**Borehamwood Library Visual Story**



**Borehamwood Library, 96 Shenley Road, Borehamwood, WD6 1EB**

**Opening Hours:**

|  |  |  |  |
| --- | --- | --- | --- |
| Monday | 9.00am | - | 6.00pm |
| Tuesday  ***Self-service***  ***Full service*** | 9.00am  12.00pm | -  - | 12.00pm  6.00pm |
| Wednesday | 9.00am | - | 6.00pm |
| Thursday  ***Self-service***  ***Full service*** | 9.00am  12.00pm | -  - | 12.00pm  7.00pm |
| Friday  ***Self-service*** | 9.00am | - | 1.00pm |
| Saturday | 9.00am | - | 4.00pm |
| Sunday | Closed |  |  |

This is a simple guide to help people visiting Borehamwood Library for the first time.

If you have any questions, please ask the staff.

|  |  |
| --- | --- |
| outside view of a large modern building on a street corner with 96 on each side | This is Borehamwood Library   |
| a woman is sitting behind a desk looking at a computer screen | This is the help desk. Ask here if you need help or have any questions.    If it is busy you may need to queue. |
| **a small display unit with books with book shelves behind** | This is the library Self-service area which is open at set times when the main library is closed.    There are some things that you cannot do during our Self-service hours so remember to check our opening times before you visit.  If you want extra help from staff please visit during normal opening hours. |
| **a computer desk with a chair and a screen and monitor. books are on display in the background** | During Self-service times, you can borrow and return items and use our computers and printers.   |
| **a woman smiling at the camera showing her staff badge** | Library staff are here to help. All library staff wear a badge like this.   |

|  |  |
| --- | --- |
| **headphones** | Sometimes we have noisy times in the library and you may wish to visit at a quieter time.    Or you can bring some ear defenders to wear. |

|  |  |
| --- | --- |
| library cards front and back | This is a library card, you will get one when you become a library member.    You need a library card to borrow books and DVDs and to use the computers.  To get a library card, ask the staff at the help desk. |
| pink self service kiosk | This is a kiosk. You can borrow and return books here.    Follow the instructions on the screen. Ask the library staff if you need help.  If it is busy you may need to queue. |
| a selection of fidget toys | You can borrow fidgets and ear defenders to use while you are in the library.    Just ask a member of staff.  If all the fidgets and ear defenders are being used by other people, you may have to wait. |
| a person giving a fidget toy back to another person in the library | Before you leave the library give the fidgets and ear defenders back.   |
| **small shelving unit with picture books, behind it is a carpet on the floor and book shelves in the back** | This is the children’s area.   |
| shelves with books | There are lots of books you can borrow.   |
| shelves with magazines on display | You can borrow magazines.   |
| **lift with door closed** | The library is on three floors.  There are stairs or a lift which you can use.   |
| toilet sign with stylised pictures of a woman, a man, a person changing a baby and a person in a wheelchair | There is a toilet in the library.  If it is busy you may need to queue.   |
| compute desk with 3 computer screens, keyboard and 2 chairs | These are the computers. Library members can use them for free for one hour a day.    If the computers are busy you may need to book. Ask the library staff if you need help. |
| **2 people reading at a table with books on shelves in the background** | This is the quiet study area. There is free  Wi-Fi in the library.   wifi logo  Ask staff for login details. |
| cid:e43681d1-e20f-4615-8f86-7795d43b3938@Hertfordshire.gov.uk | When you are ready to leave the library, take the things that you want to borrow to the kiosk and follow the instructions on the screen. Ask the library staff if you need help.  If it is busy you may need to queue. |
| hand taking a receipt from self service kiosk | You can take the things you have borrowed home. Print a receipt so you know when you need to bring them back to the library.  Remember to return or renew your items on time to avoid charges.  You can renew your items at the kiosk or:   * ask at the desk * online at [www.hertfordshire.gov.uk/libraries](http://www.hertfordshire.gov.uk/libraries) * Telephone: 0300 123 4049 * Textphone: 0300 123 4041 |
| cid:38b11f0d-3e1d-4975-99eb-d73f8a421c04@Hertfordshire.gov.uk | We hope you enjoyed the story.  If you need any extra help or information please ask a member of staff.    For more information on the library please visit our website:  [www.hertfordshire.gov.uk/borehamwoodlibrary](https://www.hertfordshire.gov.uk/borehamwoodlibrary%20)  Please come back soon. ☺ |