

Resources and Fire & Rescue Overview & Scrutiny Committee

26 September 2019

Update on Library Service Performance and the Delivery of Digital Services

1 Introduction

- 1.1 This report gives Members an update on the performance of the Warwickshire Library Service and an update on digital services delivered by the Service.

2 Background

- 2.1 In 2011 the Library Service was required to reduce annual costs by more than £2 million within three years, as part of the wider Warwickshire County Council (WCC) One Organisation Savings Plan.

As part of its service delivery strategy, digital services were seen as a key area for development. This report highlights the progress the service has made in this area.

When these unprecedented permanent savings were required, Warwickshire Libraries radically changed how services would be delivered for members of the public going forward.

The Service was one of the first library authorities in 2012 to transfer 14 libraries to community management following comprehensive county-wide public consultation. All but one (an honesty library) of the social enterprises are still operating with continued support from the county service. This and other measures enabled the service to achieve more than £2 million of savings without a single compulsory redundancy. The Service was also one of the first services to introduce Radio-Frequency Identification (RFID) technology for self-service returns and renewals and e-books some years ago.

The Service has 32 libraries across the county (including 13 that are community-managed) plus the mobile and outreach services. It also has one of the largest volunteer-run home delivery services, for housebound readers, in the country.

In the last few years, the county council has also delivered two new libraries in Alcester and Southam. There are plans to move the current library in Whitnash to a new location incorporating a community centre. The Service recently completed a major remodelling of Stratford upon Avon's historic library, which now accommodates the Registration Service with an attractive wedding venue in the centre of town. Eight libraries have been remodeled and discussions are progressing with respect to building a new Library in Nuneaton as part of a major town centre regeneration, which will also incorporate a business centre.

The digital offer in Libraries continues to be expanded and improved. The People's Network computers in all the libraries have been replaced and all libraries offer free public Wi-Fi. Last year the Service launched Let's Make Spaces (please see section 6 below).

The book fund and training budget have not been reduced and the Service has now received permanent funding for Sunday opening in the three Hub libraries in Leamington Spa, Rugby and Nuneaton and funding to retain the current opening hours at Whitnash and Lillington Libraries following the closure of the one stop shops by Warwick District Council. In addition, the Leamington Town Council has for the last few years provided funding for additional opening hours at Lillington Library.

Children no longer have to pay overdue fines – this was done because one of the main barriers to library usage in this age group was the accrual of fines. The Service continues to pilot different event including piloting a scheme to serve lunch (funded by the Welfare Scheme) at story sessions during the school holidays.

The Service has been successful in securing for external funding to deliver reading festivals and the Service was one of 10 library services in the UK and Ireland working on a Google-sponsored digital resources programme to help create a toolkit for digital resources namely online safety, digital skills and coding. The aim was to create to create a toolkit for library staff to use to help customers develop digital knowledge, skills and confidence.

Recently the Service was accepted as a member of the Living Knowledge Network. The Living Knowledge Network is a UK-wide partnership of national and public libraries. Created by the British Library to explore new ways for libraries across the country to work as one, the network currently includes over 20 public libraries, the British Library itself, the National Library of Scotland and the National Library of Wales.

The Living Knowledge Network is the only network of its kind in the UK and is centred on exchanging knowledge and developing memorable experiences for public library users including exhibitions, live event streams and poetry performances. Staff will benefit from skill sharing events, international partnerships, leadership training days and mentoring schemes.

Warwickshire Libraries increasingly share premises - and some staff - with other local services, and work with many partners to achieve economies of scale and deliver better customer experience for members of the public.

The progress that has been made to date is in part due to a more business-like approach to service delivery and income generation and to the management merger of previously separate frontline services and 'one organisation' thinking, for example, the Registration Service. The management portfolio has recently been extended to include Heritage and Culture, which offers obvious synergies with the Library Service and further opportunities for collaborative working.

The Service continues to reshape and realign the library network to meet the needs and preferences of modern-day customers including the physical and online services. Last year there were 1,417,440 visits to our libraries and mobiles and 105,151 people of all ages attended 6,467 library events. In addition, there were nearly 12 million virtual visits to the library online services.

The Service does have a national reputation for innovation and getting things done and are frequently visited by other authorities including Library Services keen to learn from Warwickshire's approach.

3 Trends

- 3.1 How members of the public use libraries and what they value libraries for has changed. Libraries are not so much about buildings, nowadays, as the services that are provided - both face to face and 'virtual'. Use of online library services has doubled in recent years and continues to rise. The Library Service continues to exploit digital technology to explore new ways of delivering services and develop the online service offer. The challenge for the Service is that it must meet the different needs of users, for example, 0-5 year olds want books, younger generation digital, older generation books and digital (see Appendix 3). The library service redesign aims to cater for all of these different needs not simply digitise all its services.
- 3.2 Popular online services include the following:
- Easy access to searching, renewing and requesting 590,000 items using the library catalogue
 - Online access to some of the worlds most trusted reference collections including newspaper and journal archives
 - The ability to listen online to classical music
 - Free access to Ancestry.com in libraries (for researching family history)
 - Library news and information about events and activities
 - The Working Lives project which showcases audio reminiscences of the working memories of members of the public in Nuneaton and Bedworth. The George Eliot collection of letters provides online access to a facsimile and transcript of the county's unique collection of historical artefacts.
- 3.3 Face to face visits and borrowings have been falling, in line with national trends with digital use going up. Warwickshire is in the top quartile of all English County Library Authorities for digital visits.

4 The Library Service Network

- 4.1 The county council continues to run 18 static libraries as part of a three-tier network:
- Library Hub - in three main centres of population offering the widest range of services and longest opening hours
 - Library Local - in 15 locations with opening hours that reflect local need
 - Library Direct - online library open 24/7, plus mobile, outreach and housebound reader services

5 Library Performance

5.1 In 2018/19 county council-run libraries: (see Appendix 1 for all data)

- Received **1,417,440** visits (around 4,100 per day)
- Lent out **1,611,417** books, CDs and DVDs (around 4,700 per day)
- Handled **322,836** enquiries (around 940 per day)
- Provided **225,561** public computer sessions (around 650 per day) and
- Received **105,151** attendees at library events (around 300 per day)

Appendix 2 sets out the individual library profiles – this is a two-page summary for each library, showing the annual performance of the library and what services and events are available as part of the current service offer.

