would like to see provided by the library service. As well as clear focus on the provision of books, themes emerged around community (information, advice, clubs), learning (short courses, lectures, volunteering expertise, adult education, skills and crafts), social aspects (meetings/café) and links to other libraries or organisations (NHS, social care, benefits, university libraries and schools).



4. Supporting our changing communities

Over the next 10 years various factors are predicted to change what residents may need from libraries and how they will use their services, including:

- demographic change
- inequality, unemployment and exclusion
- the legacy of the Covid-19 pandemic
- pace of technological change
- budget challenge
- the climate emergency

Demographic change

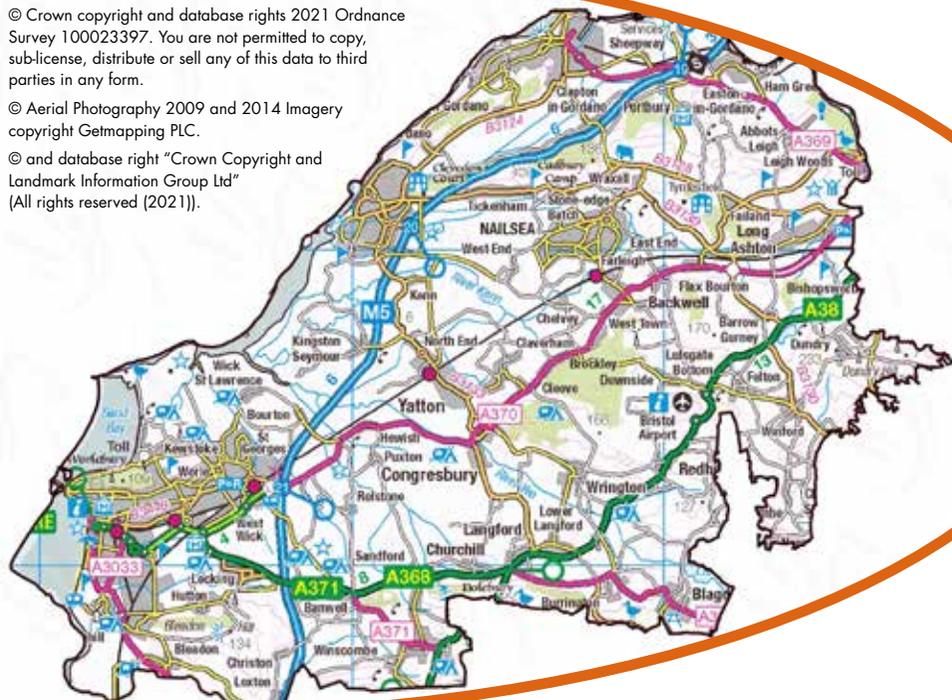
Almost 40% of North Somerset's residents live in rural communities or 'rural town hubs' such as Clevedon, Portishead and Nailsea. Weston-super-Mare is already the third largest settlement in the West of England, with significant further expansion planned. Recent forecasts show that the North Somerset population is projected to grow significantly over the next two decades, to almost 252,000 by 2041, an increase of 40,200 people or 16%⁵. It is also predicted that the population profile in North Somerset in 2041 will include a lower percentage of younger people and higher proportion of less economically active older people. Data tells us that most use is made of library services by older people and those outside of employment. Consequently, it is likely that there will be an increased demand for library services.

Information from the last census⁶ tells us that people who describe themselves as 'white British' make up 94% of the North Somerset population and 1% Asian. A further 1% describe themselves as 'mixed race'. Around 80 different languages are spoken in North Somerset and 5.7% of children do not speak English as their first language. Libraries, and the services and stock that they provide, need to be able to meet the needs of all these people.

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Inequality, unemployment and exclusion

Pre-pandemic, North Somerset was considered prosperous, with below average unemployment and above average weekly earnings. However, within the district there are big differences, with areas in both the most and least deprived 1% in England⁷. After the pandemic took hold, unemployment levels in North Somerset rose by 142% between March and May 2020. Universal Credit claims also rose, from 671 across the BS postcode area in mid-March to a peak of over 9,700 in late March. It seems likely that the pandemic will result in some long-term or permanent changes to the local economy and labour market⁸ and a shift to a greater provision of services online. Libraries, with their central locations and accessible buildings, are well placed to provide community access to employment and skills support to residents, critical in supporting them back to work or into better quality employment.

For some, deprivation and inequality has been exacerbated by the restrictions put in place to curb Covid-19. For example, the impact that the closure of libraries during lockdown on people in the lowest income brackets is highlighted in a report by the Joseph Rowntree Foundation⁹. This showed that these closures had a negative impact on interviewees who had migrated to the UK and those with complex needs who were homeless or vulnerably housed, who frequently used them to access the internet, for company and for warmth.

