



















# Harpenden Library Visual Story



**Harpenden Library, 27 High Street,  
Harpenden AL5 2RU**

# Opening Hours:

Monday	 9.00am -  6.00pm
Tuesday	
<b>Self-service</b>	 9.00am -  1.00pm
<b>Full service</b>	 1.00pm -  6.00pm
Wednesday	
<b>Self-service</b>	 9.00am -  1.00pm
<b>Volunteer Self-service</b>	 1.00pm -  7.00pm
Thursday	 9.00am -  7.00pm
Friday	
<b>Self-service</b>	 9.00am -  1.00pm
<b>Full service</b>	 1.00pm -  6.00pm
Saturday	 9.00am -  5.00pm
Sunday	Closed

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



This is Harpenden Library



This is the help desk please ask for help here.



You may have to wait if we are busy.



Library staff are here to help. All library staff wear a badge like this.



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.



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.



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.



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, remember to check our opening times before you visit.

If you want extra help from staff please visit during normal opening hours.



During library Self-service times, when the main building is closed, you can borrow and return items and use our computers and printers.





Some days there are volunteers who can help you to use the library Assisted Self-service area.



This is the children's area.





There are lots of books you can borrow.



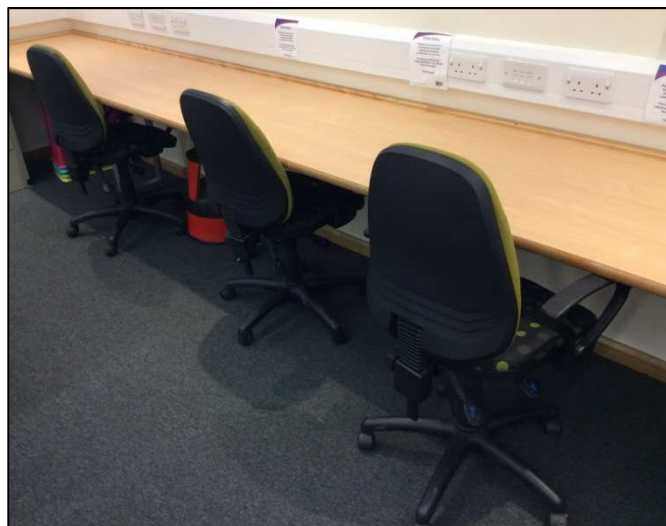
There are magazines which you can borrow.







There are DVDs which you can borrow.



This is the quiet study area. There is free Wi-Fi in the library.



Ask staff for login details.



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.



There is a toilet in the library.



If it is busy you may need to queue.



This is the lift. This lift is to help borrowers who cannot use the stairs.



You can use this lift if you have booked one of our meeting rooms upstairs



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.

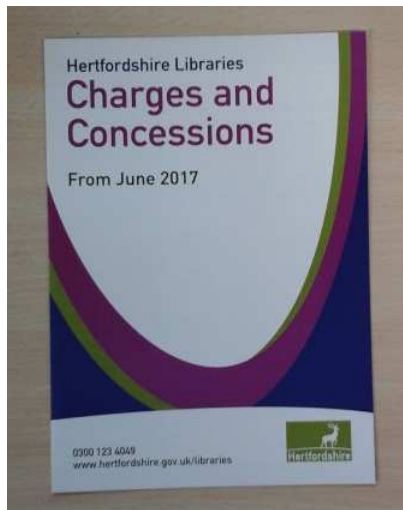


You can take the things you have borrowed home. Print a receipt so you know when you need to bring them back to the library.

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



We charge for some library services.

Please ask staff for more information or for a leaflet.



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: [Harpenden Library](#)

Please come back soon. 😊