

# Jurong West Public Library Social Story

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- Library Etiquette & Safety Precautions
- Library Staff
- Library Space (Level 1, Level 2, etc.)
- Services (Catalogue, Printing Stations, MMS, Reservation Lockers)



I am at Jurong West Public Library.

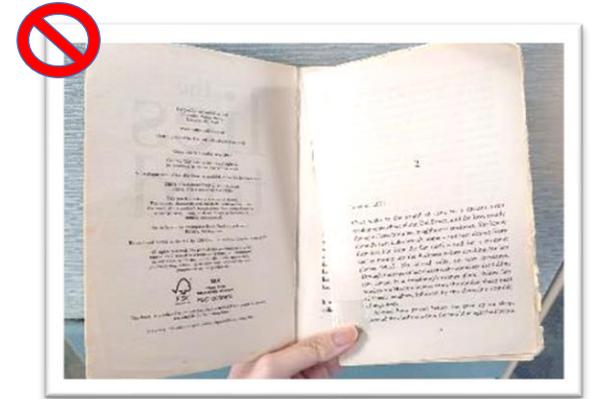
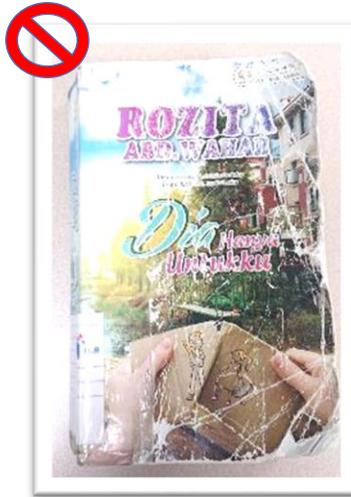
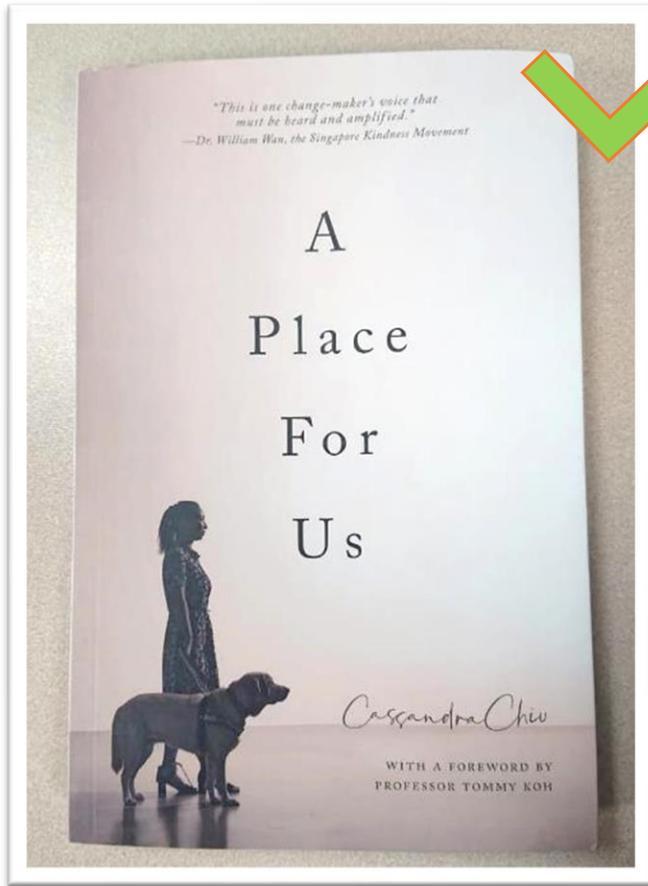
# **Library Etiquette & Safety Precautions**

<p><b>Shout</b> ✘</p> <ul style="list-style-type: none"> <li>• Playing</li> <li>• Emergency</li> </ul>	
<p><b>Talk loudly</b> ✘</p> <ul style="list-style-type: none"> <li>• Talking outdoors</li> </ul>	
<p><b>Talk</b> ✘</p> <ul style="list-style-type: none"> <li>• Talking indoors</li> </ul>	
<p><b>Whisper</b> ✔</p> <ul style="list-style-type: none"> <li>• In the library</li> </ul>	



Inside the library, I will whisper and keep my voice down.  
I do not want to disturb other people.

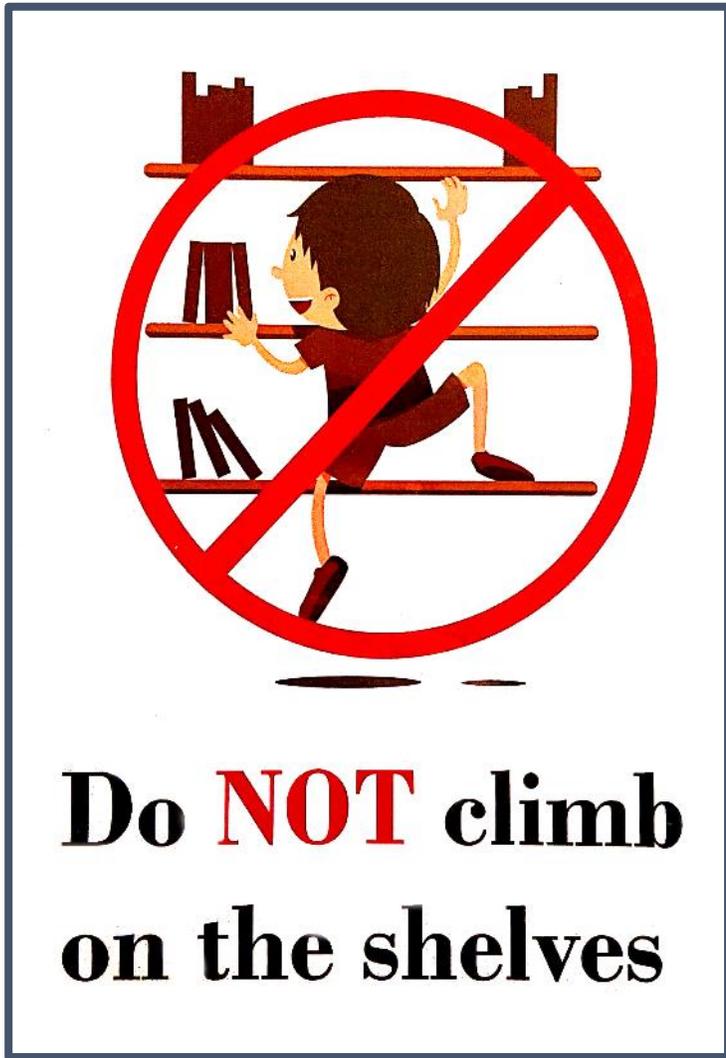
I will walk in the library.  
I do not want to trip or hurt anyone if I run.



I must be careful when I'm using library books or other library items.

I cannot tear, fold or step on books because they will be damaged.

Everyone can enjoy the books only if they are not damaged!



