



North Somerset library services equality survey

North Somerset Council is reviewing its library service ahead of an upcoming public consultation planned for summer 2025. We want to explore a new way to deliver library services going forward, including more outreach opportunities directly in the heart of communities, an increase in mobile library services, and reducing the number of current library buildings in a bid to make savings. We can assure you that whatever decisions are made, we will continue to provide a quality library service and meet any statutory duties. However, before making any decisions, we need to understand who uses our libraries, how they are used, and what value they provide to individuals and communities.

We would love to hear your thoughts. Please take a few minutes to complete this survey and help shape the future of our library services.

This survey closes at noon on 18th April 2025.

For any questions, contact our libraries team at libraries@n-somerset.gov.uk or call 01934 426 834.

Your privacy: All responses are anonymous and will be stored in line with data protection laws. [Click here to read our full privacy notice.](#)

Section A: Your library use

Please enter today's date, including the day of the week:

Day:

510 (20%)	Monday
612 (24%)	Tuesday
273 (11%)	Wednesday
445 (18%)	Thursday
442 (18%)	Friday
218 (9%)	Saturday
15 (1%)	Sunday

2. Date: [DD/MM/YYYY]

2499 (100%)

3. Where are you completing this survey? (Select one)

- 181 (7%) Campus Library
- 200 (8%) Clevedon Library
- 34 (1%) Congresbury Community-Managed Library
- 73 (3%) For All Healthy Living Centre Library
- 33 (1%) Mobile Library
- 300 (12%) Nailsea Library
- 98 (4%) Pill Library & Children's Centre
- 543 (21%) Portishead Library
- 416 (16%) Weston-super-Mare Town Hall Library
- 92 (4%) Winscombe Library
- 200 (8%) Worle Library & Children's Centre
- 240 (9%) Yatton Library & Children's Centre
- 103 (4%) Online
- 23 (1%) Other - please provide details below:

Please state where you are completing the survey below:

22 (100%)

4. Do you regularly use any other North Somerset libraries? (Tick all that apply)

- 250 (10%) Campus Library
- 295 (12%) Clevedon Library
- 74 (3%) Congresbury Community-Managed Library
- 101 (4%) For All Healthy Living Centre Library
- 76 (3%) Mobile Library
- 233 (9%) Nailsea Library
- 46 (2%) Pill Library & Children's Centre
- 283 (11%) Portishead Library
- 440 (18%) Weston-super-Mare Town Hall Library
- 68 (3%) Winscombe Library
- 195 (8%) Worle Library & Children's Centre
- 209 (8%) Yatton Library & Children's Centre
- 1122 (45%) No, I only use the library where I'm completing this survey

5. How often have you visited a North Somerset library in the last 12 months?

- 480 (19%) More than once a week
- 874 (34%) At least weekly
- 888 (35%) At least monthly
- 236 (9%) Less often
- 60 (2%) Not at all in the last 12 months

6. Other than visiting a library building, do you access library services in other ways? (Tick all that apply)

- 1763 (70%) I only use the library by visiting in person
- 772 (31%) Online library services (e.g., e-books, audiobooks, digital newspapers)
- 545 (22%) Library website for resources or information
- 133 (5%) Mobile library services
- 132 (5%) Other
- Other (please specify):
- 123 (100%)

7. Why do you visit the library? (Tick all that apply)

- 2127 (84%) To borrow books, audiobooks, or eBooks
- 671 (26%) To use public computers or Wi-Fi
- 760 (30%) Printing, photocopying, or scanning
- 118 (5%) Job search or career support
- 415 (16%) Studying or research
- 628 (25%) A quiet place to work or relax
- 640 (25%) Children's activities
- 452 (18%) Meeting people or socialising
- 401 (16%) Accessing council services or local information
- 216 (8%) Health and wellbeing resources
- 378 (15%) Using it as a warm and safe space
- 193 (8%) Other
- Other (please specify):
- 184 (100%)

8. Do any of the following make it difficult for you to access online services or information? (Tick all apply)

- 318 (36%) I don't have access to the internet at home
- 190 (22%) I don't have an online device (e.g., computer, tablet, smartphone)
- 289 (33%) I don't have the digital skills (e.g., I'm not sure how to navigate websites, online forms, emails etc)
- 152 (17%) Internet access is too expensive for me
- 333 (38%) Other
- Other (please specify):
- 299 (100%)

Section B: About you - Equalities information

To help us understand who uses our libraries and ensure our services are accessible to everyone, we ask some equalities-related questions. Your responses will help us improve library services and ensure they meet the needs of all communities in North Somerset. All answers are anonymous, and any information you provide will only be used for service improvement.

9. What is your age?

55 (2%)	Under 16
53 (2%)	16 - 20
54 (2%)	20 - 24
59 (2%)	25 - 29
171 (7%)	30 - 34
227 (9%)	35 - 39
212 (8%)	40 - 44
171 (7%)	45 - 49
110 (4%)	50 - 54
123 (5%)	55 - 59
220 (9%)	60 - 64
221 (9%)	65 - 69
316 (12%)	70 - 74
510 (20%)	75 +
32 (1%)	Prefer not to say

10. Please select any fairness issues we should consider in this survey to make sure you or groups you represent aren't treated unfairly because of characteristics protected by the Equality Act 2010. (Tick all that apply)

553 (26%) Age

350 (16%) Disability (e.g., neurodivergence)

53 (2%) Gender reassignment

73 (3%) Marriage and civil partnership

104 (5%) Pregnancy and maternity

122 (6%) Race

125 (6%) Religion, belief, or none

112 (5%) Sex

89 (4%) Sexual orientation

1352 (63%) None - I don't have any fairness issues I want to comment on

51 (2%) Other

Other (please specify):

5 (100%)

If you would like to add any additional comments in relation to fairness considerations, please include them below:

208 (100%)

11. Please tell us about the language(s) you speak and read:

2334 (93%) Main language is English

62 (2%) Main language is not English

65 (3%) Can speak English very well

56 (2%) Other - please note any details below

Please provide more details below:

51 (100%)

12. What is your ethnic group?

Please tick one only

A: White

2218 (93%) English/Welsh/Scottish/Northern Irish/British

33 (1%) Irish

7 (0%) Gypsy or Irish Traveller

1 (0%) Roma

120 (5%) Any other white background

13. B: Mixed or multiple ethnic groups

- 14 (23%) White and Black Caribbean
- 9 (15%) White and Black African
- 19 (31%) White and Asian
- 19 (31%) Mixed other

14. C: Asian or Asian British

- 19 (30%) Indian
- 4 (6%) Pakistani
- 6 (10%) Bangladeshi
- 19 (30%) Chinese
- 15 (24%) Any other Asian background

15. D: Black, Black British, Caribbean or African

- 30 (81%) African
- 6 (16%) Caribbean
- 1 (3%) Any other Black/African/Caribbean background

16. E: Other ethnic group

- 6 (21%) Arab
- 5 (17%) Any other ethnic group
- 18 (62%) Prefer not to say

17. Do you have a physical or mental health condition that affects your daily life?

- 498 (20%) Yes
- 1772 (72%) No
- 186 (8%) Prefer not to say

18. What is your sex?

- 1698 (68%) Female
- 746 (30%) Male
- 52 (2%) Prefer not to say

19. The following question is only for people aged 16 or over. Is the gender you identify with the same as your sex registered at birth?

- 2322 (96%) Yes
- 28 (1%) No
- 78 (3%) Prefer not to say

Please click submit below.

Thank you for completing this survey. For any questions, contact our libraries team at libraries@n-somerset.gov.uk or call 01934 426 834.