

North Somerset Libraries consultation

Information pack for Worle Library and Children's Centre



Worle Library & Children's Centre

Location and premises

Site address: Worle Library & Children's Centre, Mendip Avenue, Worle, N. Somerset, BS22 6HN

- Public library room, shared with the Children's Centre depending on opening days and activities
- Children's library
- Activity rooms ('Monkey' and 'Tiger' Room)
- Playground and stores outdoors
- Garden area at the front of the building
- Public computers and WiFi
- Staff offices and kitchen
- Accessible public WC
- Extended access

Free car parking is available at the front and side of the building.

Worle Library is co-located in a shared building with a Children's Centre. It was relocated from a prominent High Street site in Worle to its current location in summer 2017, against considerable local opposition. The move was part of the NSC 'Community Access Review' which sought to make revenue savings through co-locating community facing services.

Prior to this the site was solely occupied by the Children's Centre, with some care services officers using it as an office base. The site was originally a primary school. £199k was invested in the site in 2017 to modernise and reconfigure the space to

accommodate the library and make the site more multi-functional. This included converting one office into the smaller library room, adding an entrance lobby, new lighting and redecoration. Extended Access (self-service opening) was also installed at the library in 2018 to increase access and opening hours.

The premises is managed by the Children's Centre team, who also hold the buildings repairs and maintenance budget.

In February 2025 a defect survey report revealed extensive wet rot and damp penetration in a back office on site and staff are currently unable to work in that area. Short term measures have been taken to manage the issue and address health and safety concerns; however further remedial works are required to address the damp damaged structure and resolve the issues. A full condition survey of the building has been commissioned and is due to be undertaken in August 2025. The costs of repairs alongside maintenance costs required to the rest of the building will available during the period of the consultation.

Among nearby libraries, The Campus is the closest to Worle (1.6 miles away). In addition to Worle and the Campus, there are 2 other libraries in Weston-super-Mare: Weston Library in the Town Hall (2.9 miles away) and the For All Healthy Living Centre Library (3.2 miles away).

Transport links

Worle is served by several local bus routes connecting it to Weston-super-Mare town centre, surrounding suburbs and nearby villages. First Bus routes 6 and 7 stop within walking distance of the library. WESTlink, the on-demand minibus service also operates in the area and can be booked via app, website or phone.

Worle railway station is approx. 1.1 miles away.

Worle is cycle friendly with access to local cycle paths connecting to the wider cycling network. Cycle racks are provided at the library.

Ward Councillors:

Weston-super-Mare Mid Worle, Jemma Coles

Weston-super-Mare North Worle, Marc Aplin, Marcia Pepperall

Weston-super-Mare South Worle, Peter Crew, Hugh Malyan

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

Opening hours

The library is staffed for 26 hours a week. Extended Access is available to registered users for a further 38.5 hours a week during unstaffed hours.

Day	Staffed	Staffed hrs	Extended Access	Extended Access hrs
Monday	9.30am-5pm	7.5	8-9.30am	4.25

			5.15-8pm	
Tuesday	9.30am-5pm	7.5	8-9.30am 5.15-8pm	4.25
Wednesday	Used by Children's Centre	N/A	5.15-8pm	2.75
Thursday	Used by Children's Centre	N/A	5.15-8pm	2.75
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
		26		38.5

Visits:

In 2024-25, there were a total of 21,997 visits to Worle Library. Of these, 21,316 (96.9%) occurred during staffed hours, with a further 681 (3.1%) during unstaffed Extended Access hours.