5.2 Digital Services delivered in the Library Service include:

- Use of Virtual Library, please see 5.3 below
- Use of public computer related events and activities e.g. Silver Surfers supporting older people get on-line
- Use of public computer network
- Provision of free WiFi
- Access to Let's Make spaces – digital equipment and resources, please see below.

5.3 The Virtual Library Service consists of:

- eBooks and eAudio books
- eMagazines; 50 popular titles, for example Gardeners World, Top Gear, Countryfile, Good Food
- eNewspapers; over 2,000 popular UK and international titles
- Electronic Information Resources; subscription sites providing free online reference information from encyclopaedias, dictionaries, Driver Theory Test, GoCitizen (UK Citizenship Test preparation), Britannica Online, Naxos Classical Music Library, Ancestry.com, Times Digital Archive, Who's Who

EBook and eAudio downloads have risen year on year since these were introduced in 2010:

2017/18	2018/19
37,126	55,532 (50% increase)

EMagazines service started in 2013 and usage has risen every year:

2017/18	2018/19
16,225	27,603 (70% increase)

ENewspapers

Press Reader usage has significantly increased since new changes were made in 2017 to how users can access the service (the app, hotspots, 3-day downloads)

The most popular newspapers are the UK dailies - the Daily Mail is the most popular and local titles like the Warwickshire, Nuneaton and Coventry Telegraphs and Birmingham Mail are also popular:

2017/18	2018/19
37,883	124,484 (229% increase)

Electronic Information Resources (eSubs)

Our eSubs performance exceeded the cumulative total of the previous year by a percentage of 9.5%:

eSubs	2017/18	2018/19
Ancestry	169,802	107,455
Britannica	1,007	1,486
Oxford Music	437	486
Oxford English Dictionary	844	1,442
Oxford Dictionary of National Biography	2,960	1,945
Oxford Reference Online	559	366
Who's Who	1,061	673
Very Short Introductions (Oxford press)	110	86
Times Digital Archive	3,805	6,180
Naxos – Classical Music Online	39,773	28,299
Driver Theory Test	5,086	5,690
RB Digital eMagazines	16,225	27,603
Press Reader – eNewspapers	37,883	124,484
GoCitizen – Life in UK Test Questions	215	190
Totals	279,767	306,385

5.4 Physical Visits

Whilst Warwickshire is in the top quartile of all English County Library Authorities for digital visits, it is in the bottom quartile for physical visits. This is mainly due to the fact that visits made to our Community Managed Libraries cannot be included in the statistics reported to The Chartered Institute of Public Finance & Accountancy (CIPFA). Neither can visits to priority vulnerable groups such as outreach Home Delivery visits. The council has to report the number of service points, issues at the service points which are under the local authority statutory service i.e. directly managed by the local authority:

2017/18	2018/19
1,453,243	1,417,440 (2.5% decrease)

5.5 Physical Issues (loans)

Book lending is falling as part of a national trend as information is more readily available online. As already stated, performance data from Community Managed Libraries is excluded from the nationally available data. Warwickshire has the smallest number of service points of any English County Library Authority - this impacts on the number of physical visits and issues.

In addition, Warwickshire has invested in developing its digital offer including e-books which is not included in the figure below:

2017/18	2018/19
1,588,539	1,555,892 (2% decrease)

5.6 Community Managed Libraries

Since April 2012 Warwickshire Library Service has supported 13 Community Managed Libraries. These libraries use the same library management system as the county council libraries and are stocked with county council library books including receiving regular allocations of new titles. These libraries have a weekly library van delivery service and visits from library staff four times a year. The staff undertake stock work and liaise with the individual CML management team regarding performance, training and other issues. The libraries are also supported by a dedicated telephone helpline. The successful transition of these libraries from the county council to becoming community managed has been used as a model for other Local Authorities looking to restructure their library service. The county council Library Service and several of the community managed libraries have hosted visits from colleagues from other authorities to share our collective learning and experiences.

2017/18	2018/19
90,333	85,896 (5% decrease)

5.7 Home Delivery Service

Working with 57 volunteers, library staff currently deliver to 415 vulnerable customers around the county who are unable to get to a static library or access the mobile library. Customers of the Home Delivery Service get a 4-weekly delivery of books and spoken word titles direct to their home. The Service also delivers to nursing homes to ensure the residents have an 8-weekly exchange of stock. Volunteers are key to the successful delivery of this service as volunteers give us about 350 hours of their time every month.

The Mobile Library Service delivers a 3-weekly service to rural areas in Warwickshire, stopping at 250 locations on 39 different routes around the county using 3 purpose-built vehicles, serving up to 2000 customers.

The Home Delivery Service and Mobile Library Service also signpost to partner services such as Warwickshire Fire & Rescue Home Safety Checks and Age UK Safe & Well services. All these services enable residents to stay safely in their own homes for longer and the delivery of library services to them helps them stay

connected and continue with their leisure or educational reading, promoting mental well-being.

6 'Let's Make' in Warwickshire Libraries

- 6.1 With the help of Arts Council Libraries Opportunities for Everyone Innovation funding, two Let's Make spaces have been developed in Nuneaton and Rugby libraries, offering access to the latest digital technologies and equipment in two areas of Warwickshire which experience pockets of social deprivation. These facilities complement the existing library offer by supporting and addressing the needs of the digital agenda. This provides an opportunity to build on and improve digital knowledge and skills, together with enhancing local community confidence, helping to raise educational attainment and providing the opportunity to align much sought after digital and STEM (Science, Technology, Engineering and Maths) skills with the job market. The ambition of these Let's Make spaces will be to encourage economic growth and support the skills agenda in Warwickshire.
- 6.2 'Let's Make' in Warwickshire, are welcoming and accessible spaces where people can come together to create, try out new ideas, learn and share new skills and expertise and make things in different ways, offering new digital learning opportunities in libraries.
- 6.3 The spaces offer a range of inspiring activities which include; virtual and augmented reality, robotics, coding and programming, 3D design and printing, animation and film making, sewing, embroidery and crafting, together with music creation and soundscapes. The intention is to 'grow' the offer, working in partnership with internal WCC partners, digital and design experts, liaising with local digital and design businesses and industries in the area and building on links with Higher Education/Further Education partners to provide additional expertise and user opportunities.
- 6.4 Let's Make services and resources help to build confidence and logical thinking, raise aspirations and support WCC priorities and policies towards narrowing gaps and creating equality of opportunity for all. The spaces promote digital inclusion, widen participation and demonstrate the impact of libraries in supporting quality learning to meet the needs of 21st century communities.
- 6.5 There has been overwhelmingly positive feedback from sessions held in both libraries, proving the resource to be extremely popular and valuable for all ages. Some of the feedback received includes:

Yes, yes, yes!! Definitely we will come for any events like this! MANY THANKS; Please have more sessions; Do it again please; Love it. Great for Kids clubs and adult workshops; We really enjoyed it. It showed the children a different way of learning and play and interaction using new and up-to-date tech. Fab venue and fab time I had with the children; I would be happy to help to be a volunteer in this group; Would really like to arrange some workshops for home educators here

- 6.6 Libraries have also been successful in being awarded funding for a Let's Make Digital Apprentice. Receiving supported training the apprentice will assist in the day-to-day running of the Let's Make spaces and support the Let's Make Coordinator in the planning, promotion and delivery of a wide range of digital learning opportunities, whilst gaining valuable digital knowledge and skills for themselves.