I must not climb on the bookshelves.

If I climb on the shelves, they may dislodge and books will fall off the shelves.

I do not want to hurt myself if I fall or when the books hit me.



There will be potted plants like these all over the library. I shall not play with them or push them over.

If I push the plants, they may topple over and I may break the plant. I do not want to fall and cut myself on the broken pot pieces.



I will not touch these barriers found in the library.  
I will follow the instructions if there are any.

This way, people will not trip on them or become confused about where to go.



If I browse magazines, I must pull out the drawer slowly and carefully.

I do not want my finger to get caught between the drawers because it will be painful.



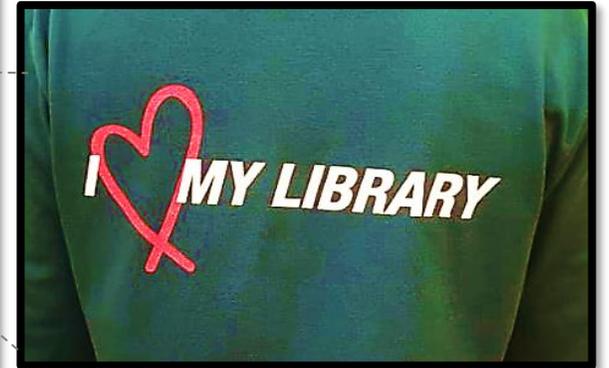
I must close the drawers fully.

I will not leave any drawers open in case other people walk into or trip over them.

# Library Staff

I can get help from library staff who wear these uniforms

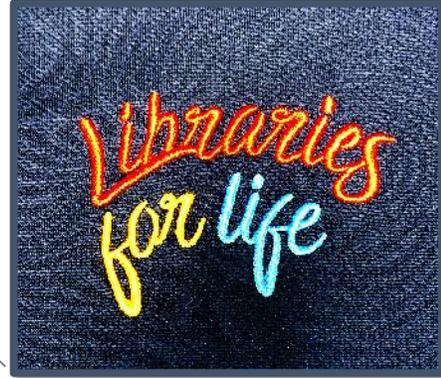
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Library Staff

I can get help from library staff who wear these uniforms

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**Library Staff**

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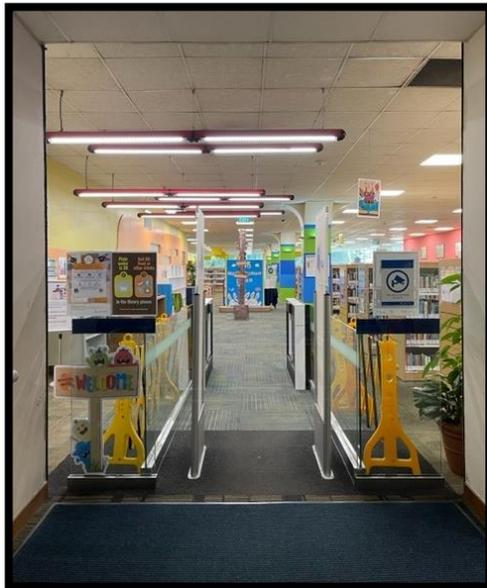
# Library Space



