**St Albans Library Visual Story**

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**St Albans Central Library, Second floor of The Maltings, St Albans, AL1 3JQ**

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| www.hertfordshire.gov.uk/libraries | **HCC Logo GREEN (2019-02)** |

**Opening Hours:**

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| Monday | 10.00am - | 6.00pm |
| Tuesday | 10.00am - | 7.00pm |
| Wednesday | 10.00am - | 6.00pm |
| Thursday | 10.00am - | 6.00pm |
| Friday | 10.00am - | 6.00pm |
| Saturday | 10.00am - | 5.00pm |
| Sunday | 12.00pm - | 4.00pm |

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

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| glass front doors with large sign above saying library | This is St Albans Library.   |
| a woman smiling showing her staff badge | Library staff are here to help. All library staff wear a badge like this.   |

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| inside the library with a round tale on the left and rows of shelves with bookssmall desk with leaflets and a notice board behind. on the front of the desk is written customer help point | This is the help point. You will see this when you enter the library. Library staff are here to help you in the library.   |
| small desk with leaflets. on the frond of hte desk is written enquiriestall glass cabinet in front of a desk | This is the help desk. Ask here if you need help or have any questions.    If it is busy you may need to queue. |
| 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, talking books and to use the computer. |
| headphones | At some times the library can be noisy, and you may wish to visit at a quieter time.    Or you can bring 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.   |

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| shelves with books | There are plenty of books you can borrow.   |
| shelves with magazines on displayshelves with audiobooks | You can also borrow magazines and talking books.   |

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| children's library with wooden boxes full of picture books in the middle and shelves with books on the left and at the back | This is the children’s area.   |
| 2 computers  on a desk | The computers near the children’s area are just for children to use.   |

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| shelves with books making a corner area with a sign on the wall saying teenage | This is the teenage section.   |
| large open area with computers and 3D printer on desks on the back wallglass doors with sign above saying creatorspace | This the CreatorSpace section. This room has lots of equipment, such as a 3D printer, sewing machine and film equipment. These items can be hired for a fee, ask the staff for more information.   |
| 2 computers on a desk | These are the computers. Library members can use them for free for two hours a day.    If the computers are busy you may need to book. Ask the staff if you need help. |
| person sitting at a table readingtables and chairs | These are quiet study areas and non-fiction books.    There is free Wi-Fi in the library. Ask staff for login details.  There is also a photocopier and scanners. |
| 2 pink self service kiosks with noticeboards in the background | These are the kiosks. You can borrow and return books here.    Follow the instructions on screen. Ask the library staff if you need help. If it is busy you may need to queue. |
| close up of the screen on the self service kiosk with a hand pointing at it | When you are ready to leave the library take the things that you want to borrow to the kiosk and follow the instructions on screen. Ask the library staff if you need help.   |
| receipt coming out of 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.    If you need some help, ask a member of staff. |
| open leaflet called library charges | We charge for some library services. Please ask staff for more information of all charges.   |
| toilet sign with stylised pictures of a woman, a man,  and a person in a wheelchair3 grey doors, the middle one is open | There are toilets in the Maltings shopping centre just outside the library’s front door.   |
| person putting books in a fabric bagperson taking books from self service kiosk | 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/stalbanslibrary](https://www.hertfordshire.gov.uk/stalbanslibrary)  Please come back soon.  |