

Newham Libraries Information Literacies Policy

Category	Policy <ul style="list-style-type: none">Health, Media, and Digital Literacies
Author(s)	Hannah Bacon
Date	June 2020
Review date	September 2026
Related processes or documents	

Purpose

This policy outlines how Newham Libraries promote and support the development of key information literacies—health, media, and digital—empowering residents to make informed decisions, engage critically with information, and participate fully in digital society.

Scope

Applies to all library users, staff, volunteers, and community partners involved in literacy-focused services and programming across Newham Libraries.

Policy Objectives

- Promote equitable access to trustworthy and inclusive information.
- Support users in developing critical thinking and evaluation skills.
- Address digital exclusion and health inequalities in Newham.
- Foster resilience against misinformation and disinformation.
- Align with Newham Council’s Well Newham initiative and national literacy strategies.

Health Literacy

Newham Libraries will:

- Provide access to evidence-based health information via NHS, Public Health England, and curated resources.
- Offer materials in alternative formats (e.g. Easy Read, BSL, braille) to support accessibility.
- Host Reading Well collections for mental health and long-term conditions.
- Partner with:
 - Well Newham Hubs to connect residents with local health and wellbeing services.
 - Newham Public Health Team for community health campaigns and events.
 - Local GP surgeries and NHS Digital to support access to online health services.

Example Initiatives:

- “Well Newham” health information points in libraries.
- “Tea and Tech” sessions on using the NHS app and using NHS online.

Media Literacy

Newham Libraries will:

- Help users identify bias, misinformation, and fake news.
- Deliver workshops on fact-checking, source evaluation, and ethical content sharing.
- Promote civic engagement through media awareness campaigns.
- Collaborate with:
 - Local schools and youth services for media literacy education.
 - BBC and fact-checking organisations for public awareness campaigns.

Digital Literacy

Newham Libraries will:

- Provide free access to computers, Wi-Fi, and digital tools.
- Offer 1-to-1 digital support and group training on essential skills (e.g., email, online forms, cybersecurity).
- Support users in accessing eGovernment services, job applications, and online learning.
- Ensure digital services are inclusive and accessible, especially for older adults and vulnerable populations.
- Partner with:
 - Digital Champions Programme to deliver peer-led digital support.
 - Newham Digital Inclusion Alliance to expand access to devices and training.
 - Local community centres and youth zones workshops.

Example Initiatives:

- “Get Online Week” events.
- Device loan schemes and Learn My Way tutorials.
- Digital skills workshops.

Staff Training and Development

Staff will receive training in supporting health, media, and digital literacies. Staff will be equipped to deliver or refer users to appropriate literacy resources and services.

Monitoring and Evaluation

Regular feedback will be collected from users and partners. Impact will be measured through participation rates, digital access metrics, and user confidence surveys. The policy will be reviewed annually to reflect evolving needs and technologies.