

Temporary Library 3-month review: Economy, Culture and Tourism Scrutiny Panel

Background:

The decision to establish a temporary library offer in Grimsby Town Centre during the period of closure of Grimsby Central Library included a review of the arrangements every 3-months.

The temporary library opened in a unit on Baxtergate in Freshney Place on Tuesday 4th November and forms part of North East Lincolnshire Council wider library service provision across the borough. This briefing note is to update scrutiny panel members on the first 3-month period of the temporary library opening and share the headline service data.

Temporary pop-up Library:

Grimsby Library is a pop-up temporary library in the heart of Freshney Place. It is home to a variety of resources, where customers can borrow books, use the public PCs, access photocopying/printing services, seek advice on public services and information, and attend one of the activity groups. For more details on the service offer and facilities please see: [Grimsby Library - Lincs Inspire](#)

November-25 to January-26 service period:

Headline service information for the temporary library is included across the points below and Appendix 1 includes library service branch usage data for the period:

- In the first three months the temporary library had 8,408 customer visits, with 3,930 books being issued, usage at other library branch service locations such as Cleethorpes and Waltham has also increased for the period with customers utilising alternative branches to Grimsby, as well as increase in online services. For comparison, in the period of November-24 to January-25 Grimsby Central Library had 11,735 customer visits, with 13,499 books issued.
- As anticipated, there has been an overall drop off in library service visits and issues when looking at the temporary pop-up library usage to previous usage at Grimsby Central Library. However, to provide context the footprint of the temporary library at mall level is 1,494 sq. ft. when compared to the library service area for Grimsby Central Library across 3 floor areas (basement, ground, mezzanine) totalling 19,644 sq. ft.
- Overall service data has observed less of a drop off when considering the temporary closure of the main town centre library with usage for branch locations in the period at 30,601 customer visits, with 32,721 books being issued. For comparison, in the period of November-24 to January-25 the service branch locations had 33,356 customer visits, with 40,120 books issued.

- In response to customer feedback and demand for access to public network computers Lincs Inspire have introduced an additional PC in Freshney Place, there now being 3 available workstations, including one with a movable high adjustable desk to accommodate wheelchair access.
- Access to printing facilities continues to be popular (previously well used within Grimsby Central Library), resulting in 440 print jobs, equating to 948 printed issues (pages), typically people seeking a hard copy of a boarding pass prior to travel or a hard copy of an application form.
- Having a shop frontage enables the latest titles to be displayed and highlighted, alongside providing space for a TV screen which promotes events and activities with a frequently changing offer.
- The additional security presence in Freshney Place is also welcomed by staff, who unfortunately do have to respond to unwelcome users on occasion.

Activity planned for next period:

- Working with Lincs Inspire on arrangements for public access to the library service local history collection to be established and opened as part of the ongoing temporary service provision during the ongoing closure of Grimsby Central Library.
- Continue to monitor the temporary library arrangements for the next period February-26 to April-26.

November 2025 to January 2026 - Branch Service Locations

Temp Freshney Place Library	Visits	Issues	Print out -Pages	Print outs - Jobs	New Members	PN Sessions	PN Time used (Mins)
November	3,285	1,127	312	193	67	197	4,565
December	2,321	1,105	255	106	26	184	5,242
January	2,802	1,698	381	141	57	236	8,968
Total	8,408	3,930	948	440	150	617	18,775

Cleethorpes	Visits	Issues	Print out -Pages	Print outs - Jobs	New Members	PN Sessions	PN Time used (Mins)
November	3,273	4,946	735	222	54	493	14,138
December	2,348	3,557	671	298	34	367	9,596
January	3,210	4,879	1,306	335	50	491	14,377
Total	8,831	13,382	2,712	855	138	1,351	38,111

Immingham	Visits	Issues	Print out -Pages	Print outs - Jobs	New Members	PN Sessions	PN Time used (Mins)
November	1,374	2,210	197	30	18	73	1,981
December	1,361	1,760	68	15	11	57	1,525
January	1,825	2,634	98	28	34	64	1,866
Total	4,560	6,604	363	73	63	194	5,372

Waltham	Visits	Issues	Print out -Pages	Print outs - Jobs	New Members	PN Sessions	PN Time used (Mins)
November	3,194	2,964	231	144	25	65	1,543
December	2,360	2,524	394	359	16	52	2,163
January	3,248	3,317	595	529	41	65	2,236
Total	8,802	8,805	1,220	1,032	82	182	5,942

Grand Total branch locations **30,601** **32,721** **5,243** **2,400** **433** **2,344** **68,200**

November 2024 to January 2025 - Branch Service Locations

Grimsby Central Library	Visits	Issues	Print out -Pages	Print outs - Jobs	New Members	PN Sessions	PN Time used (Mins)
November	4,311	4,488	944	309	101	619	16,729
December	2,756	3,824	616	296	40	420	10,637
January	4,668	5,187	1,373	558	125	635	18,723
Total	11,735	13,499	2,933	1,163	266	1,674	46,089

Cleethorpes	Visits	Issues	Print out -Pages	Print outs - Jobs	New Members	PN Sessions	PN Time used (Mins)
November	2,953	4,028	374	162	45	297	8,991
December	2,101	3,478	357	117	31	281	8,496
January	2,955	4,415	670	269	51	428	15,289
Total	8,009	11,921	1,401	548	127	1,006	32,776

Immingham	Visits	Issues	Print out -Pages	Print outs - Jobs	New Members	PN Sessions	PN Time used (Mins)
November	2,049	2,252	77	37	33	90	1,455
December	1,341	1,996	28	9	12	41	875
January	1,610	2,474	54	23	28	55	1,274
Total	5,000	6,722	159	69	73	186	3,604

Waltham	Visits	Issues	Print out -Pages	Print outs - Jobs	New Members	PN Sessions	PN Time used (Mins)
November	2,883	2,694	91	59	30	39	1,362
December	2,221	2,232	43	25	9	29	583
January	3,508	3,052	299	130	34	43	1,098
Total	8,612	7,978	433	214	73	111	3,043

Grand Total branch locations **33,356** **40,120** **4,926** **1,994** **539** **2,977** **85,512**