

Hertford Library Visual Story













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

www.hertfordshire.gov.uk/libraries



Opening Hours:

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.



This is Hertford Library



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 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.

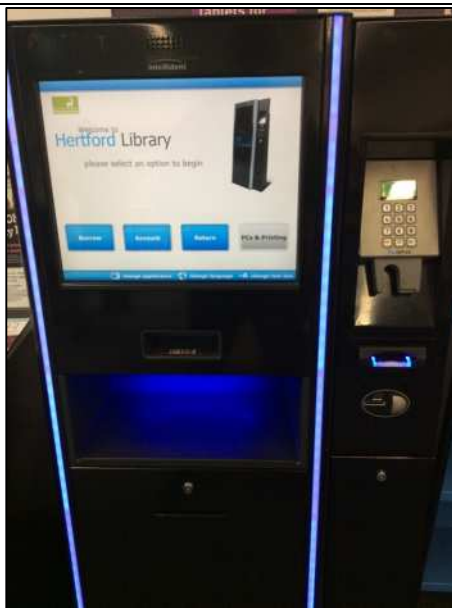
To get a library card, ask the staff at the help desk.



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.



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.



This is the children's area.



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.



You can also borrow magazines and DVDs
and books you can listen to on CD.





There is a toilet in the library.



If it is busy you may need to queue.



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.



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



Ask staff for login details.

Desks with power sockets are available.

You can charge your own device here.



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.



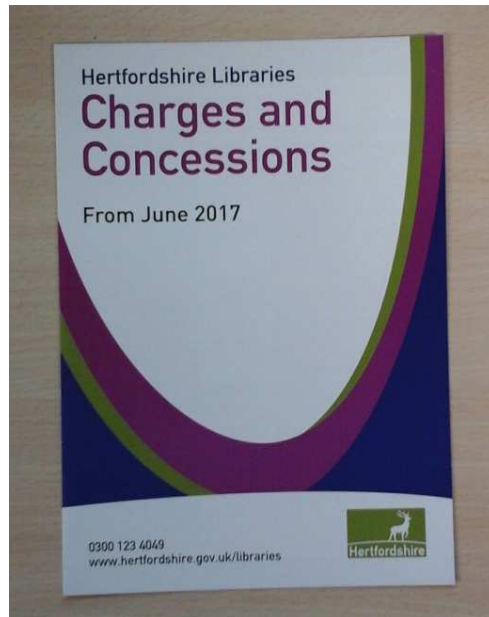
You can take the things you have borrowed home. Print a receipt so you know when you need to bring them back to the library.



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
- 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:

[Hertford Library](#)

Please come back soon. 😊