Level 1



Level 1 reservation locker

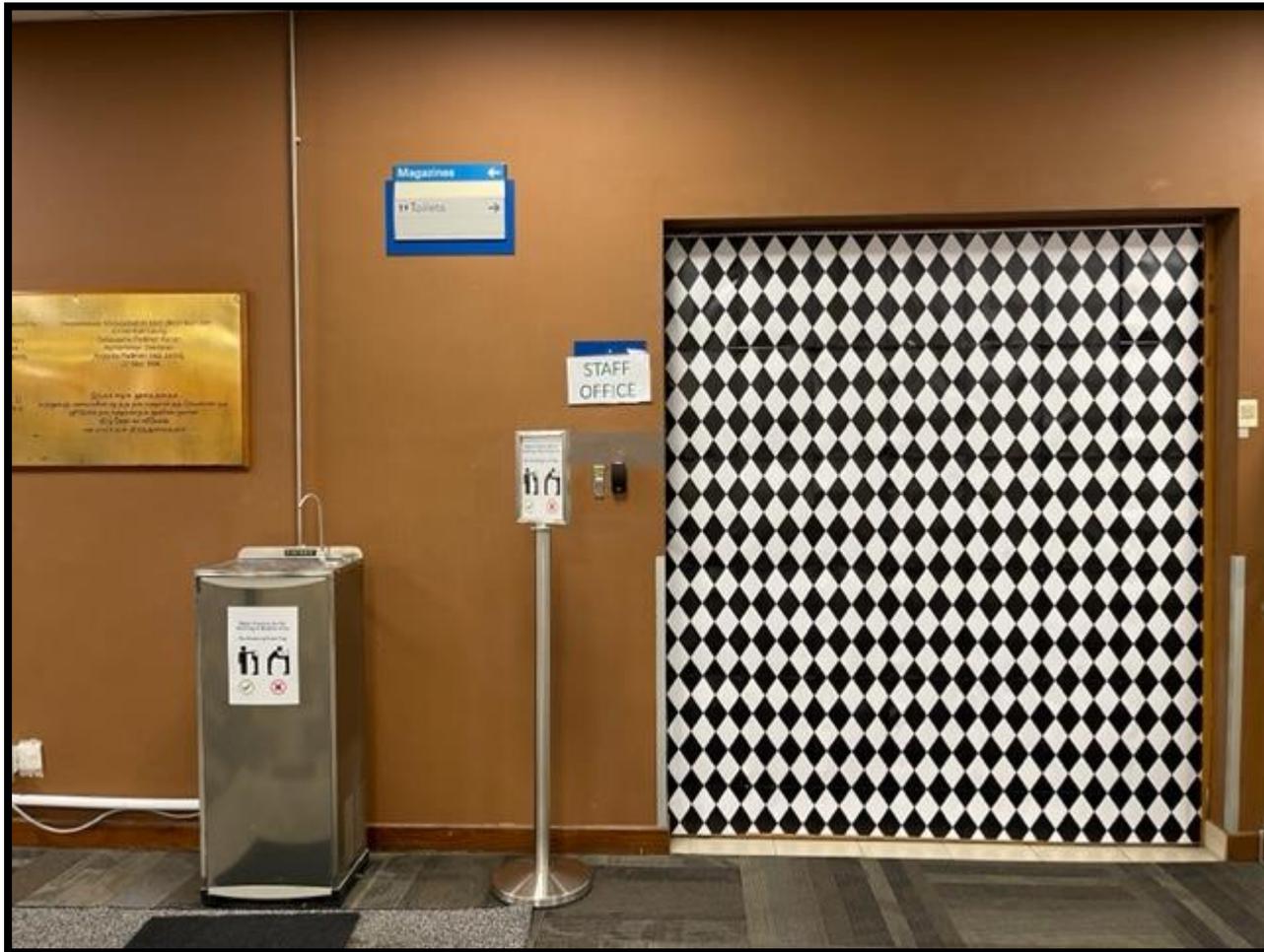


Level 2



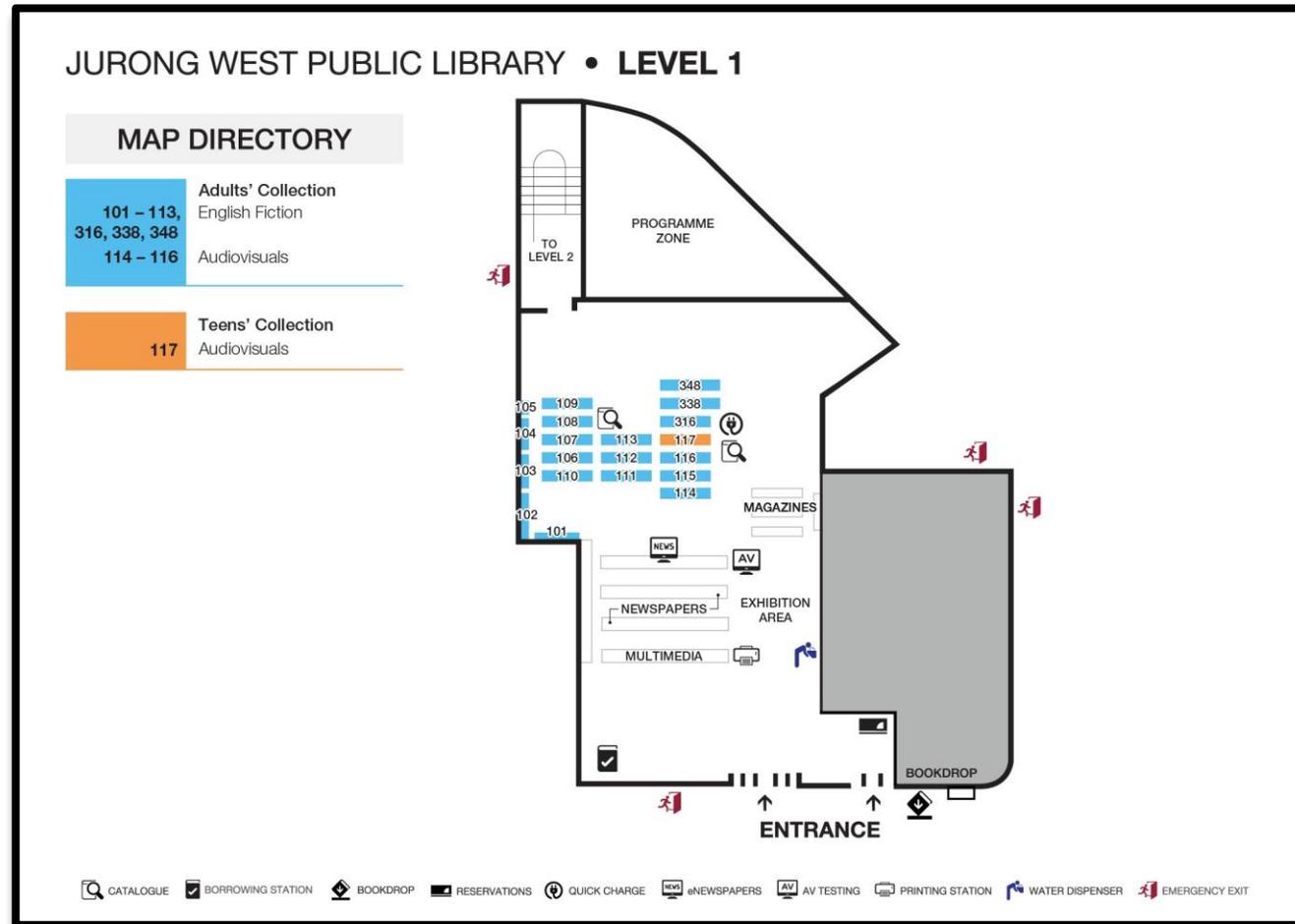
Level 3

I will enter and exit through the gates on level 1, 2 or 3.



If I need help, I will go to the Staff Office on level 1 near the entrance.

I will knock on the door politely and wait for the library staff.



I can find a map like this on every floor.

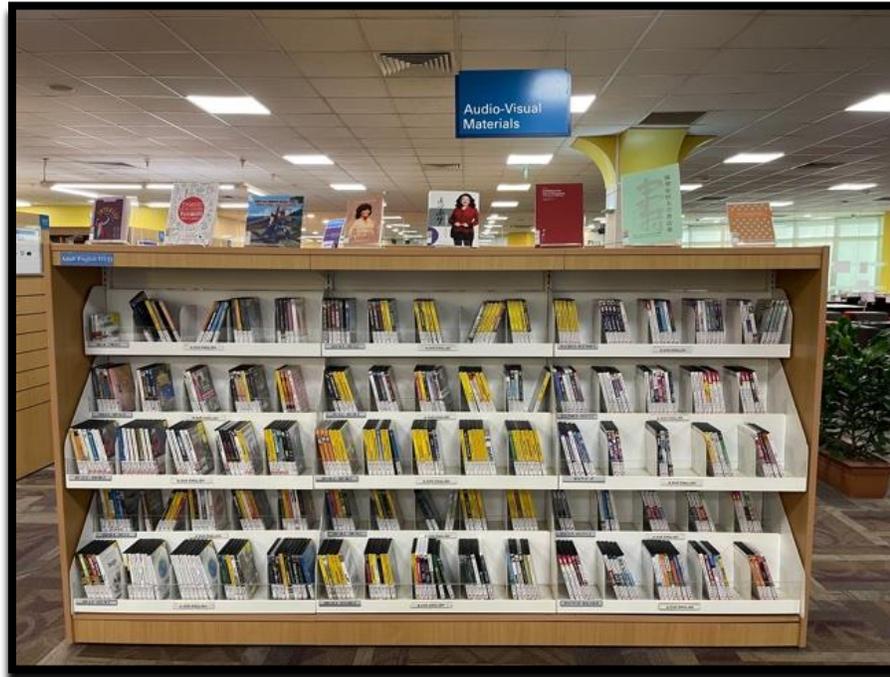
It shows me the layout of the floor and where to go to find various things.



I can find a directional sign like this on every floor.

It shows me the location of the various collection and venues within the library.

## Audiovisual materials



## Magazines



On level 1, I can explore audiovisual materials and magazines for adults and young adults.



I can find English fiction shelves for adults on level 1.



I can visit the SG Digital Office to upgrade my digital skills if I am 50 years old and above. I have to make an appointment with the Digital Ambassador to book a slot.

## Library Space



I can sit on the sofas at level 1 to take a short break from browsing the books.

