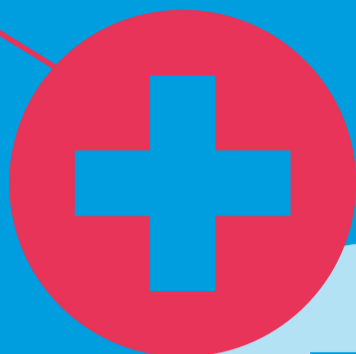


The five Universal Offers, along with the Children's Promise and Six Steps for Blind and Partially-Sighted People, cover key areas for a 21st Century library service. These Offers are an integral part of our service for customers.

Health offer

Public libraries contribute to the health and well-being of local communities. This offer promotes and enables key health partnerships. *Delivered in partnership with The Reading Agency.*



Information Offer

Libraries support people to access information and services in vital areas: government online information and services, careers and job seeking, health, personal financial information and benefits.



Reading offer

Public libraries provide a modern reading service within local communities, in all formats and for all ages. *Delivered in partnership with The Reading Agency.*



The Universal Offers 2016

Learning Offer

Strategic planning framework which allows public library services to plan, develop and promote their role and contribution to lifelong-learning.



Digital Offer

Digital services, skills and access underpins a 21st century library service; Digital supports and enables the delivery of all the offers.



Children's Promise

Shaping 21st century children's library services and sets out the library journey –the way libraries engage with children and young people as they grow. The Promise underpins all other offers in relation to children.

Six Steps

Six crucial pledges every library service makes to provide a nurturing reading and learning environment for blind or partially sighted people.

	January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016
HEALTH OFFER												
World Health Day				✓								
Mental Health Awareness Week					✓							
Worlds Biggest Coffee Morning									✓			
World Mental Health Day										✓		
Blue Monday	✓		✓									
Dementia Awareness Week					✓							
Carers Week						✓						
DIGITAL OFFER												
Safer Internet Day		✓										
Volunteers Week						✓						
Get Online Week										✓		
Spring Online Week				✓								
Computer Science Education Week												✓
INFORMATION OFFER												
National Careers Week			✓									
National Libraries Day		✓										
Small Business Saturday												✓
EU Coding Week										✓		
READING OFFER												
World Book Day			✓									
World Book Night				✓								
Bookstart Week						✓						
Reading Ahead									✓			
Summer Reading Challenge						✓	✓	✓	✓			
LEARNING OFFER												
Family Learning Festival											✓	
Adult Learners Week						✓						
CHILDREN'S PROMISE												
Summer Reading Challenge						✓	✓	✓	✓			
National Bookstart Week						✓						
World Book Day			✓									
SIX STEPS												
Make a Noise in Libraries Fortnight						✓						