

# **North Somerset Libraries consultation**

## **Information pack for Clevedon Library**



### **Location and premises**

Site address: Clevedon Library, 37 Old Church Road, Clevedon BS21 6NN

The site consists of:

- A main borrowing library, including children's area
- Public computers and WiFi
- Newly created self-contained 'Waverley' community room with kitchenette and WC, and private access from the car park
- A small meeting room for hire
- Accessible public WC
- Staff workroom and kitchen
- Extended access

Free car parking (two hours) is available in the adjacent car park. Dedicated staff parking is at the front of the building.

Clevedon Library benefited from a Library Improvement Fund (LIF) grant of £215,900 in 2022 from the Department for Digital, Culture, Media and Sports, delivered by Arts Council England for capital improvements. The refurbishment to the site included creating a meeting room, reducing the carbon footprint of the building through improvements to heating and lighting, improved accessibility. Clevedon Town Council and NSC also contributed funds towards the project.

The project funding safeguards the future of Clevedon Library for the next ten years and helps us meet the objectives set out in the Libraries Strategy 2021-31.

Among nearby libraries, Yatton Library is the closest to Clevedon after its own (4.5 miles away).

### **Transport links**

Several bus routes serve Clevedon and stop near the library, including the X5, X6, X7, X10 and X11, plus the on-demand West Link bus service.

There are cycle routes nearby and cycle racks are available on site.

### **Ward Councillors**

Clevedon East, David Shopland

Clevedon South, Hannah Young

Clevedon Walton, Michael Pryke  
 Clevedon West, Luke Smith  
 Clevedon Yeo Valley, Christopher Blades

## Opening hours

The library is staffed for 26 hours a week. Extended Access is available to registered users for a further 57 hours a week during unstaffed hours.

Day	Staffed	Staffed hrs	Extended Access	Extended Access hrs
Monday	9.30am-5pm	7.5	8-9.30am 5.15-8pm	4.25
Tuesday	9.30am-5pm	7.5	8-9.30am 5.15-8pm	4.25
Wednesday	N/A	N/A	8am-8pm	12
Thursday	N/A	N/A	8am-8pm	12
Friday	9.30am-5pm	7.5	8-9.30am 5.15-8pm	4.25
Saturday	9.30am-1pm	3.5	8-9.30am 1.15-8pm	8.25
Sunday	N/A	N/A	8am-8pm	12
		<b>26</b>		<b>57</b>

## Visits

In 2024-25, there were a total of 54,076 visits to Clevedon Library. Of these, 48,154 (89%) occurred during staffed hours, with a further 5,922 (11%) during unstaffed Extended Access hours.

Clevedon Library ranked fourth out of the 11 council-run libraries in North Somerset in terms of overall visits during 2024-25.

### Visits by day:

Visits during staffed hours in 2024-25 were distributed throughout the week as below:

Rank	Day	Visits	Visits per staffed hour open
1	Fridays	14,811	38.7
2	Mondays	12,573	34.2
3	Tuesdays	12,380	31.7
4	Saturdays	8,390	47.9

Visits during unstaffed hours in 2024-25 were distributed throughout the week as below:

Rank	Day	Visits	Visits per unstaffed hour open
1	Thursdays	1,451	2.5
2	Wednesdays	1,248	2.2
3	Sundays	882	1.5
4	Saturdays	870	2.2
5	Mondays	573	2.6
6	Tuesdays	513	2.3
7	Fridays	385	1.8

### Visits by time of day:

Staff have been recording visitor footfall numbers during the initial half hour of opening and on an hourly basis thereafter since week commencing 27 January 2025. The table below shows the percentage of visits taking place during the monitored period (to week ending 29

June) by time of day (i.e. between 27 January and 29 June, 13.1 percent of the total number of recorded visits at Clevedon Library took place on between 9.30 and 10am).