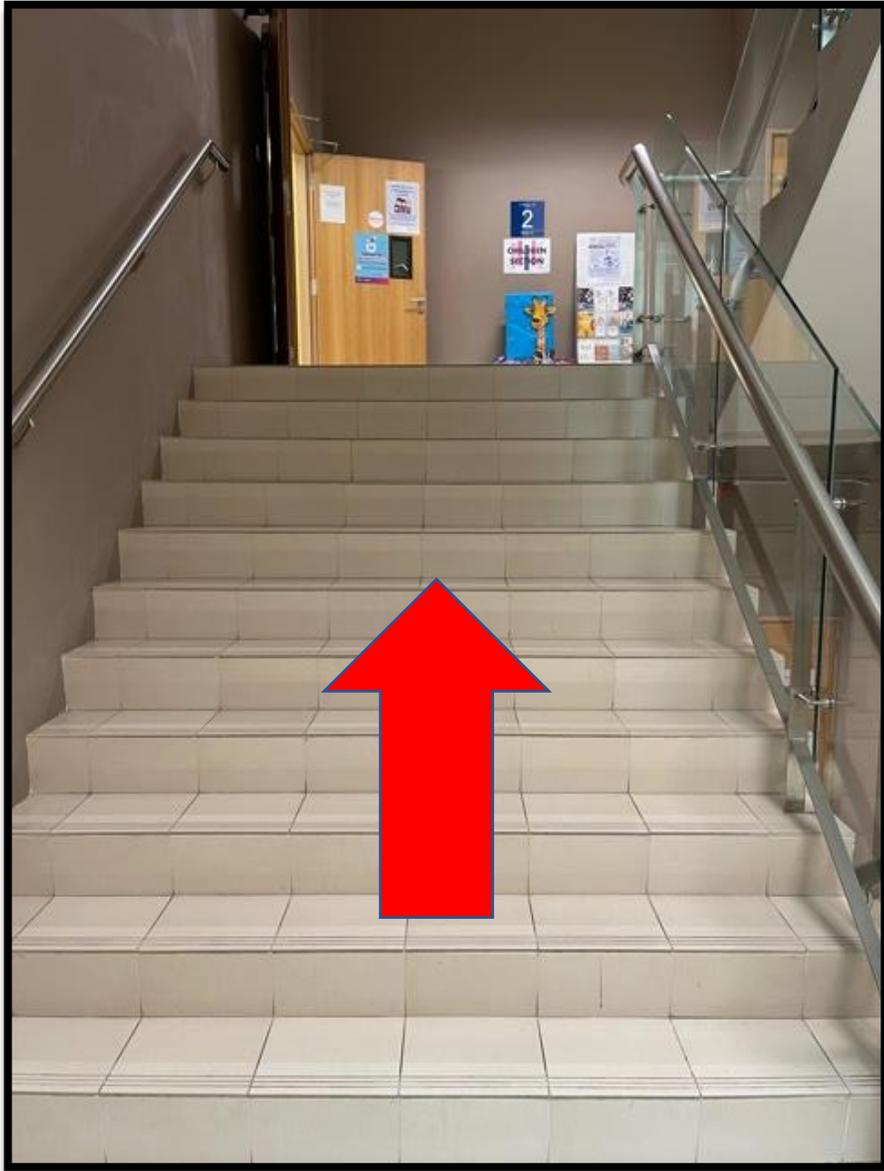


This is the Programme Zone.

I can sit and study quietly here when the venue is open to the public and there is no programme.



I can go to different levels by taking the stairs on level 1.



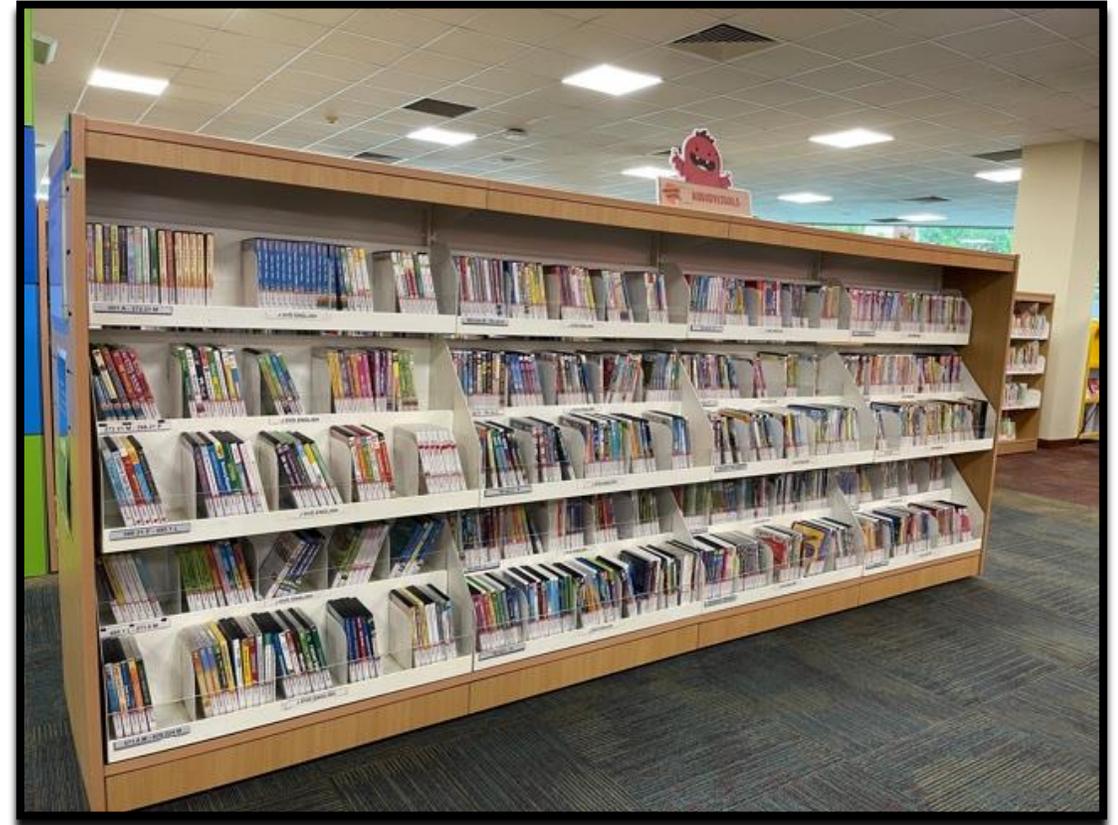
When climbing the stairs, I will

1. Keep to the right side of the stairs.
2. Hold the handrail.
3. Walk up the stairs.
4. Keep my hands on the handrail and not touch the glass panels and frames.



On **level 2**, I can find and read children books in all languages as well as books on parenting.





I can also read children magazines and look for audiovisual materials on level 2.