The temporary closures also impacted on those who relied on libraries for free access to computers and the internet. Indeed, as a large amount of services moved online during lockdown and beyond, the pandemic clearly highlighted the persisting digital divide in society and the lack of technological skills and access that many people still have. Many non-computer users are people on low income and those with no or low qualifications; over half of non-internet users are disabled. The provision of free access to technology and support in libraries has a clear role to play in enabling those residents, without appropriate IT equipment and skills, to access the increasingly digital world and help reduce inequality and potentially promote financial inclusion.



The pandemic also demonstrated an increased demand for eBooks and library digital services. However, a recent survey showed that only 1/3 of those surveyed had accessed eBooks in the past, with the highest use in the 16-34 year age range and use decreasing in age ranges over 35 years old¹⁰. This finding needs to be considered in terms of the balance of library service delivery and the digital support that libraries offer.

The legacy of the Covid-19 pandemic

During lockdown, libraries expanded their digital and remote offer to continue to provide services to their communities. Activities supported children learning at home, helped reduce isolation and included exciting new events created in partnership with local artists and arts organisations. Library staff also supported the local emergency response, demonstrating their wide skill base, forging new community connections and generating new longer-term opportunities for working together.

The pandemic also illustrated the importance of digital services and libraries significantly increased their free provision of electronic information, including eBooks, eAudiobooks, eComics and eMagazines. These formats showed a large increase in use, attracting new and lapsed members to library services.

Post-lockdown it became clear that a need remains for physical library spaces in communities, providing services to support recovery from the pandemic as well as traditionally valued services. Covid-safe libraries can play an important role in addressing and



supporting mental health and wellbeing issues caused by the pandemic, giving people who have become socially isolated an opportunity to connect with others, as well as providing access to information and advice. They also function as visible council hubs, connecting communities to support available from the council, partners and voluntary agencies. As increasing numbers of people and businesses adopt flexible working permanently, community-based libraries can reach an extended audience and make a greater impact.

Pace of technological change

The pace of technological change over recent years has been rapid and is predicted to continue. The consultation responses and evidence of continuing digital inequality indicates that there is likely to be a continued need for libraries to provide residents with access to technology and the skills to exploit it. Libraries will need to be able to respond to changes in technology to support community needs, providing access to modern equipment and supporting infrastructure, supported by people with up-to-date skills. They will have a key role to play in delivering customer facing elements of the emerging North Somerset Digital Strategy. Funding will need to be identified to enable all this to happen.

Library service provision needs to embrace technological change, exploiting possibilities to extend access to services and reaching new audiences. Self-service technology provides the opportunity to open up physical collections and buildings at times convenient to communities; delivering services digitally enables libraries to connect with customers outside of opening hours and makes library resources more accessible to many. This includes some of those residents with disabilities and learning difficulties and those unable to access physical libraries due to the confines of time and location.

Budget challenge

The Covid-19 pandemic has placed substantial, unplanned pressures on already stretched local authority budgets, even after the Government's emergency Covid-19 response funding is considered⁺⁺. Any future restrictions on the Library Service budget will require services to be run in a very different way to maintain a much-valued level of service across North Somerset. Our ambition is to find a way to deliver the necessary savings through partnerships and engagement with communities and exploring other creative funding opportunities. There is also an opportunity to engage with the Council's Asset Strategy to review the use of Council buildings, including libraries. This approach should minimise the requirement for further service reductions, whilst enhancing the local offer at the same time.



The climate emergency

Libraries have an important role to play in helping the council to realise its ambition to achieve carbon neutrality by 2030, to help communities to protect, enhance the environment and tackle the climate emergency. To find out more visit North Somerset's [climate emergency strategy](#).

Libraries can:

- support the Council to become a carbon literate organisation through training and championing
- support community education activities and host partner events
- promote information and resources related to sustainable living, the environment, wildlife and related issues
- investigate and implement more sustainable work practices in libraries
- continue to offer book lending – re-use rather than single use – and eResources
- provide services in communities – avoiding the need for residents to travel unnecessarily to access services
- improve the energy efficiency of library buildings
- investigate the potential for generating renewable energy at sites
- aim to move to a zero-emissions vehicle fleet by 2030 or earlier

