

North Somerset Libraries

Information pack for Pill Library and Children's Centre



Pill Library

Location and premises

Site address: Pill Library, Crockerne House, Underbanks, Pill, BS20 0AT

- Public library room
- Public computers and Wi-Fi
- Staff offices and kitchen
- Accessible public WC
- Community meeting room / Shared study/events/children's centre room
- Children's play area (externally at the rear of the premises)

On street parking is adjacent to Pill Library: there is no dedicated parking for staff or customers.

Pill Library and Children's Centre is situated on the edge of Pill and on the ground floor of a building under residential flats. The library is on one floor and is fully accessible. It is co-located with a Children's Centre. The property is owned by Alliance Homes, leased by North Somerset Council on a 125 lease from 6 February 2006 on peppercorn rent, with a repairing covenant.

Significant remodelling and renovation were carried out at the premises as part of the Community Access Review in 2017. £268,000 worth of investment and modernisation took place to accommodate a relocated Children's Centre. This work included moving the entrance, creating an entrance lobby, new office and meeting/community space. An outdoor play area was also created for the children's centre use. Unexpected structural issues were discovered whilst carrying out premises works, required a new RSJ and associated works to support floors above, significantly increasing capital works costs. Installation of double glazing, new heating and LED lighting appears to be showing savings in energy utility costs.

Among nearby libraries, Portishead Library is the closest to Pill after its own (4.6 miles away)

Transport links

The main bus route serving Pill library is the X4, in addition to this, residents can also use WESTlink, a flexible, on-demand minibus service that can be booked via app, website or phone.

Pill is connected to the National Cycle Network via Route 26, offering a safe and scenic route.

Ward Councillors: Pill, Jenna Ho-Morris

Opening hours

The library is open 16.5 hours a week.

Day	Staffed	Staffed Hrs
Monday	N/A	N/A
Tuesday	9.30am-12.30pm 1.30-5pm	6.5
Wednesday	N/A	N/A
Thursday	N/A	N/A
Friday	9.30am-12.30pm 1.30-5pm	6.5
Saturday	9.30am-1pm	3.5
Sunday	N/A	N/A

Visits

In 2024-25, there were a total of 5,840 visits to Pill Library.

Pill Library ranked tenth out of the 11 council-run libraries in North Somerset in terms of overall visits during 2024-25. The Mobile Library ranks eleventh, so Pill Library receives the lowest number of visits of the 10 static libraries in North Somerset.

Visits by day:

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

Rank	Day	Visits	Visits per staffed hour open
1	Fridays	2,842	8.7
2	Tuesdays	1,787	6.0
3	Saturdays	1,211	8.9

Visits by time of day:

Staff have been recording visitor footfall numbers by the time of day 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, 21 percent of the total number of recorded visits at Pill Library took place on Tuesdays and Fridays between 9.30 and 10.30am).

Time	Tuesday	Friday	% of visits
9.30 - 10.30am	6.1	15.0	21.0
10.30 - 11.30am	6.9	9.2	16.1
11.30am - 12.30pm	4.9	5.9	10.8
1.30 - 2pm	2.0	3.0	5.0
2 - 3pm	3.9	3.6	7.5
3 - 4pm	4.9	4.3	9.2
4 - 5pm	3.7	4.2	7.9
	32.3	45.3	77.6

Time	Saturday
9.30 - 10am	2.1
10 - 11am	6.6
11am - noon	10.1
Noon - 1pm	3.6
	22.4

Services and activities

Pill Library is a small, welcoming library serving the community of Pill, it has a family-friendly environment with regular events and activities.

- In 2024-25 the library lent or renewed 8,188 items
- As of 1 June 2025, Pill Library has 872 registered users
- 108 events were hosted at the library in 2024-25 with a total of 1,177 attendances recorded, (representing instances of participation rather than unique individuals)
- There were 142 hours of public computer use and 278 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 and scanning facilities
- Access to subscription databases and eResources
- Designated warm space; charging for devices, hot drinks, warm, friendly space, access to support and information

Regular activities, supported by partners and volunteers, include:

- Rhymetime sessions for pre-school children
- Councillor & MP surgeries
- Family board games sessions
- Lego Club
- Code Club
- Collection point for Food Hub

Pill Children's Centre offers outreach services from the library. The meeting/community room is available for hire.

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 Pill 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:

- Wonderful selection of books, activities for the kids (Lego club-Pill), great place to go after school (Library Consultation 2020)
- Regular family who come to Lego Club have said how much they enjoy coming to library, how they now tend to visit more often because of Lego Club.

Staff and volunteers

Pill Library is staffed by members of the Portishead Library team. It is usually single staffed by a Community Services Officer (Level 4) supported by a Community Services Supervisor (Level 6).

There are three volunteers actively engaged in supporting Pill Library throughout the year. These volunteers are involved in children's activities and local history volunteering.

One further volunteer supports the library in a short-term role (helping with the annual Summer Reading Challenge).

Direct costs

Total direct costs 2025/26		Includes lease/rent, minor repairs, water, cleaning, grounds maintenance, fixtures, fittings, pay, NI and superannuation for all staff including relief staff; also includes any training costs.
Property and accommodation	£ 9,765	
Supplies & services	£400	
Staffing *	£	
Income	(£454)	All income from sales, fees and charges
TOTAL	£ 9,702	

* staffing is provided by the Portishead Library team