



Libraries – support for new arrivals

Public libraries are the ideal place to find help and information about local services, and to borrow books and use computers. Libraries are safe places where you will find kind and caring staff on hand to help you.

Libraries also offer online services which can be accessed from computers or mobile devices, away from the library building. Visit the local library in your area to request a library card and you will be given information on how to find:

- Books, audiobooks, ebooks
- eMagazines and eComics, and eNewspapers
- Films and music including titles in languages other than English
- Information about online learning
- Computers and printing facilities
- Wifi access for those with devices already

Reading materials are available in languages other than English including eNewspapers from over 100 countries. Translation and audio software can help library users access reading in the language they need.

Libraries provide support for people who need help with computer and internet skills, and those who have access needs such as vision and print impairments.

At the library you will find comfortable seating and a place to relax, and a range of free activities on offer including:

- Family activities for babies and children under five
- Activities for school-aged children and young people
- Reading groups
- Cultural and social activities

Library staff can give support and information about:

- How to access free NHS healthcare
- Education, schools and support for children and families
- Housing including social housing and any housing related benefits
- Universal credit including support making applications
- Support for finding employment
- Information about citizenship
- English language lessons
- Bereavement support

Libraries will help you find out about your local area and provide information about other organisations who can offer support and advice. You can find out where your nearest library is by visiting www.gov.uk/local-library-services. This will take you to your nearest library which will have its own website and information about services offered, and opening times.

Public libraries – a safe and welcoming space for everyone.

With thanks to Dr Ludmila Pekarska, Shevchenko Library and Archive and The Association of Ukrainian Women in Great Britain for translating this document.