**Buntingford Library Visual Story**



**Buntingford Library, 77 High Street, Buntingford, SG9 9AE**

**Opening Hours:**

|  |  |  |  |
| --- | --- | --- | --- |
| Monday | 10.00am | - | 5.30pm |
| Tuesday | 10.00am | - | 5.30pm |
| Wednesday | Closed |  |  |
| Thursday | 10.00am | - | 5.30pm |
| Friday | 2.00pm |  | 5.30pm |
| Saturday | 9.00am | - | 1.00pm |
| Sunday | Closed |  |  |

This is a simple guide to help people visiting Buntingford Library for the first time, if you have any questions please ask the staff.

|  |  |
| --- | --- |
| May be an image of text that says "Buntingford Library 3 1" | This is Buntingford Library   |
| one person sitting behind a desk with a computer, one person standing next to the desk. Both are smiling at the camera | This is the help desk, please ask for help here.    You may have to wait if we are busy. |
| a woman smiling showing her staff badge | Library staff are here to help. All library staff wear a badge like this.   |
| library card 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 to use the computers.  To get a library card, ask the staff at the help desk. |
| **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. |
| 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.   |
| children's library with wooden boxes full of picture books at the front, a sofa on the left by the window and shelves of children's books around | This is the Childrens’ area.   |
| rows of book shelves | There are lots of books you can borrow.   |
| display stand with magazines | There are magazines which you can borrow.   |
| Shelves of books with a sign above saying Young adult | This is the Young Adult area near the computers.   |
| table with chairs and 2 computers | This is the study area. There is free Wi-Fi in the library.   wifi logo  Ask staff for login details. |
| desk with 2 computers | These are our computers which you can use.    Library members can use them for free for two hours a day.  If the computers are busy you may need to book. Ask the library staff if you need help. |
| low table and two tub chairs with shelves of books in the back wall | This is an area to sit and read in.   |
| notice board with posters | This is a display board which tells you about events, activities and clubs happening in the library soon.    Ask a member of staff if you would like to know more. |
| A person using the touch screen of self service kiosk | 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. |
| A person taking a book at the 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 |
| A person standing by the front door and waving | 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/buntingfordlibrary](https://www.hertfordshire.gov.uk/buntingfordlibrary)  Please come back soon. ☺ |