

North Somerset Libraries

Information pack for Nailsea Library



Nailsea Library

Location and premises

Site address: Unit 6-8 Colliers Walk, Crown Glass Shopping Centre, Nailsea, BS48 1RH

- Public library room
- Children's library
- Public computers and Wi-Fi
- Staff offices and rest room
- Accessible public WC
- Small meeting room
- Extended Access

Paid car parking is available in adjacent shopping centre car park.

The library moved from its previous location in Somerset Square in summer 2023 to a new location on Colliers Walk where the former HSBC bank was located. North Somerset Council have taken out a long lease on the site for 125 years. The former three units have been refitted, followed by a bespoke interior design fit out. Extended Access has been installed at the new site to increase access and opening hours.

Among nearby libraries, Clevedon Library is the closest to Nailsea after its own (5.7 miles away).

In terms of public transport links, the town is served by Nailsea & Backwell railway station (approximately a 20–25-minute walk away from the library) and bus routes X8 (to Bristol) and X6/X7 (to Clevedon).

Ward Councillors:

- Mike Bird, Nailsea Yeo
- Clare Hunt, Nailsea Youngwood
- Oliver Ellis, Nailsea West End
- Andy Cole, Nailsea Golden Valley
- Bridget Petty, Backwell

Opening hours:

The library is staffed for 34.5 hours a week. Extended Access is available to registered users for a further 48.25 hours a week during unstaffed hours.

Day	Staffed	Staffed hrs	Extended Access	Extended Access hrs
Monday	N/A	N/A	8am-8pm	12
Tuesday	9.30am-6pm	8.5	8-9.30am 6.15-8pm	3.25
Wednesday	9.30am-5pm	7.5	8-9.30am 5.15-8pm	4.25
Thursday	9.30am-5pm	7.5	8-9.30am 5.15-8pm	4.25
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
		34.5		48.25

Visits:

In 2024-25, there were a total of 57,172 visits to Nailsea Library. Of these, 54,839 (95.9%) occurred during staffed hours, with a further 2,333 (4.1%) during unstaffed Extended Access hours.

Nailsea Library ranked third 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	Tuesdays	13,864	32.6
2	Fridays	11,283	30.7
3	Wednesdays	10,318	28.7
4	Thursdays	10,122	27.5
5	Saturdays	9,252	52.9

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

Rank	Day	Visits	Visits per unstaffed hour open
1	Mondays	670	1.1
2	Saturdays	379	0.9
3	Sundays	376	0.7
4	Fridays	270	1.3
5	Tuesdays	225	1.4
6	Thursdays	207	1.0
7	Wednesdays	206	1.1

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, 13.9 percent of the total number of recorded visits at Nailsea Library took place on between 9.30 and 10am).

Time	Tuesday	Wednesday	Thursday	Friday	Saturday	% of visits
9.30 - 10am	2.9	2.0	2.4	3.3	3.3	13.9
10 - 11am	4.4	2.7	3.2	3.9	5.1	19.3
11am - noon	3.6	2.6	2.5	3.8	4.9	17.4
noon - 1pm	3.1	2.3	2.3	2.2	3.8	13.6
1 - 2pm	2.4	1.8	2.0	1.8		8.0
2 - 3pm	2.4	2.2	2.4	2.0		9.1
3 - 4pm	3.2	2.2	2.4	2.1		10.0
4 - 5pm	2.6	1.8	1.7	1.8		7.8
5 - 6pm	0.9					0.9
	25.5	17.8	18.9	20.8	17.1	

Services and activities

Nailsea Library is a very busy library in the north of the district and is well used in both staffed and self-service opening hours.

- In 2024-25 the library lent or renewed 98,408 items
- As of 1 June 2025, Nailsea Library has 8,377 registered users
- 343 events were hosted at the library in 2024-25, with a total of 3,241 attendances recorded, (representing instances of participation rather than unique individuals)
- There were 2,556 hours of public computer use and 13,740 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
- Children's library
- Study space
- Computers, printing, wi-fi, photocopying & scanning facilities
- Newspapers (National, 5 x a week, local, 4 x a week)
- Access to subscription databases and eResources
- Extended Access
- 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
- Councillor surgeries
- Computer support sessions
- Reading groups
- Craft activities for all ages
- Family history advice sessions
- Family board games sessions
- Scam awareness sessions
- Lego Club
- Code Club

No other services are co-located with the library and there are no separate lettings. The library is available for hire outside of opening hours. Commercial organisations occasionally rent space 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 Nailsea 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:

- Praise for helpful staff and services provided through LibrariesWest
- Request for more space in the children's area to avoid over-crowding when activities take place
- Praise for availability of nearby parking
- Praise for central, convenient location
- Thanks for the provision of computers and computer skills support
- Nice friendly atmosphere, easy to reserve and pick up books. Lovely helpful staff. (2024)
- Excellent library ... The service here is really great very friendly and helpful staff and Volunteers! (2024)
- I love this library, the staff are super helpful plus they have the best books. (2024)
- Just used the Extended Access facility for the first time. What a convenient thing to have! (2024)
- My dad came into Nailsea library in the week and said how impressed he was with how lovely everyone was in helping him find some gardening books and ordering them up for him (and I can assure you he does not give praise lightly!!). Special thanks to XX for her patience! 😊 (2024)
- The library should be open to everyone. We came in a wheelchair to find the library in Nailsea very accessible. (2025 equalities survey)
- Really lovely staff, went out of their way to be helpful, a credit to their employer. Despite being a small library they have a really nice selection of books. (2024)
- Staff are so friendly and helpful here, even on the IT stuff to get the library app working. (2025)

Staff and volunteers

Eight members of staff work from the building, on a part time basis. This comprises one Community Services Supervisor (Level 6) and seven Community Services Officers (Level 4)

There are 15 volunteers actively engaged in supporting Nailsea Library throughout the year. These volunteers are involved in digital help, family history support, children's activities, code club and library services volunteering (e.g. helping to shelve returned items). A further 16 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,
----------------------------	--	--------------------------------------------------------------------------------

Property and accommodation	£28,063	fittings, pay, NI and superannuation for all staff including relief staff; also includes any training costs.
Supplies & services	£32,565	
Staffing	£164,115	
Income	(£12,184)	All income from sales, fees and charges
TOTAL	£212,559	