<b>Time</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Friday</b>	<b>Saturday</b>	<b>% of visits</b>
9.30 - 10am	2.5	2.1	5.2	3.3	13.1
10 - 11am	3.6	4.3	6.3	5.4	19.6
11am - noon	3.4	5.6	4.2	5.0	18.2
noon - 1pm	2.9	3.6	3.2	3.4	13.2
1 - 2pm	2.4	2.8	3.1		8.2
2 - 3pm	2.6	3.0	3.0		8.6
3 - 4pm	3.4	3.5	3.3		10.3
4 - 5pm	2.7	3.0	3.1		8.8
	23.5	27.9	31.4	17.2	

### Services and activities

Clevedon Library is the fourth busiest of North Somerset libraries, and the third busiest in terms of items issued or renewed.

- In 2024-5 the library lent or renewed 82,216 items,
- As of 1 June 2025, Clevedon Library has 5,905 registered users
- 539 events were hosted at the library in 2024-25, with a total of 6,627 attendances recorded (representing instances of participation rather than unique individuals)
- There were 3,759 hours of public computer use and 10,733 printouts in 2024-25

Services offered at the library include:

- Self-service borrowing
- Books, CDs, DVDs, books on CD to borrow
- Thermal image cameras for loan
- Newspapers (National 4 x a week, local 3 x a week)
- Children's library
- Study space
- Computers, printing, wi-fi, scanning and photocopying facilities
- Access to subscription databases and e-Resources
- Designated warm space; charging for devices, hot drinks, warm, friendly space, access to support and information

Regular activities, supported by partners and volunteers, include:

- Story time and rhymetime sessions for pre-school children
- Computer support sessions
- Reading groups
- Craft activities for all ages
- Family history advice sessions
- Code Club
- Credit Union
- Waste & recycling drop-ins
- Social prescribing
- Parenting Village coffee mornings
- Business advice
- Pets as Therapy reading dog

No other services are co-located within the library. The former Registrar's office is currently leased. The library is available for hire outside of opening hours. Commercial organisations are actively using the new community room and entrance in the public area for provision of their community/outreach services.

#### 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 Clevedon 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:

- Could we please have a bigger selection of large print books.
- Refurbishment is good and it is great to have extended access. However, I am disappointed in how few books there are on the shelves now, e.g. craft books. At least with free reservations I can get what I want.
- Staff helpful. Look forward to more events in the space.
- Would be good if Clevedon and Yatton opened on opposite days, e.g. one open on Weds.
- I think this is an absolutely fantastic improvement! I have visited several times to collect reservations. There's often been others here keeping warm. Thank you so much, public libraries
- Very good library. Lovely helpful staff. Extended Access brilliant.
- Absolutely wonderful- well done for all your hard work- felt like I should take my shoes off! Such a beautiful space now. I'll be living here now!
- Thanks to all the super helpful staff. Me and my family really enjoy the newly refurbished library. The extended access is also a brilliant service.
- Extended Access is a boon! I find it so convenient. The library is bright + welcoming. Staff helpful. Look forward to more events in the space.
- Fantastic service to the community. I have recommended it to everyone I know! Warm, safe, and free- with endless reading material to enjoy....who could ask for more!
- Much improved. Very friendly and helpful staff. Thanks.
- I find all your staff very helpful & friendly. That is what makes it a good library.

#### Staff and volunteers

Five members of staff work from the building, on a part time basis. This comprises one Community Services Supervisor (JG6) and four Community Services Officers (JG4).

There are 19 volunteers actively engaged in supporting Clevedon Library throughout the year. These volunteers are involved in digital help, family history support, children's activities, code club, 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 15 volunteers support the library in short-term roles (such as helping with the annual Summer Reading Challenge).

#### Direct costs

Total direct costs 2025/26		Includes lease/rent, minor repairs, business rates, water, cleaning, fixtures, fittings, pay, NI and superannuation for all staff including relief staff; also includes any training costs.
Property and accommodation	£ 30,684	
Supplies & services	£ 11,620	
Staffing	£ 105,993	
Income	(£ 7,311)	All income from sales, fees and charges
<b>TOTAL</b>	<b>£ 140,926</b>	