7 Partnership working

- 7.1 The Service continues to work with a widening range of partners both for economies of scale and to provide members of the public with the convenience of more services under one roof.
- 7.2 The Service is a front-facing, skilled and trusted service that has much to offer other service providers, to help them meet local needs and priorities cost-effectively. Libraries have a physical presence in local communities and the ability to reach, attract and serve wide-ranging audiences.
- 7.3 Partnership services and arrangements include the following:
- A number of Warwickshire libraries provide front office police enquiries. The arrangement helps Warwickshire Police to focus more resources on frontline policing. Multi-functional library teams also deal with Blue Badge and concessionary travel passes applications
 - UK Visa Assist - eight of our libraries support eligible applicants; those who are struggling to get on line or have no computer access to apply for a visa online. The Service does not apply for the visa for the applicants, it helps them in setting up an email, accessing the site, clicking on the right boxes etc. The Service is one of 14 pilot authorities across the country and as 'We are Digital' are based in Warwick the Library Service is working closely with this Service to refine its operational procedures
 - The county's Books on Prescription scheme, which won an innovation award, is a collection of self-help titles for people with mild to moderate mental health problems. It was launched in partnership with Adult Social Care and NHS Warwickshire and continues to be used by members of the public
 - The Service is also supporting the Health & Wellbeing agenda. The service is working very closely with the Family Information Service and a number of third sector partners to move forward this agenda.
 - BookTrust is the UK's largest children's reading charity dedicated to getting children reading. Their flagship program Bookstart, reaches millions of families across the country each year with books, resources and advice to encourage parents and carers to start reading with their babies from birth. The Service received nearly £250,000 worth of books each year to deliver to all babies and toddlers across Warwickshire.

8 The Wider Service Offer

8.1 Library services contribute towards achieving council objectives, local priorities and wider agendas by actively supporting:

Knowledge access to local information

Language and learning skills according to the National Literacy Trust children who use libraries are twice as likely to be above-average readers

Lifelong learning from hobbies to work-related skills

Employment special services for job-seekers and resources to help employers develop their businesses

Culture and heritage working closely with museums and arts services to stimulate interest in past and present

Health and wellbeing through programmes like Books on Prescription

Social inclusion spaces where all sorts of people and ages can comfortably come together

Community and a sense of place a venue and focus for local events and activities

The independence and wellbeing of older people who are big library users

E-government free internet access and helpful staff in every library, including mobile libraries

8.2 The Society of Chief Librarians (Libraries Connected) has developed a new Culture Offer which was recently launched at Stratford Library to complement the existing five Universal Offers, along with a Children's Promise, these offers are an integral part of our services for our customers:

- **Health Offer** – Public libraries contribute to the health and well-being of local communities. This offer promotes and enables key health partnerships
- **Reading Offer** – Libraries provide a modern reading service within local communities, in all formats and for all ages
- **Digital Offer** – Digital services, skills and access underpins a 21st century library service; Digital supports and enables the delivery of all the offers
- **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
- **Learning Offer** – Strategic planning framework which allows public library services to plan, develop and promote their role and contribution to lifelong-learning
- **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

8.3 Warwickshire Libraries provides universal services to support some of the council's key target age groups. The infographic in Appendix 3 demonstrates user needs and what the library service delivers to these key audiences.

9 Conclusion

- 9.1 The Service continues to modernize its services to better meet the needs of members of the public (you and old) and a 24/7 society. It will continue to innovate, exploring new ways to deliver services both physical and online.

10 Background Papers

None.

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Report Author	Ayub Khan	01926 412657
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Strategic Director	Rob Powell	01926 412564
Portfolio Holder	Kam Kaur	

Attachments

Appendix 1 – A Year in Warwickshire Libraries Infographic.

Appendix 2 – Individual Library Profiles – These are a two-page summary for each library, showing the annual performance of the library and what services and events are available for customer use.

Appendix 3 - Library Service Offer Infographic.

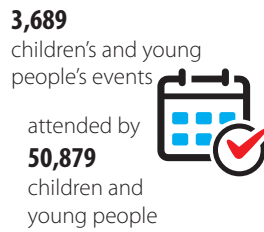
A Year in Warwickshire Libraries



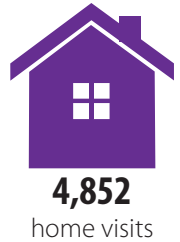
1,417,440

visits to our libraries and mobile libraries

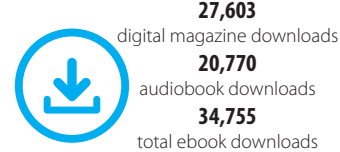
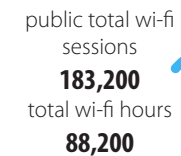
LEARNING



COMMUNITY, HEALTH & WELLBEING



DIGITAL & INFORMATION



Alcester

Globe House
 Priory Road
 Alcester
 B49 5DZ

Opening Hours

Mon	09.30–17.30
Tue	CLOSED
Wed	09.30–17.30
Thu	09.30 – 17.30
Fri	09.30 – 17.30
Sat	10.00 – 16.00 (Limited Service 13.00-16.00)
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, newspapers, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A3/A4 black and white, read and relax area, meeting rooms, UK Online Centre, public toilet, Disabled parking permit (blue badge), Concessionary Travel Pass, Street lighting and highways, Warwickshire Police public enquiry service, Reading Well Collections & Stratford District Council Services.

Regular events:



Betty's Crib Club - Mondays 10:00 - 12:00.



Rhyme Time - Wednesdays 10:30 - 11:00. Songs and rhymes for 0-2 year olds and parents and carers.



Alcester Library Reading Group - Every second Thursday of the month 14:00 - 16:00.

