

The four Universal Offers cover the four key areas of service which our users and our stakeholders see as being integral to a 21st century library service.

The Universal Offers

Health offer

New national strategy expressing public library contribution to the health and well-being of local communities.

- Books on Prescription
- Provides a network of local hubs offering community space
- Community outreach supporting vulnerable people
- Expert staff with local knowledge
- Assisted online access
- Public health promotion activity

Digital offer

Recognises that the development of digital services, skills and access underpins so much of a 21st century library service – and it supports and enables the delivery of all of the Universal Offers.

- Free access to the Internet for every user (for a minimum period of time)
- Clear and accessible online information about library services
- Staff trained to help users access digital information
- Ability for users to join online
- Ability to be contacted online/via email for answers to user enquiries
- 24/7 access to services through a virtual library presence
- Ability to reserve & renew items remotely via an online catalogue

Reading offer

This is a strategic planning framework which enables us to develop, deliver and promote reading services within libraries. This offer sets out what public libraries will offer in order to provide a modern reading service within a local community.

- Builds on public demand for a lively and engaging reading offer with reading groups, challenges, promotions and author events, alongside public engagement opportunities services for specific audiences such as families and the blind and partially sighted.
- Offers free books and reading resources
- Offers free community space
- Provides supported online access
- Provides services for targeted audiences

Information offer

The focus of the offer is on libraries role in supporting people to access information and services online in life-critical areas such as careers and job seeking; health, personal financial information and benefits. Central to this offer is helping people to use vital government online information and services.

- Supports people to access information and services online in life-critical areas such as careers and job seeking, health, personal financial information and benefits.
- Brings together government and public sources of information, which have been researched by information professionals in libraries, giving a level of quality assurance to the user.
- Ensures that public library staff and volunteers are continually developing their skills to provide help to people accessing information and services.

	October 2013	November 2013	December 2013	January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014
HEALTH OFFER															
Blue Monday				✓											
World Health Day							✓								
Mental Health Awareness Week								✓							
World Biggest Coffee Morning												✓			
World Mental Health Day	✓												✓		
Self Care Week		✓												✓	
DIGITAL OFFER															
Safer Internet Day					✓										
Volunteers Week									✓						
Get Online Week	✓												✓		
Digital Access		✓												✓	
Spring Online							✓								
ITea and Biscuits												✓			
Adult Learners Week								✓							
INFORMATION OFFER															
Adult Learners Week								✓							
National Careers Week						✓									
National Libraries Day					✓										
World Health Day							✓								
World Mental Health Day	✓												✓		
READING OFFER															
WBD/WBN						✓	✓								
Learning Hook								✓							
Bookstart Week									✓						
Summer Reading								✓	✓	✓	✓				
Health and Wellbeing hook	✓												✓		