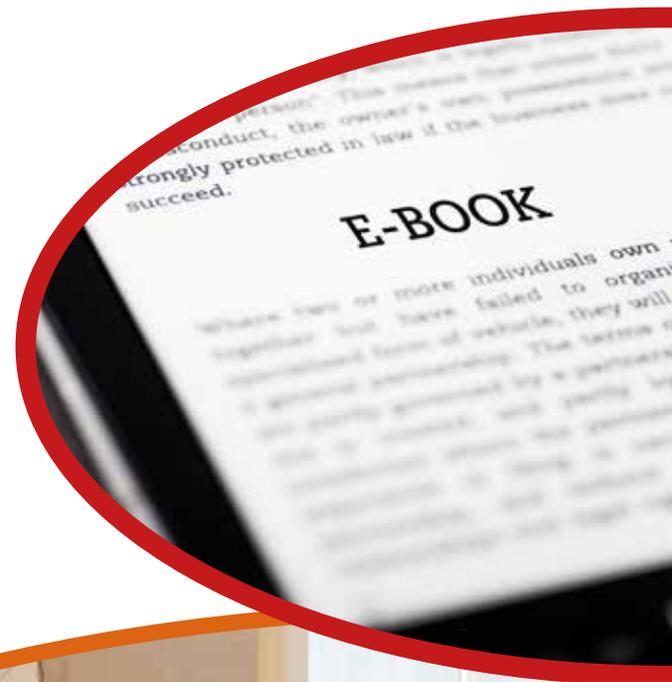
5. Strategic Aims and Outcomes for North Somerset Libraries

This strategy focuses on four core objectives for North Somerset residents, reflecting local and national priorities, set against the proven outcomes that research shows libraries deliver.

Our libraries will be at the heart of their community, owned and shaped by them, able to respond to changing demands and needs; a place to exchange, share, learn and create ideas. The first choice for people wanting to find out, learn, enjoy and read – with skilled teams to support their ambition.

The four objectives for the strategy are:

- 1. Reading, literacy and culture
- 2. Digital, information and skills
- 3. Health and wellbeing
- 4. Community places accessible to all



6. Next steps

Developing a high-level action plan is the next step in delivering this strategy. The delivery will be incorporated into annual library service plans and other associated service plans. A communication plan will be developed to run alongside and progress will be reviewed and communicated to stakeholders annually.

Action	When
Report to Exec.	11 Feb 2021
Development of action plan and communication plan	Feb – Oct 2021
Annual delivery plan formulation	March – May annually
Annual review	March annually



“The talk this evening at Yatton library.... The Radium Girls.... was absolutely spellbinding. Thank you”

“I can’t afford to buy books for my children every week and it is so important for children to have access to books”

1. Reading, literacy and culture

Libraries are all about finding books that you love and which inspire you: borrowing books is what North Somerset residents value most about their libraries. In addition, libraries provide meeting places and focal points for creative and cultural activity within local communities. They are cultural spaces in the heart of communities, providing access to ideas and experiences that can excite, entertain, educate and challenge; reaching people from all backgrounds and ages who may not normally take part in cultural activities.

Aim:



- to encourage and support literacy and reading for all and build a love of stories and reading for pleasure
- to provide access to a wide range of books to meet community need
- to facilitate access to a range of quality cultural events, activities and experiences for all
- to help residents discover a love of reading, unlocking opportunities for learning and employment
- to enable people to connect with their past and build a sense of community and belonging



- to provide activity in support of the Council's Cultural Strategy
- to provide inclusive library services, reflecting the needs of the diverse communities in North Somerset

How will we do this?



Work with partners, education providers and communities, engage with national initiatives and seek funding to:

- encourage early literacy development
- provide community-based opportunities for cultural engagement
- promote local history and archive resources
- ensure library services are inclusive

Deliver services in partnership with the LibrariesWest consortium to:

- benefit from shared expertise
- achieve cost and service efficiencies
- provide access to a wide range of resources in a variety of formats, to meet diverse needs

2. Digital, information and skills

Libraries have a clear role to play in communities enabling residents without access to appropriate IT equipment and skills to explore and benefit from the increasingly digital world.

Aim:



- provide community access to digital resources, skills and support, reducing digital inequality
- offer opportunities for residents to learn new skills, working with partners and volunteers
- support residents to access digital services, including accessing government and local government services
- provide access to quality information
- offer science, technology, engineering, and mathematics (STEM) learning opportunities to upskill residents, raise aspirations and broaden career prospects
- provide activity in support of the Council's Digital Strategy

How will we do this?