Silver Surfers - Thursdays 10:00 - 12:00. Free computer and tablet help for people aged 50 plus. Drop in session.

Chatterbooks - Every second Friday of the month 16:00 - 17:00. Encouraging children aged 8 - 11 to take pleasure in reading. Book talk, fun games and crafts. Term time only.

Crafternoon Tea - Fridays 13:30 - 15:30.

Lego Club - Last Friday of the month 16:00 - 17:00. Creative themed sessions for children to build and create with Lego.

Story Stomp - Fridays 10:30 - 11:00. Fun session for 2 - 4 year olds and their parents and carers to follow on from Rhyme



Age of event attendees

0-4 years	334
6-17 years	399
12-17 years	44
18+ years	1,924
Total	2,701



Age of registered borrowers

0-5 years	245
6-17 years	1,879
18-59 years	1,590
60+ years	1,421
Total	5,135

Atherstone

Long Street
Atherstone
Warwickshire
CV9 1AX

Opening Hours

Mon	09.30 – 16.00
Tue	09.30 – 17.00
Wed	09.30 – 17.00
Thu	09.30 – 13.00
Fri	09.30 – 16.00
Sat	09.30 – 13.00
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, newspapers and magazines, computers with printing and scanning – printing is black and white or A4 colour, WiFi, photocopier – A3/A4 black and white or colour, local studies and family history collection, UK Online Centre, designated safe place, Reading Well Collections, Shelf Help for Teens, Concessionary Travel Pass.

Regular events:

Silver Surfers - Mondays 10:00 - 11:00 and 11:00 - 12:00. Free computer and tablet help for people aged 50 plus. Drop in session.

Rhyme Time - Tuesdays 10:00 - 10:30 and 11:00 - 11:30. Songs and rhymes for 0-2 year olds and parents and carers.

Story Stomp - Wednesdays 10:00 - 10:30. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.

The Wednesday Club - First Wednesday of the month 13:30 - 15:00. A different topic and guest speaker each month.

Family History Surgery - Third Wednesday of the month. 14:00 - 16:00. Research your family tree with help from volunteers.

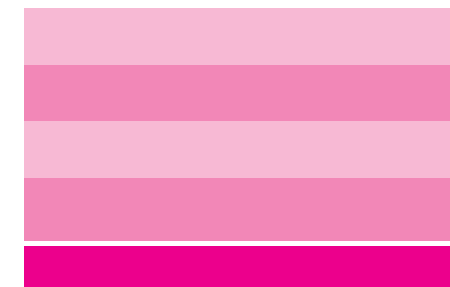
Games Club - Thursdays 10:00 - 12:00. Come along for a fun morning of Scrabble, Monopoly, chess and draughts.

Rhyme Time: Babies from birth - Fridays 10:00 - 10:30. songs, cuddles and tickles for new born babies up to nine months, and their parents and carers.

Lego Club - Saturdays 11:00 - 12:00. Creative themed sessions for children to build and create with Lego.



Age of event attendees



Age of registered borrowers

0-5 years	542
6-17 years	3,394
18-59 years	3,359
60+ years	1,681
Total	8,976

Bedworth

18 High Street
Bedworth
CV12 8NF

Opening Hours

Mon	09.30 – 17.00
Tue	09.30 – 17.00
Wed	09.30 – 17.00
Thu	CLOSED
Fri	09.30 – 17.00
Sat	09.30 – 14.30
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, large print, newspapers and magazines; Audio books & Playaways; Asian reading material; Reading Well collection; computers with printing & scanning (A3/A4 black & white & colour printing); WiFi; photocopier (A3/A4 black & white & colour); read & relax area; UK Online Centre; designated 'Safe Place' Concessionary Travel Pass.

Regular events:



Job Club - Mondays 09:30 - 13:00 and Tuesdays 09:30 -17:00 (By appointment; ask staff for details)



Story Stomp - Tuesdays 10:00 - 10:30. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.



Rhyme Time - Tuesdays 11:00 - 11:30. Songs and rhymes for 0-2 year olds and parents and carers.

Tea & Talk - 1st Wednesday of every month 10:00-11:00. Talks from a wide variety of speakers; refreshments available

Stitch Up Club - Fridays 13:00 - 15:00.

Silver Surfers- Fridays 12:00 - 14:00. Free computer and tablet help for people aged 50 plus. (Please book in advance)

Lego Club - Alternate Fridays 15:30 - 16:45. Creative themed sessions for children to build and create with Lego.



Age of event attendees

0-4 years	1,668
6-17 years	977
12-17 years	27
18+ years	3,236
Total	5,908



Age of registered borrowers

0-5 years	565
6-17 years	3,513
18-59 years	4,673
60+ years	2,270
Total	11,021

Coleshill

19a Parkfield Road
Coleshill
Birmingham
B46 3LD

Opening Hours

Mon	09.30 – 12.30
Tue	09.30 – 12.30 & 13.30 – 17.30
Wed	09.30 – 12.30
Thu	09.30 – 12.30 & 13.30 – 17.30
Fri	09.30 – 12.30
Sat	09.30 – 12.30
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
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Visits



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Facilities:



Books, talking books, large print, newspapers and magazines, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, local studies and family history collection, UK Online Centre, baby changing facilities, public toilet, Concessionary Travel Pass, Street lighting and highways, Warwickshire Police public enquiry service, designated Safe Place & Reading Well Collections.

Regular events:



Family History Surgery - Every third Monday of the month 10:00 - 12:00.



Knitting Club - Tuesdays 14:00 - 16:00.



Rhyme Time - Tuesdays 11:00 - 11:30. Songs and rhymes for 0-2 year olds and parents and carers.

Crochet Group - Every Wednesday. 10:00 - 12:00.

Reading Group - First Thursday of the month 15:00 - 16:00.

Silver Surfers - Thursdays 10:00 - 12:00. Free computer and tablet help for people aged 50 plus.

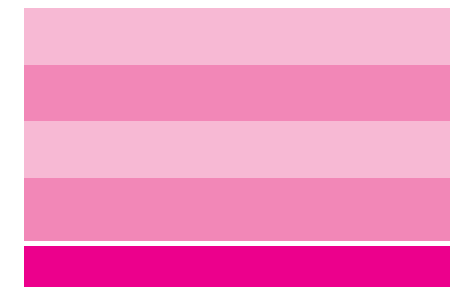
Story Stomp - Fridays 11:00 - 11:30. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.

Coleshill Poetry Appreciation Group - First Saturday of month 10:00 - 12:00.