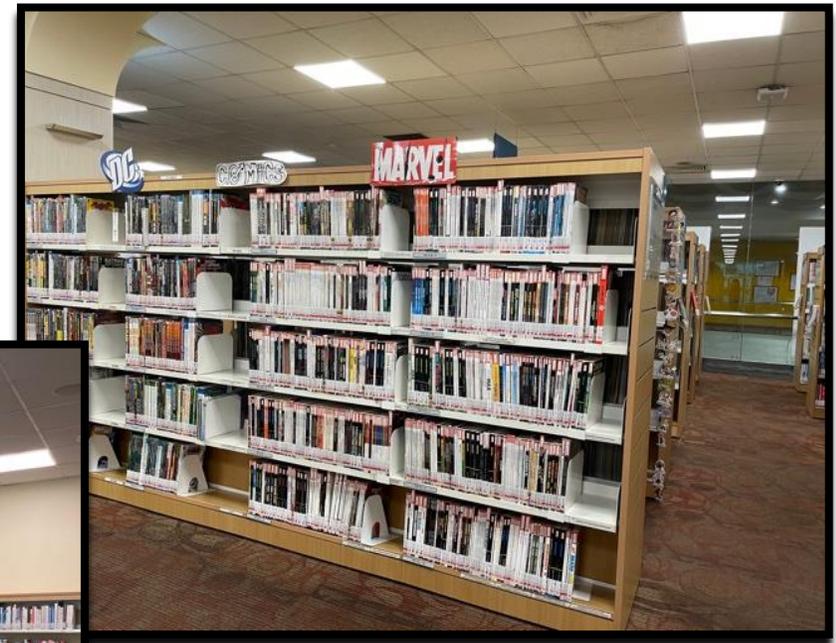
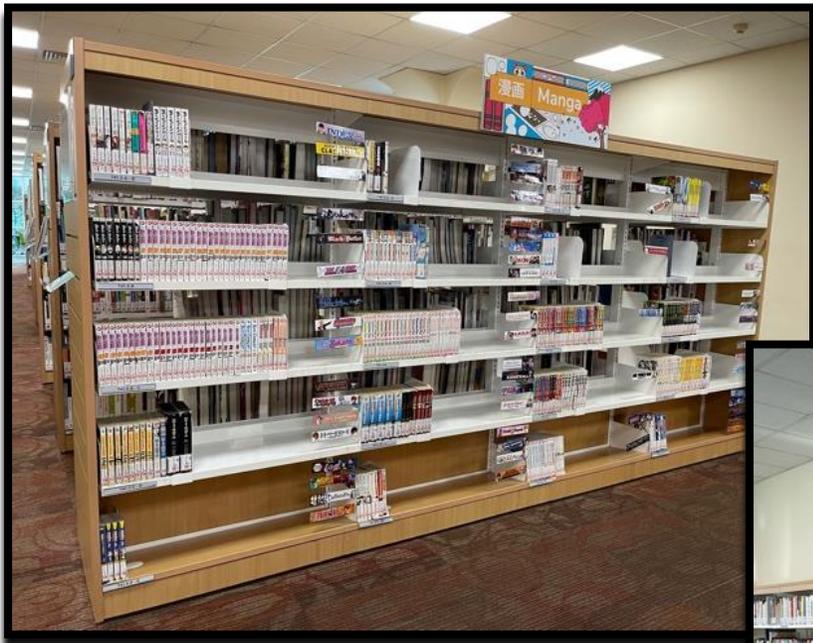


I can sit and read at the seating area on level 2.



This is the Read-Aloud Corner.

Parents and their children can sit and read together.



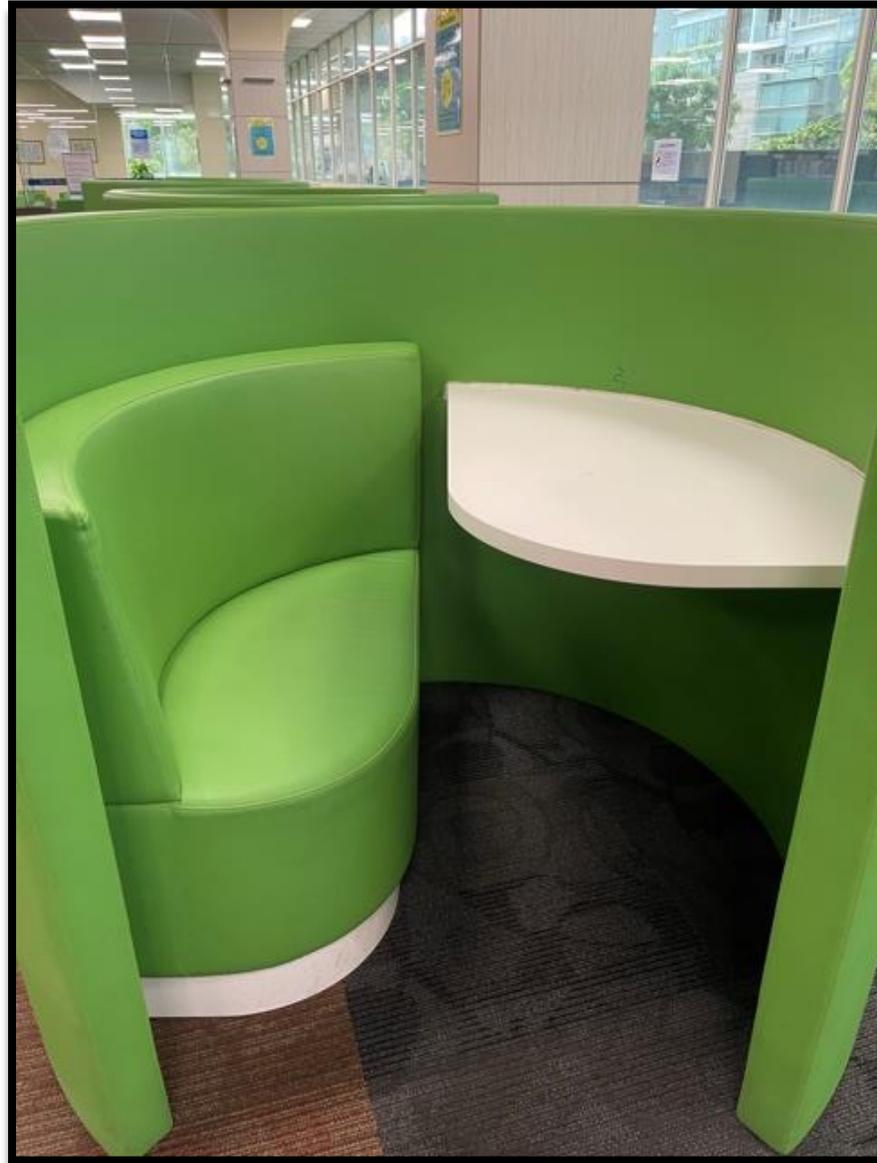
On **Level 3**, I can find and read English adult information books including comics and manga. I can also read fiction or information books in mother tongue languages.



