

North Somerset Libraries consultation

Information pack for Winscombe Library



Winscombe Library

Location and premises

Site address: Winscombe Library, 23 Woodborough Road, Winscombe, BS25 1AB

- Public library room
- Children's area
- Public computers and Wi-Fi
- Staff office / workroom
- Accessible public WC
- Extended access

The site does not have any parking although there is free off-street parking nearby.

The original library was built on this site in the 1960s by Somerset County Council. The premises are now leased from the Cooperative Society on a 999-year full repairing lease, at a cost of £10.50 per annum. The Cooperative own the adjacent land and grocery store.

Following the Community Access Review in 2017, Extended Access was installed to increase access and opening hours for registered users.

Among nearby libraries, The Campus is the closest to Winscombe after its own (5 miles away).

Transport links

Several bus routes serve Winscombe, including:

126 – connecting Weston-super-Mare and Wells, stopping in Winscombe
FAL, 125, 51S, 62 – other local routes that pass through or near Winscombe.

Winscombe is served by National Cycle Network Route 26, which includes the Strawberry Line.

Ward Councillors

Banwell & Winscombe, Tom Nicholson & Joe Tristram
Blagdon & Churchill, Patrick Keating

Opening hours

The library is staffed for 16.5 hours a week. Extended Access is available to registered users for a further 62.25 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-12.30pm 1.30-5pm	6.5	8-9.30am 6.15-8pm	3.25
Wednesday	N/A	N/A	8am-8pm	12
Thursday	10am*-12.30pm 1.30-5pm	6.5	8am-9.30am* 5.15-8pm	2.75
Friday	N/A	N/A	8am-8pm	12
Saturday	9.30am-1pm	3.5	8-9.30am 1.15-8pm	8.25
Sunday	N/A	N/A	8am-8pm	12
		16.5		62.25

* Term time only, 9.30am during school holidays

**School holidays only

Visits

In 2024-25, there were a total of 10,426 visits to Winscombe Library. Of these, 8,929 (85.6%) occurred during staffed hours, with a further 1,497 (14.4%) during unstaffed Extended Access hours.

Winscombe Library ranked ninth 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	3,655	11.0
2	Thursdays	2,701	9.7
3	Saturdays	2,573	16.0

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	0.6
4	Fridays	270	0.4
5	Tuesdays	225	1.3
6	Thursdays	207	1.5
7	Wednesdays	206	0.3

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, 11 percent of the total number of recorded visits at Winscombe Library took place on Tuesdays and Fridays between 9.30 and 10.30am).

Time	Tuesday	Thursday	% of visits
9.30 - 10.30am	5.4	5.6	11.0
10.30 - 11.30am	6.4	6.8	13.1
11.30 - 12.30pm	6.0	6.1	12.1
1.30 - 2pm	3.7	4.1	7.8
2 - 3pm	5.7	4.8	10.5
3 - 4pm	5.8	5.3	11.1
4 – 5pm	4.3	5.2	9.6
	37.2	38.0	75.2

Time	Saturday
9.30 - 10am	4.6
10 - 11am	7.1
11am - noon	7.9
Noon - 1pm	5.2
	24.8

Services and activities

- In 2024-25 the library lent or renewed 17,081 items
- As of 1 June 2025, Winscombe Library has 1,700 registered users
- 33 events were hosted at the library in 2024-25, with a total of 73 attendances recorded, (representing instances of participation rather than unique individuals)
- There were 148 hours of public computer use and 830 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 area
- Computers, printing, wi-fi, photocopying & scanning facilities
- Newspapers (National, 3 x a week, Local, weekly)
- 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:

- Rhymetime sessions for pre-school children
- Village agent

No other services are co-located with the library and there are no separate lettings.

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 Winscombe 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:

- Request for improved IT and internet speed
- Attended the extended access induction session today and the librarian was so friendly + helpful. Your staff are very well trained and lovely people.
- Helpful staff. Good access and information
- Very friendly, helpful staff!
- Absolutely love this [Extended Access] service. It is very convenient and well set up. Thank you.... it is borrowing books for myself and my elderly mother. I am a volunteer at Winscombe library so I appreciate the availability of computers, printer and information leaflets. (Library Consultation 2020)

Staff and volunteers

Two members of staff work from the building, mainly lone working on a part time basis. This comprises two Community Services Officers (Level 4), they are supported by a Community Services Supervisor (Level 6).

There are 12 volunteers actively engaged in supporting Winscombe Library throughout the year. These volunteers are involved in 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 two volunteers support the library in short-term roles (such as helping with the annual Summer Reading Challenge).

Direct costs

Total direct costs 2025/26		
Property and accommodation	£11,648	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.
Supplies & services	£1,220	
Staffing	£17,226	
Income	(£2,293)	All income from sales, fees and charges
TOTAL	£27,802	