Lego Club - Saturdays 11:00 - 12:00. Creative themed sessions for school aged children to build and create with Lego.



Age of event attendees



Age of registered borrowers

0-5 years	259
6-17 years	846
18-59 years	1,186
60+ years	863
Total	3,154

Kenilworth

Smalley Place
Kenilworth
CV8 1QG

Opening Hours

Mon	09.00 – 17.30
Tue	09.00 – 17.30
Wed	10.30 – 17.30
Thu	09.00 – 17.30
Fri	09.00 – 17.30
Sat	09.00 – 13.00
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, newspapers and magazines, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A3/A4 black and white or colour, UK Online Centre, read and relax area, public toilet, baby changing facilities, housing benefit, council tax, housing and repairs, disabled parking permit (blue badge), environmental services, including pest control, street lighting and highways, electoral registration, registrars, Concessionary Travel Pass, leisure services, arrange collection of large or bulky unwanted household items, recycling, CAB, Warwickshire Police public enquiry service & Reading Well Collections, designated Safe Place

Regular events:



Crafternoon Tea - Mondays.14:30 - 16:00.

Family History Help - Mondays.
10:00 - 12:00.



Story Stomp - Tuesdays 10:00 - 10:30.

Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.



Library Reading Group - 2nd Tuesday of the month 14:30 - 16:00.

Rhyme Time - Wednesdays 11:00 - 11:30.
Songs and rhymes for 0-2 year olds and parents and carers.



Age of event attendees

0-4 years	2,151
6-17 years	176
12-17 years	1
18+ years	3,974
Total	6,302



Age of registered borrowers

0-5 years	664
6-17 years	2,943
18-59 years	4,327
60+ years	3,125
Total	11,059

Leamington Spa

Royal Pump Rooms

Parade

Leamington Spa

CV32 4AA

Opening Hours

Mon	09.30 – 18.00
Tue	09.30 – 18.00
Wed	09.30 – 18.00
Thu	10.00 – 19.00
Fri	09.30 – 18.00
Sat	09.30 – 16.30
Sun	12.00 – 16.00



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, newspapers and magazines, spoken word, playaways, Asian reading material, computers with printing and scanning – printing is A3/A4 black and white or colour, WiFi, photocopier – A3/A4 black and white or colour, read and relax area, UK Online Centre, public toilet, baby changing facilities, designated Safe Place, Reading Well Collections, Local & Family History Collections, Concessionary Travel Pass.

Regular events:



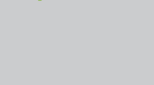
Silver Surfers - Mondays 14:00 - 16:00. Free computer and tablet help for people aged 50 plus. Drop in session.



Story Stomp - Tuesdays 10:30 - 11:00. Fun session for 2 - 4 year olds and their parents to follow on from Rhyme Time.



Leamington Family History Group - Third Thursday of month 11:00 - 12:30.



Code Club – Friday 16:30 - 17:30 (term time only). Free after school club for children aged 9 - 11 years. (Please check availability).

Rhyme Time - Fridays 10:30 - 11:00. Songs and rhymes for 0-2 year olds and parents and carers.

Chatterbooks - Saturdays 10:30 - 11:30. Encouraging children aged 8 - 11 to take pleasure in reading. Book talk, fun games and crafts. Once every four weeks.

Lego Club - Saturdays 14:00 - 15:00. Creative themed sessions for children to build and create with Lego. Sundays 12.30 - 13.30.

Spark Young Writers Group – One Saturday every month. For children and young people interested in any kind of creative writing.

Book Magic - Sundays 14:00 - 14:30. Children's stories and activities.

Crime Prevention Surgery - Monthly session



Age of event attendees

0-4 years	3,131
6-17 years	1,391
12-17 years	343
18+ years	4,571
Total	9,436



Age of registered borrowers

0-5 years	1,283
6-17 years	7,444
18-59 years	13,818
60+ years	3,893
Total	26,438

Lillington

Valley Road
Lillington
Leamington Spa
CV32 7SJ

Opening Hours

Mon	09.30 – 12.30 & 13.30 – 18.00
Tue	09.30 – 12.30 & 13.30 – 17.30
Wed	CLOSED
Thu	09.30 – 12.30 & 13.30 – 18.00
Fri	09.30 – 12.30 & 13.30 – 17.30
Sat	09.30 – 12.30
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, newspapers, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, meeting room for hire, Read and relax area, UK Online Centre, Reading Well Collections, Warwickshire Police public enquiry service & designated Safe Place.

Regular events:



Rhyme Time - Mondays 10:30 - 11:00. Songs and rhymes for 0-2 year olds and parents and carers.



Games and Gossip - Tuesdays 14:00 - 15:30. Board games fun with Scrabble, Monopoly, chess and draughts.



Story Stomp - Thursdays 10:30 - 11:00. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.

Creative Chatter - Thursdays 13:30 - 15:00.

Lego Club - Saturdays 10:30 - 11:30. Creative themed sessions for children to build and create with Lego.

Chatterbooks - Friday 16:00 - 17:00. Encouraging children aged 8 - 11 to take pleasure in reading. Book talk, fun games and crafts. Last Friday of each month.



Age of event attendees

0-4 years	1,580
6-17 years	371
12-17 years	4
18+ years	1,780
Total	3,735



Age of registered borrowers

0-5 years	329
6-17 years	604
18-59 years	1,341
60+ years	689
Total	2,963

Mobile Library and Home Delivery Service



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Loans



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers

Facilities:



Books, talking books, large print and spoken word, computers with printing and scanning – *printing is A4 colour*, photocopier – *A4 colour*, signposting to safe & well checks for Age UK, Warwickshire Fire & Rescue Services, Shopmobility, Warwickshire Health Transport



Age of event attendees

0-4 years	0
5-11 years	0
12-17 years	0
18+ years	147
Total	147



Age of registered borrowers

0-5 years	31
6-17 years	155
18-59 years	159
60+ years	3,745
Total	4,090

Nuneaton

Church Street
Nuneaton
CV11 4DR

Opening Hours

Mon	10.00 – 18.00
Tue	09.00 – 18.00
Wed	09.00 – 18.00
Thu	09.00 – 18.00
Fri	09.00 – 17.00
Sat	09.00 – 16.00
Sun	10.00 – 14.00



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, large print, newspapers and magazines;



Audio books & Playaways;



Asian, Polish & Nepalese reading material; Reading Well collection; Warwickshire Local History Collection, George Eliot Collection;

Warwickshire Music and Drama Collection; 'Let's Make' digital technology suite;

computers with printing and scanning (A3/A4 black & white & colour printing);

WiFi; photocopier (A3/A4 black & white & colour);

study area; Warwickshire

Police public enquiry service;

Warwickshire Registration

Service; UK Online Centre;

designated 'Safe Place,'

Concessionary Travel Pass.