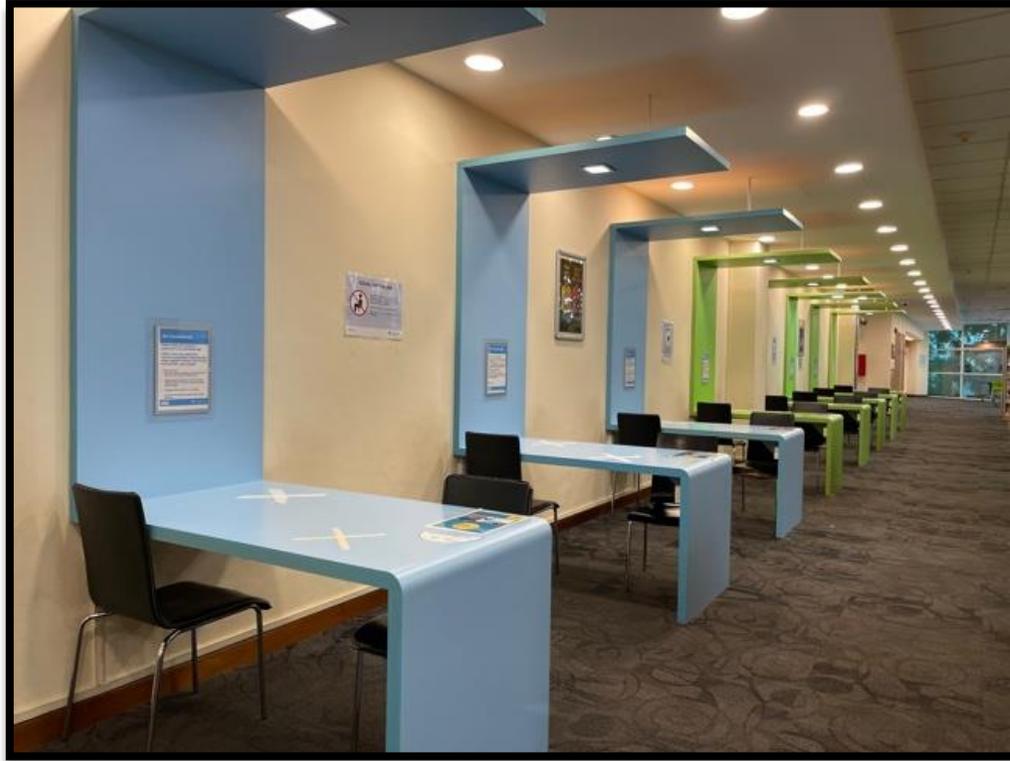
I can find and read books for teenagers and young adults in English, Chinese, Malay and Tamil.



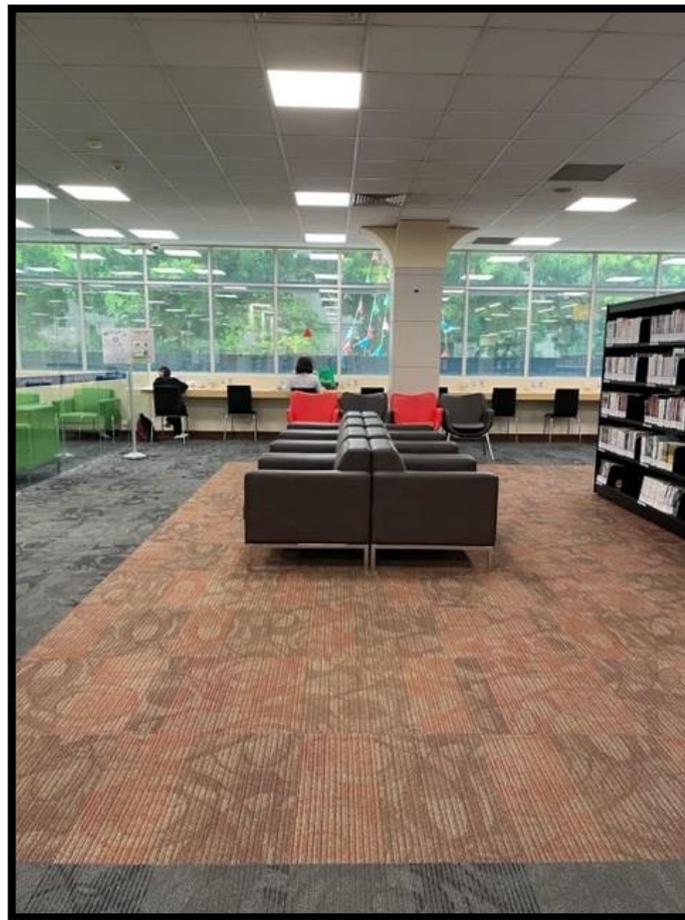
I can also find books about Singapore in English, Chinese, Malay and Tamil on level 3.



I can sit and study quietly at one of the study tables on level 3.