Provide customer access to:

- computers and digital technology
- quality information sources and services
- a range of volunteering opportunities for all ages





Work with partners, education providers and others to:

- identify local needs
- deliver community-based employment and skills support
- provide digital skills support and science, technology, engineering, and mathematics (STEM) based learning activities
- promote support offered through links with schools, colleges, youth groups and other agencies

Seek funding to:

- extend the range of technology and support available
- sustain and develop existing support programmes
- implement new activity streams

3. Health and wellbeing – living well with libraries



Libraries are accessible and trusted places where people can find health information in a friendly, non-judgemental and welcoming environment. Libraries provide self-management support, signposting and information to help reduce health, social and economic inequalities and improve mental health and wellbeing.

Aim:



- contribute to the health and wellbeing of individuals and local communities
- help tackle social inequality and reduce isolation
- promote health literacy through access to information and by signposting people to other services
- develop a collection of resources including self-help reading and other wellbeing materials
- provide space and activities for people to come together, socialise, learn and explore creative and cultural ideas to support wellbeing

How will we do this?



- provide opportunities for volunteering for people of all ages
- develop new partnerships and resources to support community needs
- promote the health benefits of reading

Providing community access to support and advice by:

- providing quality self-help information resources
- hosting support and advice sessions
- promoting and signposting health and wellbeing initiatives
- promoting reading for pleasure and its benefits for mental health

Providing space and a range of activities to:

- promote social interaction and a sense of community
- present opportunities to gain new skills and shared interests
- provide opportunities to connect with others

Delivering library services which are:

- accessible to those unable to leave their homes independently
- delivered by staff trained to support the wide-ranging needs of the community
- delivered from safe, friendly, inclusive spaces

Helping tackle social inequality through:

- providing free access to a wide range of books and information
- providing access to resources in a range of languages
- providing materials and activity to support literacy and language development
- working with partners to provide access to employment and skills support
- offering free access to the internet and digital skills support
- providing safe space for study and other purposes



4. Community places, accessible to all



Libraries are vital hubs at the heart of the community where exciting things can happen. They bring people together and give them access to the services and support they need to help them live better.

Aim:



- provide libraries in communities where there is greatest demand and need
- provide safe, accessible library spaces delivering services according to community need
- provide a visible North Somerset Council presence in communities, as many services move online
- facilitate access to other partner and community facing services through libraries
- empower communities to help shape and support their library services
- find ways to deliver savings and services through engagement with communities

How will we do this?



By providing:

- safe and accessible library spaces
- flexible spaces, suitable for a range of events and activities
- welcoming environments, with staff who are trained and helpful
- a volunteering programme to enable local people to support their community, stay active and gain and share skills
- access to local and family history resources to help people connect with their locality
- outreach services to those without access to libraries and to those unable to leave their homes independently



By engaging with community organisations and groups to:

- ensure library services reflect and respond to community needs
- investigate alternative funding opportunities, models and partnerships to help sustain service delivery; and
- by maximising the potential of libraries to contribute to the climate emergency agenda



Case Study 1: Rise and Inspire group

The Rise and Inspire project brought together home educated families and older people to combat loneliness and memory loss, at Worle Library and Children's Centre during 2019. A range of activities is offered during the sessions including games and crafts. The group is supported by Home Instead who provide free refreshments.

"It is fabulous to be part of a really inspiring community partnership that benefits a cross section of society."

Case Study 2: Reading Well

In November 2018 The Reading Agency published an independently-researched case study of North Somerset's Reading Well scheme <https://readingagency.org.uk/adults/impact/reading-well/-north-somerset-library-service-has.html>

Reading Well supports people to understand and manage their health and wellbeing through reading. The books are all recommended by health experts, as well as people with lived experience of the conditions and topics covered and their relatives and carers.

All five booklists are available in North Somerset libraries on the topics of mental health, young people, dementia, long term conditions, and children. Some of the titles are also available as eBooks.

Case Study 3: Pill library and Children's Centre

Pill Library and Children's Centre shares a recently refurbished space. A "home corner" with toys and chairs for breast-feeding is part of the children's area and a multi-use children's room is suitable for a wide range of activities and community bookings. On Friday mornings the popular library Rhymetime regularly attracts 20 families: babies and toddlers with parents, grandparents and child-minders all gather to enjoy rhymes and stories. Often, they stay for a play and a chat, before moving on to a nearby community café.



Case Study 4: Gadget Clubs

Gadget Clubs are an opportunity to get one-to-one support with using tablets and smart phones from digital helper volunteers. Participants gain confidence in using apps and communicating with friends and family.

“You’ve opened our eyes to the full potential of our iPad. We realised how limited our understanding was and now feel excited and motivated to do more!”