Regular events:

Let's Make digital technology - Workshops, events & activities, independent use; ask staff for more information, or see www.warwickshire.gov.uk/letsmake for current programme.

Stitch Up Club - Tuesdays 12:30 - 14:30.

Readers Digest Reading Group - First Tuesday of the month. 14:30 start.

Code Club - Wednesday 16:30 - 17:30 - Free beginners coding club for ages 8 - 11 years. Also combined with an advanced Code Club+ offering HTML, Javascript and Python for those familiar with Scratch.

Family History Help - Every fourth Wednesday of the month (except December) 10:30 - 12:30.

Story Stomp - Thursdays 09:45 - 10:15. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.

Rhyme Time - Thursdays 11:00 - 11:30. Songs and rhymes for 0-2 year olds, their parents and carers.

Silver Surfers - Thursday 14:00 - 16:00. Free computer and tablet help for people aged 50 plus.

History Hub - Alternate Fridays 14:30 - 16:00.

Lego Club - Alternate Saturdays 14:00 - 15:30. Creative themed sessions for children to build and create with Lego.

Book Magic - Sundays 11:30 - 12:00. Stories and craft activities for children.



Age of event attendees

0-4 years	1,943
6-17 years	1,676
12-17 years	38
18+ years	4,587
Total	8,514



Age of registered borrowers

0-5 years	1,110
6-17 years	9,056
18-59 years	13,387
60+ years	4,852
Total	28,405

Polesworth

Bridge Street
Polesworth
Tamworth
B78 1DT

Opening Hours

Mon	CLOSED
Tue	09.30 – 13.00 & 14.00 – 19.00
Wed	CLOSED
Thu	09.30 – 13.00 & 14.00 – 18.00
Fri	09.30 – 13.00 & 14.00 – 18.00
Sat	09.30 – 13.00
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, newspapers and magazines, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, UK Online Centre, designated Safe Place, Warwickshire Police public enquiry service, Reading Well Collections, Shelf Help for Teens & MiniSorted, Concessionary Travel Pass.

Regular events:



Rhyme Time - Tuesdays 11:00 - 11:30. Songs and rhymes for 0-2 year olds and parents and carers.



Book and a Brew - Thursday 10:30 - 11:30. Tea, coffee and a chat.



Story Stomp - Thursdays 10:00 - 10:30. Term time only. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.

Silver Surfers - Thursdays 10:00 - 12:00. Free computer and tablet help for people aged 50 plus.

Lego Club - Saturdays 11:00 - 12:00. Creative themed sessions for children to build and create with Lego.



Age of event attendees

0-4 years	1,755
6-17 years	4,103
12-17 years	58
18+ years	3,377
Total	9,293



Age of registered borrowers

0-5 years	327
6-17 years	1,250
18-59 years	1,369
60+ years	720
Total	3,666

Rugby

Little Elborow Street

Rugby

CV21 3BZ

Opening Hours

Mon	09.00 – 17.30
Tue	10.00 – 19.00
Wed	09.00 – 17.30
Thu	09.00 – 17.30
Fri	09.00 – 17.30
Sat	09.00 – 16.00
Sun	12.00 – 16.00



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, large print, newspapers and magazines; Audio books & Playaways; Asian & Polish reading material; Reading Well collection; local & family history collections; 'Let's Make' digital technology suite; computers with printing & scanning (A3/A4 black & white or colour printing); WiFi; photocopier (A3/A4 black & white or colour); study area; Warwickshire Registration Service; Careers Service; UK Online Centre; designated 'Safe Place,' Concessionary Travel Pass.

Regular events:

'Let's Make' digital technology –workshops, regular events & activities, independent use; see www.warwickshire.gov.uk/letsmake for full details of programmes available or ask staff for details

Knitting Group - Mondays 10:00 – 12:00.

Silver Surfers – Mondays 10:30 – 11:30 and 11:30 – 12:30 . Free drop-in computer and tablet help sessions for people aged 50 plus.

Story Stomp – Mondays 11:00 – 11:30 (term time only). Fun for 2 – 4 year olds and their parents and carers, following on from Rhyme Time.

Code Club – Tuesdays 16:00 – 17:00 (term time only). Free after school coding clubs for children aged 9 – 11 (contact the library to check availability).

Tuesday Evening Reads – Third Tuesday of the month 18:00 – 19:00. Reading group.

Rhyme Time – Wednesdays 09:30 – 10:00 and 11:00 – 11:30 ; Fridays 11:00 – 11:30 (term time only). Songs and rhymes for 0 – 2 year olds and parents and carers.

Rugby Talks - First Monday of the month 14:00 - 15:00. Talks from a wide variety of speakers

Games Group - Thursdays 10:00 – 12:00. Come along to play a wide variety of board games.

Rugby Family History Group. Every third Thursday of the month 14:00 – 16:30.

Lego Club – Saturdays 14:00 – 15:00. Creative themed sessions for children to build and create with Lego. Booking through Eventbrite required.

Coder Dojo – Saturday 9.30-11.30 once a month. For 8-16 year olds. Coding for all abilities

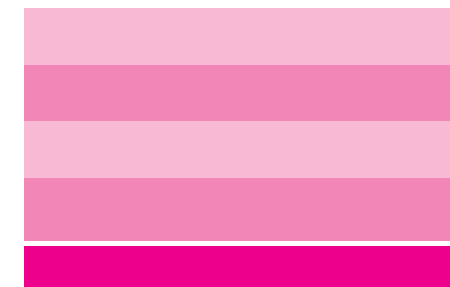
Rugby Young Writers Group – One Saturday every month. For children and young people interested in any kind of creative writing (Contact Writing West Midlands for further information and to book places).

Book Magic –Sundays 14.00-15.00 come & listen to stories and enjoy craft fun (not on the 2nd Sunday of the month)

Family Film Club - 2nd Sunday of the month 14.00-15.30. Family film show.



