**Oakmere Library Visual Story**



**Oakmere Library, High Street,**

**Potters Bar, EN6 5BZ**

**Opening Hours:**

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| --- | --- | --- | --- |
| **Monday** | 1.00pm | - | 6.00pm |
| **Tuesday** | 10.00am | - | 6.00pm |
| **Wednesday** | Closed |  |  |
| **Thursday** | 10.00am | - | 6.00pm |
| **Friday** | 1.00pm | - | 6.00pm |
| **Saturday** | 10.00am | - | 5.00pm |
| **Sunday** | Closed |  |  |

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

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| --- | --- |
| brick building with library sign | This is Oakmere Library in Potters Bar.   |
| help desk with perspex screens | 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 woman smiling 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 with you some ear defenders to wear. |

|  |  |
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| 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.   |
| library card | 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. |
| self service touchscreen 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. |
| **children's library with wooden boxes full of picture books in the middle of the floor and bookshelves on the back wall** | This is the children’s area.   |
| shelves of books | There are lots of books you can borrow.   |
| display stand with magazines  a person is sitting in a tub chair reading a newspaper | You can also borrow magazines.   |
| talking books | You can borrow books you can listen to on CD.   |
| public computers with scanner | 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. |
| oval table with chairs, with public computers in the background | This is the study area. There is free  Wi-Fi in the library.   wifi logo  Ask staff for login details. |
| book in self service kiosk with hand scanning library card | 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.   |
| receipt coming out of 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    |
| lady putting books in bag | 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/oakmerelibrary](https://www.hertfordshire.gov.uk/oakmerelibrary)  Please come back soon. ☺ |