

Services offered from libraries

All of our services are listed on our website. It is difficult to list every one as we offer such a large range of services and are always adding to them. This document sets out the core service which is offered at every library and the wider range offered at our explore centres.

I have attached the Society of Chief Librarians Manifesto from 2010 which describes the many roles of a modern public library service.

Core Service

These are available at all of our libraries

- Free Internet access and free wi-fi
- A children's area & young people's area
- Fiction and non-fiction books for children, young people and adults in a range of formats
- Large print books and audiobooks
- Reference books and enquiry service
- Online reference sources
- Information and advice for learning and work
- Books to support your learning
- Information about local services
- Adult Learning course information
- Reading Groups
- Storytimes for under fives
- Family and local history
- Newspapers and magazines
- Community events
- Surgeries e.g ward councillor, future prospects
- Community space

Online Services which are available wherever you are

E-Library

Our downloads service, enabling you to borrow e-books and audio-books, including some of the latest titles, without charge

Library catalogue

Use the online library catalogue to search for items at any of our libraries and to renew and request your books

Online reference library

Hundreds of online information resources available at the click of a button, including Ancestry, encyclopaedias, newspapers, dictionaries and more

Online practice tests

Practice for your driving theory test or citizenship test online

Recommended Legal and Government Information

A guide to official sources of information on various aspects of law and government.

There are a wider range of services offered at the **explore centres**

York

- Changing Places facility
- Cafe
- Archive and local history centre
- Adult Education enrolment
- Learning rooms
- ICT suite
- More in depth support for research and information queries
- Big name author events
- Exhibitions

Acomb

- Changing Places facility
- Cafe
- Craft Club
- Learning Rooms
- ICT Suite
- Reading garden

Clifton

- ICT Suite

Tang Hall

- ICT suite
- Learning room
- Craft Club

Other Services

Home Library Service

- Delivery of books to housebound people and elderly peoples homes

Prison Library Service

- Library service for the residents at Askham Grange Prison

Rowntree Park Reading Cafe

- Books to borrow and request
- Cafe

Some of our smaller libraries also have craft clubs. These are run by the group and are very popular.

Asset management

We are updating our asset management plan. We want to look at each community and assess how our buildings relate to what else is happening. We do not make best use of our buildings. They are at the heart of their communities and many are only open for a few hours each week. Each library should be a community hub, offering access to a range of services. In this we must be careful that any other service offered is complementary to a library service. The value of the safe, impartial community space cannot be compromised. We anticipate partnerships with doctors surgeries, community centres etc. There won't be a one size fits all – it will be different in each community and in consultation with local people. This major piece of work will begin now and continue into next year.

Review of Services update

Mobile Library

The existing mobile library is now ten years old and we need to procure a new vehicle. I am currently exploring options to offer this service in partnership with other services to maximise its use, for example, health and well being, other council services. There will also be public consultation to assess where the mobile should visit and for how long.

Home Library Service

Work on this has been delayed due to work on the implementation of our new library management system. I am setting a new timescale beginning in November 2012.