Age of event attendees



Age of registered borrowers

0-5 years	1,747
6-17 years	11,992
18-59 years	17,079
60+ years	6,382
Total	37,200

Shipston

12 Church Street
Shipston-on-Stour
CV36 4AP

Opening Hours

Mon	09.30 – 12.30
Tue	09.30 – 12.30 & 13.30 – 17.30
Wed	CLOSED
Thu	09.30 – 12.30 & 13.30 – 17.30
Fri	CLOSED
Sat	09.30 – 12.30
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, newspapers, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, read and relax area, UK Online Centre, Disabled parking permit (blue badge), Concessionary Travel Pass, Street lighting and highways, Warwickshire Police public enquiry service & Reading Well Collections.

Regular events:



Lego Club – Second and fourth Tuesday of the month 15:30 – 16:30. Imaginative, creative Lego sessions for primary school aged children. Drop in session - no need to book.



Rhyme Time – Tuesdays 10:45 – 11:15. Songs and rhymes for 0-2 year olds and parents and carers.



Silver Surfers – Tuesdays 14:00 – 16:00. Free computer and tablet help sessions for people aged 50 plus (please book in advance).

Shipston Library Reading Group – First Thursday of each month. 10:30 – 12:00. For adults.

Story Stomp – Thursdays 11:30 – 12:00. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.

Thursday Club – Thursdays 14:00 – 16:00. A drop-in craft and board game session for adults.

Chatterbooks – Monthly on a Saturday 10:30 – 12:00. Encouraging children aged 8 – 11 to take pleasure in reading. Book talk, fun games and crafts.



Age of event attendees

0-4 years	530
6-17 years	193
12-17 years	2
18+ years	1,247
Total	1,972



Age of registered borrowers

0-5 years	182
6-17 years	1,078
18-59 years	838
60+ years	879
Total	2,977

Southam

Tithe Place
High Street
Southam
CV470HB

Opening Hours

Mon	09.30 – 17.30
Tue	09.30 – 17.30
Wed	CLOSED
Thu	09.30 – 17.30
Fri	09.30 – 17.30
Sat	09.30 – 12.30
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, newspapers and magazines, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, public toilet, baby changing facility, UK Online Centre, Disabled parking permit (blue badge), Concessionary Travel Pass, Report street lighting faults, Warwickshire Police public enquiry service, Stratford District Council Services & ReadingWell Collections.

Regular events:



Code Club - Mondays 16:00 - 17:00. Free after school coding clubs for children aged 8 - 11.



Chatterbooks - Monthly on a Tuesday. 15:45 - 16:45. Encouraging children aged 8 - 11 years to take pleasure in reading. Book talk, fun games and crafts.



Rhyme Time - Tuesdays 11:00 - 11:30. Term time only. Songs and rhymes for 0-2 year olds and parents and carers.

Lego Club - Tuesdays 15:30 - 16:30. Creative themed sessions for children to build and create with Lego (please check availability).

Silver Surfers - Thursdays 12:45 - 13:45 and 14:00 - 15:00. Free computer and tablet help for people aged 50 plus.

Story Stomp - Fridays 11:00 - 11:30. Term time only. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.



Age of event attendees

0-4 years	1,988
6-17 years	2,685
12-17 years	9
18+ years	2,961
Total	7,643



Age of registered borrowers

0-5 years	486
6-17 years	2,203
18-59 years	2,439
60+ years	1,497
Total	6,625

Stockingford

St Paul's Road
Stockingford
Nuneaton
CV10 8HW

Opening Hours

Mon	08.30 – 17.00
Tue	08.30 – 17.00
Wed	08.30 – 17.00
Thu	08.30 – 17.00
Fri	08.30 – 17.00
Sat	CLOSED
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, computers with printing – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, Warwickshire Direct, Stockingford Early Years Centre – support for childminders and carers, adult education, toy library, daycare provision, crèche, Designated Safe Place & Reading Well Collections.

Regular events:



Lego Club - Mondays 15:30 - 16:30 (term time only). Creative themed sessions for children to build and create with Lego.



Silver Surfers - Mondays 14:00 - 16:00. Free computer and tablet help for people aged 50 plus.



Rhyme Time - Wednesdays 10:00 - 11:00 (term time only). Songs and rhymes for 0-2 year olds and parents and carers.

Stockingford Stitch In Time - Fridays 14:00 - 16:00.



Age of event attendees

0-4 years	502
6-17 years	882
12-17 years	2
18+ years	765
Total	2,151



Age of registered borrowers

0-5 years	196
6-17 years	572
18-59 years	656
60+ years	150
Total	1,574

Stratford

12 Henley Street
Stratford-upon-Avon
CV37 6PZ

Opening Hours

Mon	09.00 – 17.00
Tue	09.00 – 17.00
Wed	09.00 – 17.00
Thu	09.00 – 17.00
Fri	09.00 – 17.00
Sat	10.00 – 15.00
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, newspapers and magazines, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A3/A4 black and white or colour, read and relax area, meeting room, UK Online Centre, Concessionary Travel Pass, Designated Safe Place, Reading Well Collections, Local and Family History Collection, Warwickshire Registration Service.

Regular events:



Silver Surfers - Mondays 13:00 - 15:00 and Wednesdays 10:30 - 12:30. Free computer and tablet help for people aged 50 plus. Drop in session.



Family History Help Session - Tuesdays 10:00 - 12:00.



Rhyme Time - Tuesdays 11:00 - 11:30. Songs and rhymes for 0-2 year olds and parents and carers.

Rhyme Time - Babies from birth - Wednesdays 11:00 - 11:30. Rhymes and song for new-born and young babies with their parents and carers. This is ideal for babies not yet moving around.

Stratford Library Reading Group - Second Thursday of the month 15:00 - 16:00.

Story Stomp - Fridays 11:00 - 11:30. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.

Stratford Family History Group - First Friday of the month 10:30 - 12:00.

Lego Club - Saturdays 11:00 - 12:00. Imaginative, creative Lego sessions for primary school aged children.

Shakespeare For All - First Saturday of the month 11:00 - 13:30. Join experts from the Shakespeare Birthplace Trust as they read through Shakespeare's complete works. Free of charge but spaces are limited so available on a first come first served basis.

Craft Club - Thursdays 13:00 - 14:30.



Age of event attendees

0-4 years	1,340
6-17 years	487
12-17 years	36
18+ years	2,758
Total	4,621



Age of registered borrowers

0-5 years	599
6-17 years	4,532
18-59 years	6,351
60+ years	4,044
Total	15,526

Warwick

Warwick Library and Information Centre
Shire Hall
Warwick
CV34 4RL

Opening Hours

Mon	08.00 – 17.30
Tue	08.00 – 17.30
Wed	08.00 – 17.30
Thu	08.00 – 17.30
Fri	08.00 – 17.00
Sat	09.00 – 16.00
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, newspapers and magazines, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A3/A4 black and white or colour, UK Online Centre, public toilet, baby changing facilities, Designated Safe Place, Reading Well Collections, Warwickshire Police public enquiry service.