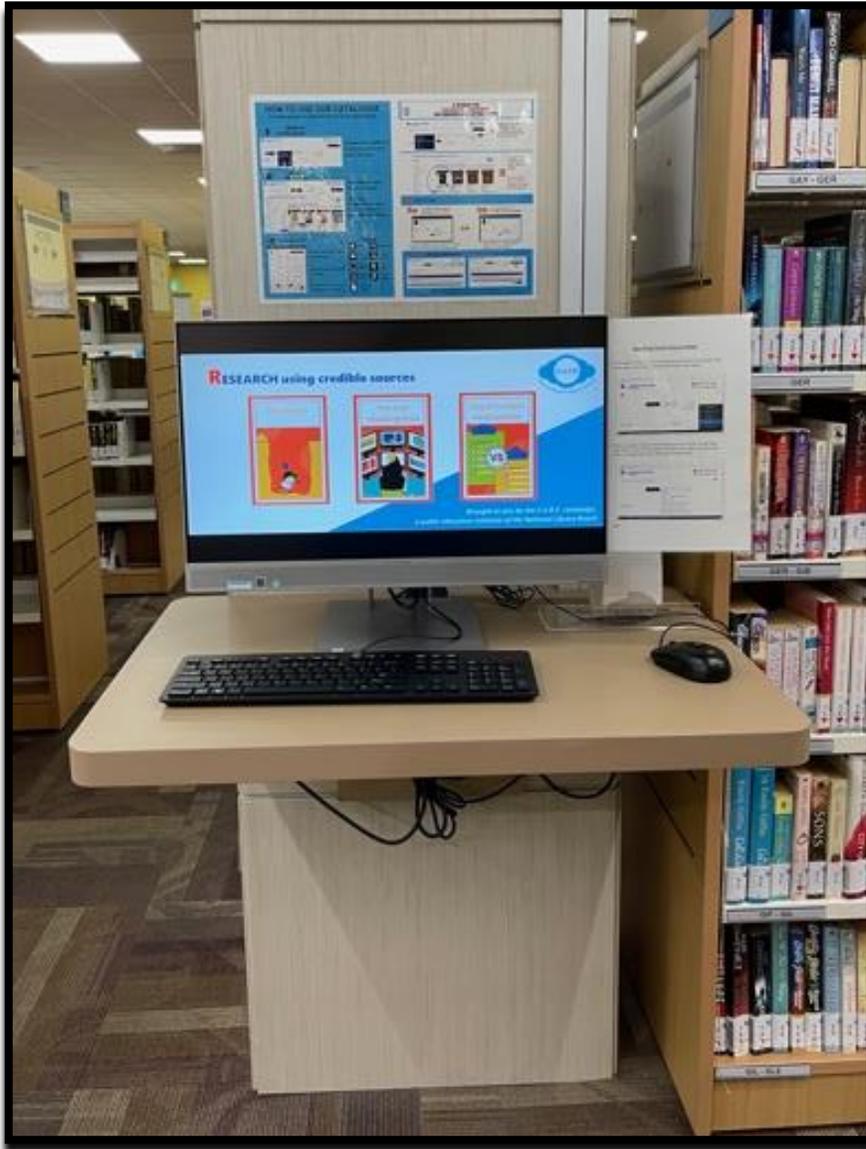


These are the designated seat booking areas on level 3. I need to reserve a seat before I can self-study here. I am also allowed to consume a drink, either in a cup with a lid or a bottle with a cap, within the same area. I should not bring drinks to other levels and areas of the library.



I can sit and read quietly on one of the sofas on level 3.

# Services



These machines are called **catalogue stations**.

I will find them all over the library.  
I can use the them to search for books I want to read.



This machine is called **AV Testing station**.  
I will find it on level 1.  
I can use it to test the audio-visual materials.



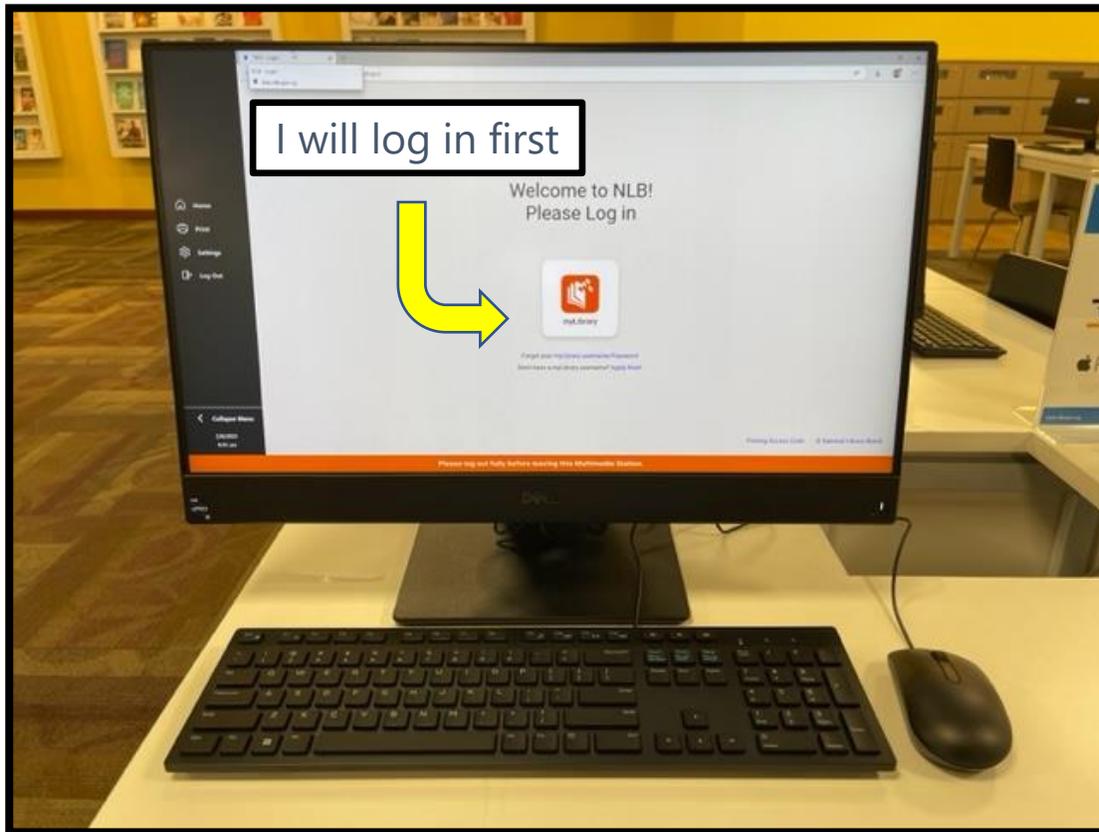
### Level 1 Multimedia Stations

These computers are called **multimedia stations**.

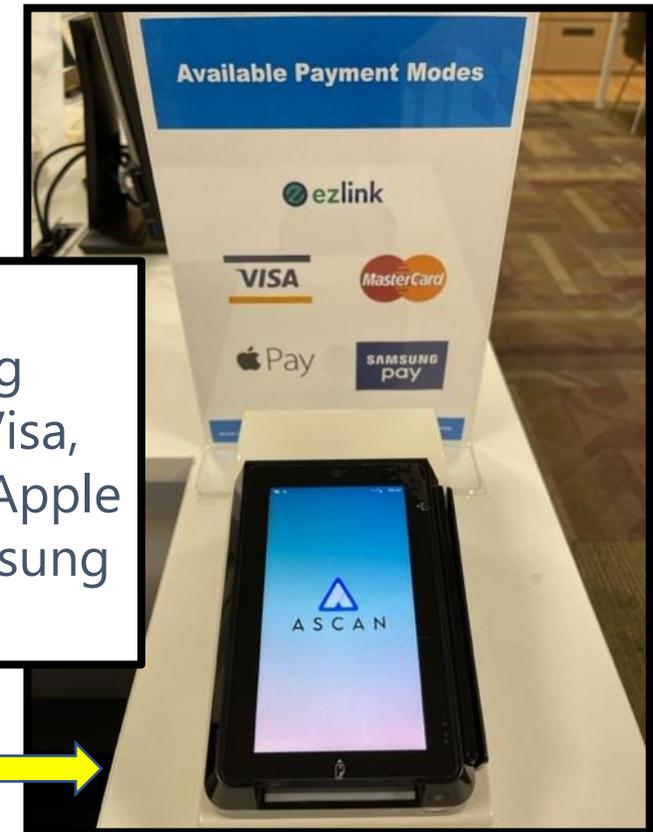
I can find them on level 1.

I can use the computers to do many things!

For example, I can read eNewspapers, eMagazines, print documents or browse the internet.



I can pay for printing using ezlink card, Visa, Mastercard, Apple Pay and Samsung Pay.

