

North Somerset Libraries consultation

Information pack for Weston-super-Mare Library



Weston-super-Mare Library

Location and premises

Site address: Weston-super-Mare Library, Town Hall, Weston-super-Mare, BS23 1UJ

- Public library room
- Children's library
- Public computers and WiFi
- Staff offices / workroom
- Accessible public WC
- The Frederick Wood Room – local studies library
- Study space

There is time limited disabled parking opposite and on street parking and car parks nearby.

Weston-super-Mare Library opened on the ground floor of the refurbished Town Hall in October 2012, having relocated from a single occupancy Victorian library approximately 0.5 miles away.

It is on one level, open plan, fully accessible with public toilets and a Changing Places facility. Council offices overlook the library space.

Among nearby libraries, the For All Healthy Living Centre Library is the closest to Weston-super-Mare after its own (1.4 miles away).

Transport links

Weston-super-Mare Library is located within easy walking distance of all the main bus services and the railway station is 0.3 miles away.

Weston-super-Mare is served by National Cycle Network Route 33; cycle racks are provided close to the library.

Ward Councillors:

Weston-super-Mare Central, Mike Bell & Robert Payne

Weston-super-Mare Hillside, Mark Canniford & John Crockford-Hawley

Weston-super-Mare Kewstoke, Lisa Pilgrim, Martin Williams

Weston-super-Mare Uphill, Peter Bryant, Helen Thornton

Opening hours:

The library is staffed for 49 hours a week. Self-service is available for a further three hours a week without library staff being present (9-9.30am Monday-Saturday).

Day	Staffed	Staffed hrs	Self-service	Self-service hrs
Monday	9.30am-6pm	8.5	9-9.30am	0.5
Tuesday	9.30am-6pm	8.5	9-9.30am	0.5
Wednesday	9.30am-6pm	8.5	9-9.30am	0.5
Thursday	9.30am-6pm	8.5	9-9.30am	0.5
Friday	9.30am-6pm	8.5	9-9.30am	0.5

Saturday	9.30am-4pm	6.5	9-9.30am	0.5
Sunday	Closed	N/A	N/A	N/A
		49		52

Visits:

In 2024-25, there were a total of 109,268 visits to Weston-super-Mare Library.

Weston-super-Mare Library ranked first 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	21,143	47.8
2	Wednesdays	20,393	48.0
3	Thursdays	20,227	47.6
4	Mondays	19,244	45.3
5	Fridays	17,626	42.3
6	Saturdays	10,635	34.1

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, 14.7 percent of the total number of recorded visits at Weston-super-Mare Library took place on between 9.30 and 10am).

Time	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	% of visits
9.30 - 10am	2.3	3.1	2.6	2.9	2.6	1.3	14.7
10 - 11am	2.1	2.8	2.3	2.7	2.3	1.4	13.6
11am - noon	2.1	2.6	2.6	2.2	2.3	1.5	13.3
noon - 1pm	2.2	2.4	2.5	2.0	1.7	1.4	12.2
1 - 2pm	2.1	2.6	2.3	2.2	1.8	1.3	12.3
2 - 3pm	1.9	2.5	2.3	2.0	1.8	1.3	11.7
3 - 4pm	1.8	2.1	2.0	1.7	1.5	1.5	10.5
4 - 5pm	1.3	1.8	1.5	1.2	1.2		7.0
5 - 6pm	0.9	0.9	1.0	1.1	0.8		4.7
	16.6	20.8	19.0	18.0	15.9	9.7	

Services and activities

Weston-super-Mare Library is the largest and fourth busiest library (in terms of loans) in North Somerset.

- In 2024-25 the library lent or renewed 70,868 items
- As of 1 June 2025, Weston-super-Mare Library has 10,769 registered users
- 598 events were hosted at the library in 2024-25 with a total of 5,039 attendances recorded, (representing instances of participation rather than unique individuals)
- There were 14,999 hours of public computer use and 54,616 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
- Large Children's library with dedicated PCs
- Study space
- Computers, printing, wi-fi, photocopying
- Newspapers (3 National's 6 x a week, 1 local 5 x a week, 1 local weekly)
- Access to subscription databases and eResources
- Council enquiries
- The Local History service gives access to planning microfiche, alongside answering local and family history enquiries. It also offers access to the historic archive records and hosts very popular weekly volunteer run family history support sessions.
- 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
- Quarterly archivist visits
- Lego Club
- Joint Story times and activity sessions with the Children's Centre
- Security is available whenever the library is open. This is provided by Agilisys through a Concierge.
- NSC officers use library/Gateway space for 1-1 sessions with residents
- NSC partners use bookable shared space for their activities – e.g. promotional events
- Family Case Conferences take place in meeting rooms adjacent to the Children's Library

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 and the concierge at Weston 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:

- Nice open space with loads of facilities all in one place. Computers, printers, photocopiers, books, audio books, children's area, study area and much more. The staff are very friendly and helpful. There is public toilets, disabled access and paid parking just down the road. The council offices are also located here and there are free phones to contact most departments eg council tax, housing, waste etc.
- Brilliant place to waste loads of time when researching family history. Really helpful members of staff too. My only complaint is time goes so quickly on the computer, I must remember to book one for longer. Can't book longer than an hour which is a shame
- The Library is a warm welcoming place. The staff is 5 star 🌟 Always helpful and friendly.
- Weston has little gems sprinkled throughout the city and the central library is one of them. We started going for my daughter to have story time and then popped in just to hang out you can request colouring pages too. I then started going for myself to get some work done honestly better than paid coworking spaces. I prefer it to Bristol central library! Make you feel that you are on top of the world.
- Great library, shame it's not open on a Sunday though
- A quiet place to study.... "is not provided at Weston. This aspect discourages a lot of people. 'Study Area' is written on the wall but it is anything but, I have listened to Council staff interviewing people in the 'Study Area'"
- Weston: separate area for the library; it's not relaxing or quiet, difficult to concentrate. It doesn't feel like a library anymore.....too much going on.
- I'm really happy with Weston library, don't see any improvement it needs on my part, perhaps a Sunday opening if I was being picky but not massively necessary as I am able to attend in the week. Maybe a cafe would be nice where you could borrow a book and sit with a cuppa.
- I would like the Security staff to intervene to maintain a comfortable study atmosphere and to monitor smokers standing by the doorway, on the ramp and the seating area on the approach rather than standing inside the library. The signage is great but this is not managed. As children are encouraged to access the library then carcinogenic particles in their lungs is not acceptable.
- Weston library furniture is dirty and stained and needs replacing. I would not want to sit on any of the fabric sofa sets in any part of the customer facing town hall.
- Sadly last time I went into the Weston-super-Mare town centre library I found it noisy and distracting with other non-library services there. It is essential that quiet areas are provided and enforced to allow peaceful reading and learning.

Staff and volunteers

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

There are 24 volunteers actively engaged in supporting Weston-super-Mare Library throughout the year. These volunteers are involved in digital help, local and family history support, 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 12 volunteers support the library in short-term roles (such as helping with the annual Summer Reading Challenge).

Direct costs

Total direct costs (3022/3 staffing costs)		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?	£0	
Supplies & services?	£2,650	
Staffing	£291,461	
Income	£(20,399)	All income from sales, fees and charges
TOTAL	£273,712	

* Budget was transferred from the service to pay at the time of relocation to the Town Hall to pay for facilities/building management