Regular events:



Story Stomp - Mondays 09:30 - 10:00. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.



Lego Club - Alternate Tuesdays 15:45 - 17:15. Creative themed sessions for primary school aged children aged 8 - 11 to build and create with Lego. Drop in session - no need to book.



Silver Surfers - Tuesdays 14:00 - 16:00. Free drop in computer and tablet help session for people aged 50 plus.

Reading Group - Every six weeks on a Tuesday, 14:30 – 16:00.

Coffee Morning - First Wednesday of the month 10:30 – 12:00. With guest speaker. £1.00 charge.

Rhyme Time - Thursdays 09:30 - 10:00 and 11:00 - 11:30. Songs and rhymes for 0-2 year olds and parents and carers.

Chatterbooks – Wednesday 16:00 – 17:00 encouraging children aged 8 – 11 to take pleasure in reading. Book talk, fun games and crafts. Booking through Eventbrite required.

Lego Club - Saturdays, 10:30 - 11:30. Creative themed sessions for primary school aged children to build and create with Lego. Drop in session - no need to book.

Page Turners – Every four weeks on a Saturday 14:00 – 15:30. Book and craft activities for Year Seven and above.



Age of event attendees

0-4 years	3,085
6-17 years	553
12-17 years	90
18+ years	3,669
Total	7,397



Age of registered borrowers

0-5 years	967
6-17 years	6,311
18-59 years	6,396
60+ years	2,860
Total	16,534

Wellesbourne

Kineton Road
Wellesbourne
Warwick
CV35 9NF

Opening Hours

Mon	09.30 – 12.30
Tue	CLOSED
Wed	09.30 – 12.30 & 13.30 – 17.30
Thu	CLOSED
Fri	09.30 – 12.30 & 13.30 – 17.30
Sat	09.30 – 12.30
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, newspapers, computers with printing – printing is A4 black and white or colour, WiFi, photocopier - A4 black and white, UK Online Centre, Reading Well Collections, Warwickshire Police public enquiry service, read and relax area, Children’s Centre outreach events.

Regular events:



Family History 121s - Second and fourth Monday of the month 10:00 - 12:00.



Silver Surfers- First and third Monday of the month. 10:00 - 12:00 and on the second and fourth Friday of the month. 10:00 - 12:00. Free computer and tablet help sessions for people aged 50 plus. (Please book in advance).



Lego Club - First Wednesday of the month 15:45 - 16:45. Creative themed sessions for children to build and create with Lego. Drop in session - no need to book.

Story Stomp - Wednesdays 11:00 - 11:30. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.

Wellesbourne Library Book Club - Second Wednesday of the month 11:00 - 12:00. New members welcome.

Craft Club - Alternate Fridays 14:00 - 16:00. Bring your own projects, share ideas and find inspiration.

Games Group - Fridays 14:00 - 16:00. Scrabble, chess and draughts.

Rhyme Time - Fridays 10:00 - 10:30. Songs and rhymes for 0-2 year olds and parents and carers.



Age of event attendees



Age of registered borrowers

0-5 years	213
6-17 years	555
18-59 years	894
60+ years	576
Total	2,238

Whitnash

Franklin Road
Whitnash
Leamington Spa
CV31 2JH

Opening Hours

Mon	10.30 – 17.00
Tue	10.30 – 17.00
Wed	13.30 – 17.00
Thu	CLOSED
Fri	10.30 – 16.00
Sat	10.30 – 13.30
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, talking books, large print, computers with printing and scanning – printing is A4 black and white or colour, WiFi, photocopier – A4 black and white or colour, read and relax area, meeting room for hire, public toilet, baby changing facility, UK Online Centre, Reading Well Collections, Town Council works out of Whitnash, Warwickshire Police public enquiry service.

Regular events:



Story Stomp - Mondays 11:15 - 11:45. Fun session for 2-4 year olds and their parents and carers to follow on from Rhyme Time.



Crafternoon Tea - Tuesdays. 14:30 - 16:00.



Reading Group - Meets monthly on a Wednesday. 14:00 - 15:00.

Rhyme Time - Fridays 11:15 - 11:45. Songs and rhymes for 0-2 year olds and parents and carers.

Chatterbooks – Once every four weeks Saturdays, 11:00–12:00 encouraging children aged 8–11 to take pleasure in reading. Book talk, fun games and crafts.

Lego Club - Saturdays 11:00 - 12:00. Creative themed sessions for children to build and create with Lego.



Age of event attendees

0-4 years	1,112
6-17 years	503
12-17 years	13
18+ years	1,748
Total	3,376



Age of registered borrowers

0-5 years	310
6-17 years	526
18-59 years	913
60+ years	281
Total	2,030

Wolston

Warwick Road
Wolston
Coventry
CV8 3GX

Opening Hours

Mon	14.30 – 17.00
Tue	14.30 – 17.00
Wed	14.30 – 17.00
Thu	10.30 – 13.00
Fri	10.30 – 13.00
Sat	10.30 – 13.00
Sun	CLOSED



Key details and Stats 2018/19:



Staff (FTE)



Regular
Volunteers



Opening
Hours (Weekly)



Loans



Public Computer
Sessions



Event
Attendance



Visits



Computer
Support



Enquiries



Registered
Borrowers



Summer reading
challenge
starters

Facilities:



Books, large print; Audio books; Reading Well collection; computers with printing & scanning (A4 black & white or colour printing); WiFi; photocopier (A4 black & white or colour); UK Online Centre; designated 'Safe Place' ; Warwickshire Police public enquiry service; public toilet, baby changing facilities, Concessionary Travel Pass.

Regular events:



Silver Surfers - Monday's 14:30 - 17:00. Free computer and tablet drop in help sessions for people aged 50 plus.



Rhyme Time - Wednesdays 14:30 - 15:00. Songs and rhymes for 0-2 year olds and parents and carers.



Lego Club - Saturdays 11:00 - 12:00. Creative themed sessions for children to build and create with Lego.



Age of event attendees

0-4 years	425
6-17 years	154
12-17 years	0
18+ years	616
Total	1,195



Age of registered borrowers

0-5 years	108
6-17 years	388
18-59 years	426
60+ years	224
Total	1,146

Warwickshire Library Service Offer for Everyone

