

North Somerset Libraries consultation

Information pack for the Campus Library



Campus Library

Location and premises

Site address: Campus Library, Highlands Lane, Locking Castle, Weston-super-Mare, BS24 7DX

- Public library area
- Children's library
- Public computers and WiFi
- Staff office / workroom
- Accessible public WC
- Cafe
- Conference and sports facilities

Free parking is available outside of school hours next to the Campus and further parking is available at the nearby shopping centre.

The Campus Library opened in 2004 as part of a multi-purpose facility, bringing together a wide range of services under one roof. On site there are also two schools, a Children's Centre, sports and conference facilities. The library was partially refurbished in 2015.

Transport links

The Campus is located within easy walking distance of a bus route and is served by route 50, 7, A3, X11 and W1. The nearest railway station is Worle Station, 0.8 miles away. The Campus is accessible via local cycle paths and quiet residential roads. Cycle rack parking is available.

Ward Councillors:

Hutton and Locking, Terry Porter and Mike Solomon
Weston-super-Mare Mid Worle, Jemma Coles
Weston-super-Mare Milton, Catherine Gibbons, Richard Tucker
Weston-super-Mare South Worle, Peter Crew, Hugh Malyan
Weston-super-Mare Winterstoke, Annabelle Chard, Ciaran Cronnelly
Wick St Lawrence and St Georges, Stuart Davies

Opening hours:

The library is staffed for 67 hours a week.

Day	Staffed	Staffed Hrs
Monday	9.30am - 8pm	10.5
Tuesday	9.30am - 8pm	10.5
Wednesday	9.30am - 8pm	10.5
Thursday	9.30am - 8pm	10.5
Friday	9.30am - 8pm	10.5
Saturday	9.30am - 5pm	7.5
Sunday	10am – 5pm	7

Visits:

In 2023-24, there were a total of 71,088 visits to the Campus Library.

Visits by day:

Visits in 2023-24 were distributed throughout the week as below:

Rank	Day	Visits	Visits per staffed hour open
1	Thursdays	12,720	23.8
2	Tuesdays	12,133	24.6
3	Wednesdays	11,396	22.1
4	Mondays	9,791	21.2
5	Fridays	9,518	18.5
6	Saturdays	7,842	22.7
7	Sundays	7,688	24.4

Services and activities

The Campus saw an increase in borrowers following the relocation of Worle Library to a co-located site in August 2017.

- In 2024-25 the library lent or renewed 41,982 items
- As of 1 June 2025, Campus Library has 4,709 registered users

- 48 events were hosted at the library in 2024-25 with a total of 398 attendances recorded, (representing instances of participation rather than unique individuals)
- There were 3,002 hours of public computer use and 14,156 printouts in 2024-25

Services offered at the library include:

- Self-service borrowing
- Books, DVDs, books on CD to borrow
- Thermal image cameras for loan
- Children's library
- Study space
- Computers, printing, wi-fi, photocopying and scanning facilities
- Newspapers (regional, 6 x a week, local, weekly)
- Access to subscription databases and e-Resources

Regular activities, supported by partners and volunteers, include:

- Computer support sessions
- Rhymetime for pre-school children
- Chatty cafe
- Home Library service (library stock is used heavily by volunteers delivering the Home Library Service to people unable to leave home independently).

Services offered within the building:

- sports and leisure facilities
- schools, conference centre
- meeting room hire
- children's centre
- café
- Hydrotherapy pool

Face-to-face service

North Somerset residents who are unable to access council services online or by phone can receive in-person support and signposting from library staff at the Campus Library.

For more complex enquiries—such as those related to Housing or Council Tax—where an immediate answer may not be available, staff will direct residents to a dedicated council services phone located within the library, ensuring access to the appropriate specialist support.

Recent customer feedback includes:

- For anyone short on pennies but needing to get out of the house - The Campus library behind Morrisons is fast becoming one of my favourite spots. Free 4 hour parking, accessible by bus, Cheap tasty coffee and snacks, computers, books and friendly staff. My favourite bit though is the book sale!

- Myself and my elderly mum visited the Campus on Monday evening and were dealt with brilliantly by 2 great members of staff, they were very courteous, helpful, informative and welcoming to the library. My mum required a bit of reassurance in using the services of the library post covid and their manner certainly enthused her to return to the libraries that North Somerset provides.
- The Campus Library is second rate in comparison to what we had previously (following relocation of Worle Library)
- A quiet place to study

Twinning

The Campus Library is officially twinned with the Central Children's Library in Kharkiv, Ukraine. The two libraries are growing their connection and exchanging knowledge by enjoying festive events that celebrate each other's cultures.

Staff and volunteers

There are no dedicated library staff at the Campus, however, the library is supported by nine members of staff whose responsibilities also include delivering wider services on site and at other community venues in North Somerset. The team comprises a Community Venues Operations Manager (level 7-8), Community Services Team Leader (level 6), three Senior Community Services Assistants (level 5), three Community Services Assistants (level 4) and one Income and Resources Officer (Level 5). Team members work a variety of full and part time hours. Additional support is also offered by casual staff employed through the Campus team. Librarian support is provided from the central libraries' team.

There are 10 volunteers actively engaged in supporting the Campus Library throughout the year. These volunteers are involved in digital help, children's activities, Home Library Service volunteering (delivering books and other library materials to customers who are unable to visit the library in person) and library services volunteering (e.g. helping to shelve returned items).

A further 13 volunteers support the library in short-term roles (such as helping with the annual Summer Reading Challenge).

Direct costs

The cost of running the Campus Library is not funded by the Library Service budget but through a wider budget covering the costs of running the front of house services at the Campus. The central library budget (details not shown below) covers the costs of providing books, equipment and other materials to the library.

Total direct costs to libraries 2025/26		
Property and accommodation	£0.00	
Supplies and services	£0.00	
Staffing	£0.00	

Income	-£8,390	All income from sales, fees and charges
TOTAL	-£8,390	