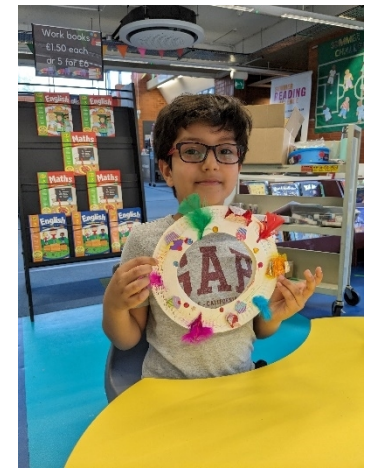


# RBWM Library Services

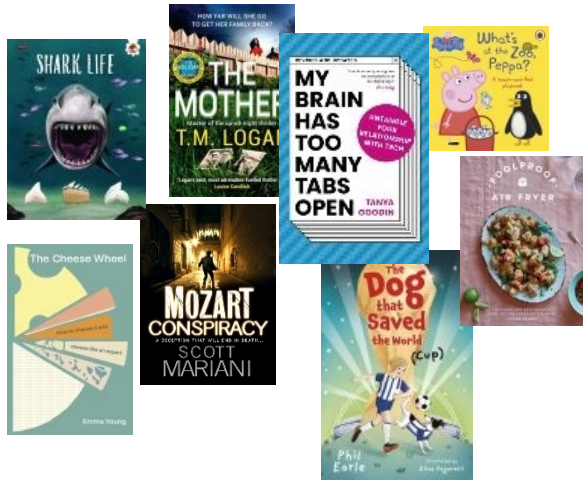
## The Vision

*We will provide physical and virtual spaces that build connections and facilitate access to knowledge, resources and support so that residents are equipped to aspire and thrive*



# Lending offer

## Physical and e-Books



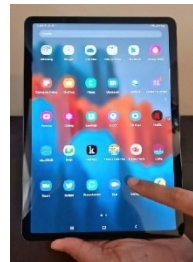
## Naxos (music)



## Audio and e-Audio books



## Tablets for Loan



## Newspapers and e-Newspapers / e-magazines



## Kanopy (films)



# Online Reference Offer

30 Online Reference Resources including

1. [Universal Credit How To Guide](#)
  2. [BFI Replay](#) – 60 years of screen stories, digitised and preserved for you. Thousands of films and TV programmes from the National Archive.
  3. [Access To Research](#) Access to research gives free access to over 30 million academic journals, research papers and articles from top universities
  4. [FutureLearn](#) Short online courses from top universities and specialist organisations.
  5. [Training & Tools from Google](#) (Google Digital Garage) Digital Skills Training
  6. [Learn My Way](#) From starting to use the internet or email to staying in touch and office programmes. Learn how to manage and spend your money online, manage your health online and understand internet safety and security.
  7. [Which?](#) Best buys, don't buys and so much more
  8. [AncestryLibrary™](#) Family History
  9. [RBWM Cobra](#) Business Support for start-ups and small businesses with templates, start-up guides, sector guides and updates, business support, business rules and regulations, business information factsheets, local area profiles and a Business Legal Library
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# Events and Activities

1. CLASS (Adult Learning) support twice a week
2. Lego Create Sessions
3. Children's Games Clubs
4. Friends in Need Book Group
5. Pop-Up Poetry
6. Storytimes and Rhymetimes
7. Knit and Natter
8. IT Help
9. Weekly Accessibility mornings
10. Outreach events in the community
11. Voluntary and Community Sector (CVS) support in libraries



Events can be viewed here: [Library events | Royal Borough of Windsor and Maidenhead \(rbwm.gov.uk\)](https://www.rbwm.gov.uk/library-events).

# Support and Accessibility Offer

1. All library staff are trained to provide effective signposting to support and services as well as to assist with a full range of Council Services.
  2. Volunteering Opportunities are available from age 14 and Weekend and holiday jobs from age 16.
  3. Libraries are designated Safe Spaces – staff are trained in safeguarding, domestic abuse and disabilities. *“Libraries are safe spaces if you are feeling anxious or concerned. You can ask for help and will be signposted to the correct support.”*
  4. Children from the age of 8 can use the library unaccompanied.
  5. Public PCs and Free Wifi including digital support from staff and volunteers is available on site
  6. Summer Reading Challenge and Study and Homework Support
  7. Reading Development and Inclusions Work includes
    - Outreach to the most disadvantaged children
    - Literacy days, author visits, character engagement stories and reading development work with vulnerable groups including young mums and Looked After Children
    - Army Welfare mornings at Broom Farm
    - Bookstart and BookAhead
    - School RDS Library Service
  8. An extensive accessibility offer is available via libraries: [Accessible Services at Royal Borough Libraries](#)
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# Key Priorities

1. Traditional Library Services – Lending (Digital and Physical), Reference (Digital and On Site), Local Studies, Public PCs and Wifi, Digital Support, Events & Activities, Enquiry & Information Services including Face to Face Council Customer Services
2. Economic Recovery, Business Support, Training & Skills Development, DWP Employment Journey Partnership
3. Develop Library Staff as Community Builders and Connectors, working closely with the VCS and statutory services to promote health and wellbeing, support aspiration and reduce dependency
4. RBWM's "Best Practice" Community Library Model – an exceptionally efficient way to deliver library and support services within the community
5. Home Library Service



# Finally

