

## Area Board Briefing Note

<b>Service:</b>	<b>Library</b>
<b>Date prepared:</b>	<b>16/03/2023</b>
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### Wiltshire Libraries are supporting residents to stay online during the cost of living crisis

Wiltshire Libraries are helping residents to have the skills and internet access they need to get and stay online during the cost of living crisis.

All libraries in Wiltshire offer free Wi-Fi and computer access, plus printing for a small charge.

If residents want to learn more about using their smart phone, tablet, laptop or the library computers, they can contact Amesbury, Bradford on Avon, Calne, Chippenham, Corsham, Devizes, Malmesbury, Marlborough, Melksham, Royal Wootton Bassett, Salisbury, Trowbridge, Warminster and Westbury libraries to book a one-to-one digital support appointment with library staff or volunteers.

Wiltshire Libraries are also working with the Good Things Foundation to distribute free SIMs and mobile data to people in need. The [National Databank scheme](#) is supported by UK mobile networks including Vodafone, O2 and Three.

The free SIMs and mobile data are available from Chippenham, Devizes, Salisbury, Trowbridge and Warminster libraries.

To be able to access the National Databank recipients must be 18+ years old and from a low-income household. One or more of the following must also be true:

- They have no or poor access to the internet at home.
- They have no or poor access to the internet away from home.
- They can't afford their existing monthly contract or top-up.

Anyone who meets the criteria can be referred by their local library or can contact Chippenham, Devizes, Salisbury, Trowbridge or Warminster libraries direct to find out more and to book an appointment. The National Databank online application form is now live at [National Databank - Wiltshire Council](#).

Up to six months of data can be provided at a time with a maximum of 12 months to one individual.

Further information about getting online at the library can be found at <https://www.wiltshire.gov.uk/libraries-accessing-computers>. Information about the National Databank appears on the cost of living support and advice pages at <https://www.wiltshire.gov.uk/cost-of-living>. An online referral form will soon be added.

