**Hertford Library Visual Story**

outside front door, all glass.
there is a sig above the door saying library

**Hertford Library, Dolphin Yard, Maidenhead Street, Hertford, SG14 1DR**

**Opening Hours:**

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| --- | --- | --- | --- |
| Monday | 9.30am | - | 5.30pm |
| Tuesday | 1.00pm | - | 6.00pm |
| Wednesday | Closed |  |  |
| Thursday | 9.30am |  | 6.00pm |
| Friday | 9.30am | - | 5.30pm |
| Saturday | 9.30am | - | 5.00pm |
| Sunday | Closed |  |  |

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

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| **outside front door, all glass. there is a sig above the door saying library** | This is Hertford Library   |
| **desk with 2 computers. A couple of chairs in front of the desk. Bookshelves in the background. A sign hanging from the ceiling above the desk saying enquiries** | This is the help desk. Ask here if you need help or have any questions.    If it is busy you may need to queue. |
| cid:0908632e-86ed-41e7-92e7-749efd73146f@Hertfordshire.gov.uk | Library staff are here to help. All library staff wear a badge like this.   |
| 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. |
| **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. |
| 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.   |
| pink self service kiosk | These are the kiosks. 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. |
| inside children's library with book shelves on left, right and back walls, a white sofa and wooden boxes full of picture books in the middle | This is the children’s area.   |
| **rows of shelves with books** | There are lots of books you can borrow.    If you cannot find a book you are looking for, you can ask the library staff to help. |
| A shelf with magazines on it shelves with audiobooks | You can also borrow magazines and books you can listen to on CD.   |
| 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. |
| computers on a long desk along a wall. There's a noticeboard with posters and a sign saying public computers | These are some of our computers which you can use.    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. |
| table with chairs | This is the quiet study area. There is free Wi-Fi in the library.   wifi logo  Ask staff for login details.  Desks with power sockets are available.  You can charge your own device here. |
| 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. |
| cid:4c311b1f-8343-42b0-8ecf-9e181c4cca5d@Hertfordshire.gov.uk | 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/hertfordlibrary](http://www.hertfordshire.gov.uk/hertfordlibrary)  Please come back soon. ☺ |