Worle Library ranked eighth 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	6,738	17.3
2	Mondays	6,118	16.6
3	Fridays	5,654	15.7
4	Saturdays	2,806	17.4

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

Rank	Day	Visits	Visits per unstaffed hour open
1	Mondays	350	1.7
2	Sundays	108	0.2
3	Saturdays	70	0.2
4	Fridays	56	0.3

5	Tuesdays	50	0.3
6	Thursdays	32	0.3
7	Wednesdays	15	0.1

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

Time	Monday	Tuesday	Friday	Saturday	% of visits
9.30 - 10am	3.5	2.1	3.0	3.3	11.9
10 - 11am	5.3	5.4	3.7	4.5	18.8
11am - noon	3.9	3.5	3.2	4.4	15.0
noon - 1pm	2.9	2.3	2.8	2.9	11.0
1 - 2pm	2.3	4.4	2.3		9.0
2 - 3pm	3.1	5.7	3.2		12.1
3 - 4pm	3.8	6.2	5.5		15.5
4 - 5pm	2.1	2.8	1.7		6.6
	26.9	32.6	25.4	15.1	

Services and activities

Worle Library has seen a significant reduction in its use since relocating from a prominent High St location in 2017, however, it is the only library that has outperformed pre-Covid levels.

- In 2024-25 the library lent or renewed 30,719 items
- As of 1 June 2025, Worle Library has 2,535 registered users
- 295 events were hosted at the library in 2024-25 with a total of 2,345 attendances recorded, (representing instances of participation rather than unique individuals)
- There were 1,043 hours of public computer use and 4,259 printouts in 2024-25

Services offered at the library include:

- Self-service borrowing
- Books and books on CD to borrow
- Thermal imaging cameras for loan
- Children's library
- Computers, printing, wi-fi, photocopying
- Newspapers (National, 4 x a week, local, weekly)
- Access to subscription databases and other digital resources
- Extended access
- Designated warm space; charging for devices, hot drinks, warm, friendly space, access to support and information

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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
- Quiz and crossword sessions
- Family history advice sessions
- Local history displays
- Lego Club
- DigiLocal code club
- Read Easy sessions (reading coaching for adults)

The site is shared use with the Children's Centre for Worle, they deliver activities for children and supervised visits for families.

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 Worle 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.

Customer feedback about the library includes:

- Worle library in particular is smaller than the average living room and consequently has a very, very limited range.
- (I would like) more space in Worle library for local people to socialise
- Great library myself and the children visit regularly. Very friendly helpful staff and good availability for books.
- Very helpful and friendly staff. Quiet and convenient too!
- Not enough chairs. Library too small.
- Library sign on the road is too small and covered by a tree. Please could you make the sign much bigger so people will know where the library is. I do not want the library to shut!
- I take out a lot of children's books (10+ at a time) and really struggle using the self-service machine. I would really appreciate if library staff would help by checking large amounts of books in/out- like the old days! I know this is a moan but I love this library!! :)

- The service is fantastic, all staff are so kind, helpful & knowledgeable. There seems to be a smaller range of books in the new library but we can request them so no problem there. Thank you.
- I think the service you offer is really good. On two occasions I have requested a book that was not in stock and the staff are always v/ helpful. I use Worle Library and you arrange for me to pick it up after sending me an email.
- I enjoyed go the library, nice stuff people at the library. (sic)
- I enjoyed come to Worle Libray nice use the computer it very nice to. (sic)
- Enjoyed library it very nice so use the Extended Access it good nice (sic).

Staff and volunteers

6 members of staff work from the building, on a part time basis. This comprises one Community Services Supervisor, who works across 3 libraries (Level 6) and 5 Community Services Officers (Level 4). The building is managed by the Children's Centre manager.

There are two volunteers actively engaged in supporting Worle Library throughout the year. These volunteers are involved in family history support and library services volunteering (e.g. helping to shelve returned items). A further nine volunteers support the library in short-term roles (such as helping with the annual Summer Reading Challenge).

Direct costs

Total direct costs 2025/26	See other info below	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	£3,890	
Supplies & services	£1,500	
Staffing	£96,219	
Income	£(£3,037)	All income from sales, fees and charges
TOTAL	£97,081	

Other information

- The Children's Centre (CC) have been responsible for the running costs of the site since the Community Access Review in 2018, when the library co-located to the Mendip Avenue site. In the 2022-23 financial year, total direct costs to CCs were £28,839

~~All information in this document was correct at the time of going to print July 2025.~~