Case Study 5: Code Club

Code club at Clevedon Library takes place after school. Led by an enthusiastic volunteer, children are supported to code animations, games and commands using educational coding resources including Scratch, Python, Makey Makey and Raspberry Pi. Coding isn’t just for children: special sessions have been held for parents to learn coding too.

“It’s really cool to make your own mini games”

Case Study 6: Working with the Economy Team

Libraries are working with the Economy Team to deliver employment support to 600 individuals. Funded by the Department of Work and Pensions the project will provide advice and support to help residents overcome barriers to finding work. During 2021 partners will deliver sessions at libraries, supported by a new team of library-based digital volunteers who will offer advice and support to help residents overcome barriers to finding work. During 2021 partners will deliver sessions at libraries, supported by a new team of library-based digital volunteers.



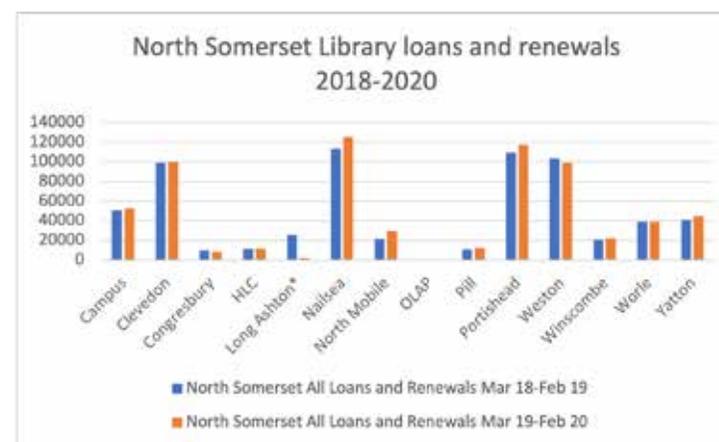
Endnotes

- 1 Public Libraries & Museums Act 1964
- 2 Further details from the infographic: North Somerset Libraries are part of the LibrariesWest consortium, which gives library members access to materials from 145 libraries and 2.5 million items. This includes 153,294 adult and children’s books, 11,529 DVDs, CDs and audiobooks, and 666,547 loans. It also provides free access to 18,151 electronic items including eBooks, eAudio books and digital magazines. Library customers can reserve and renew items online.

The mobile library stops at 33 smaller and more rural communities. Home Library Services deliver books to 135 housebound individuals. The Care Home service provides books for 26 residential and care homes.

The library services provide free public computers and WIFI in all buildings. Computer help is provided by IT buddies. North Somerset Local Studies is situated at Weston Library. 3,353 enquiries were handled by the Enquiry Centre in 2020.

Libraries ran 717 sessions for early years, attended by 7,906 children. There is a thriving volunteer programme with 271 volunteers, who contributed 7,501 hours in 2020.



3 North Somerset All Loans and Renewals

Site	Mar 18-Feb 19	Mar 19-Feb 20
Campus	50,481	52,834
Clevedon	99,020	99,743
Congresbury	9,880	87,22
HLC	11,450	119,15
Long Ashton*	25,748	2,471
Nailsea	113,441	125,588
North Mobile	21,747	29,744
OLAP	153	118
Pill	10,887	12,530
Portishead	109,339	117,258
Weston	103,347	98,943
Winscombe	20,690	22,506
Worle	39,105	39,192
Yatton	40,638	44,606
TOTAL	630,178	663,699

*Long Ashton library closed in Dec 2018 (numbers excluded from total)

- 4 Summary of the Your Neighbourhood consultation, spring 2020
https://n-somerset.inconsult.uk/gf2.ti/f/1113378/86447237.1/PPTX/-/2020_Your_Neighbourhood_consultation_results.pptx
- 5 <http://www.n-somerset.gov.uk/sites/default/files/2020-02/North%20Somerset%20town%20and%20ward%20profile%20overview.pdf>
- 6 North Somerset Equality Information booklet
<https://www.n-somerset.gov.uk/sites/default/files/2020-07/equality%20information%20booklet.pdf>
- 7 <http://www.n-somerset.gov.uk/sites/default/files/2020-02/indices%20of%20multiple%20deprivation%20briefing%20note%20November%202015.pdf>
- 8 North Somerset Employment and Skills Strategy page 17
- 9 Joseph Rowntree Foundation 2020, Annual review of destitution.
<https://www.jrf.org.uk/report/destitution-uk-2020>
- 10 For more demographic data visit
www.statista.com/statistics/291803/e-book-reading-by-demographic-group-and-method-uk/
- 11 North Somerset Council Financial Report 2019/20



This publication is available in large print, Braille or audio formats on request.

Help is also available for people who require council information in languages other than English.

Please contact 01934 426 834