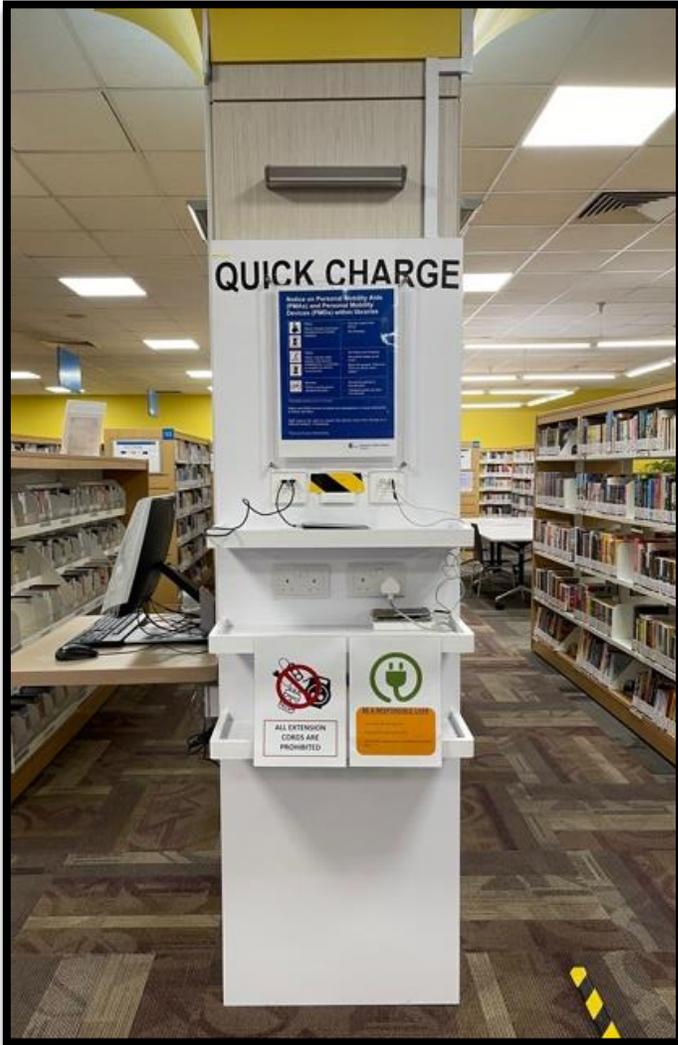


This is a **printing station**.

I can find this near the multimedia stations on level 1.

I can come here to print documents and pay for printing.

Before printing, I will use the multimedia station to submit the document to print.



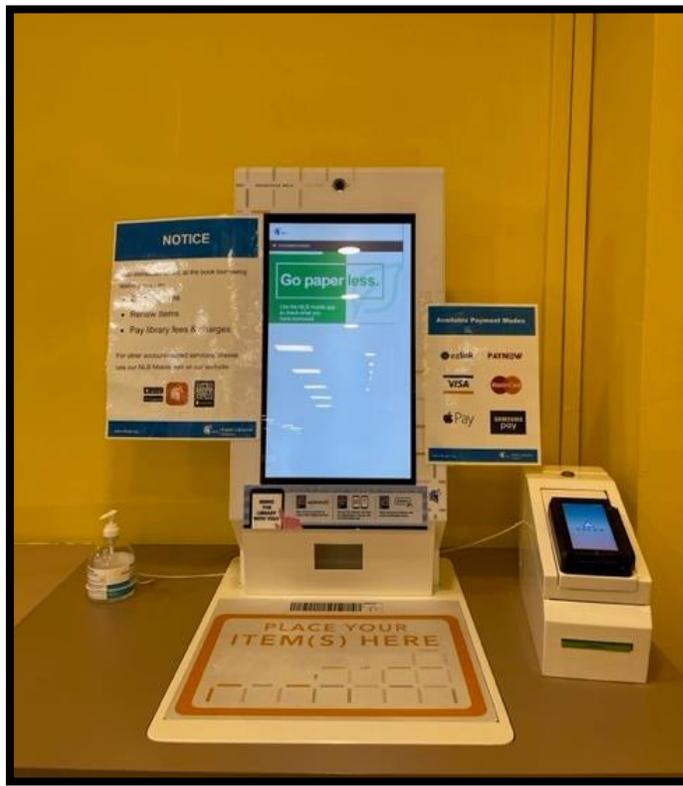
Level 1



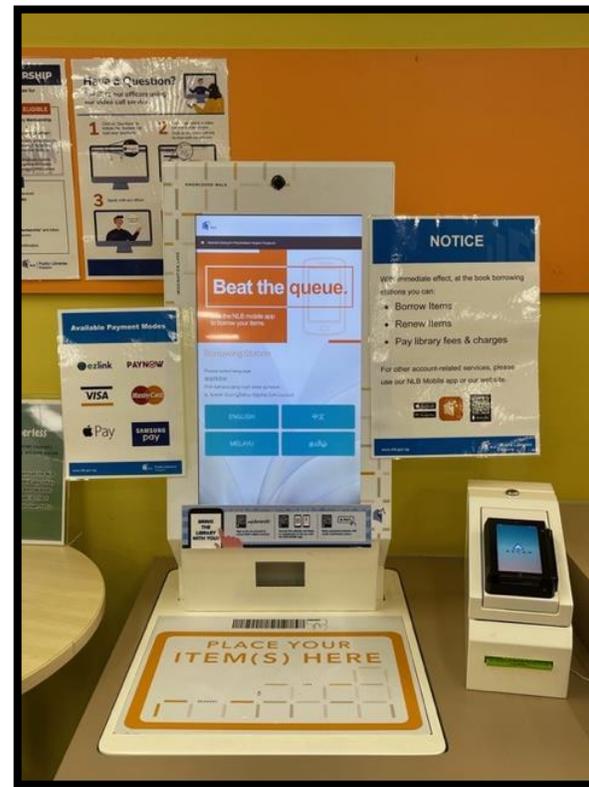
Level 3

This is a **Quick Charge station.**

I can come here to charge my mobile phone, laptop or tablet with my own charger.



Level 1



Level 2



Level 3

These machines are called **Book Borrowing Stations**.  
I found some interesting books I want to borrow.  
Before leaving, I can borrow them at these borrowing stations  
at levels 1, 2 or 3!

LOAN RECEIPT  
NATIONAL LIBRARY BOARD

Station : WRLRF2BBS06  
Date : 13/04/2021  
Time : 14:04:19  
Name : XXXXXXXX XXXX

Please go to  
<http://www.nlb.gov.sg> to check  
your loan status or renew your  
library items.

Items Borrowed	Due Date
1. Erica's elephant B31408364G	04 May 2021

For enquiries, please email us at  
[enquiry@nlb.gov.sg](mailto:enquiry@nlb.gov.sg)

After I borrow a book, I can  
choose to print a receipt.  
The receipt will look like this.

The **due date** for me to  
return the book I borrowed  
will be written here.

I can check the due date on  
my NLB Mobile app too.

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# NLB MOBILE APP

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Enjoy complimentary access to local (SPH) and international eNewspapers and eMagazines.

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Browse and borrow a title. Choose from over 900,000 copies of eBooks and audiobooks.

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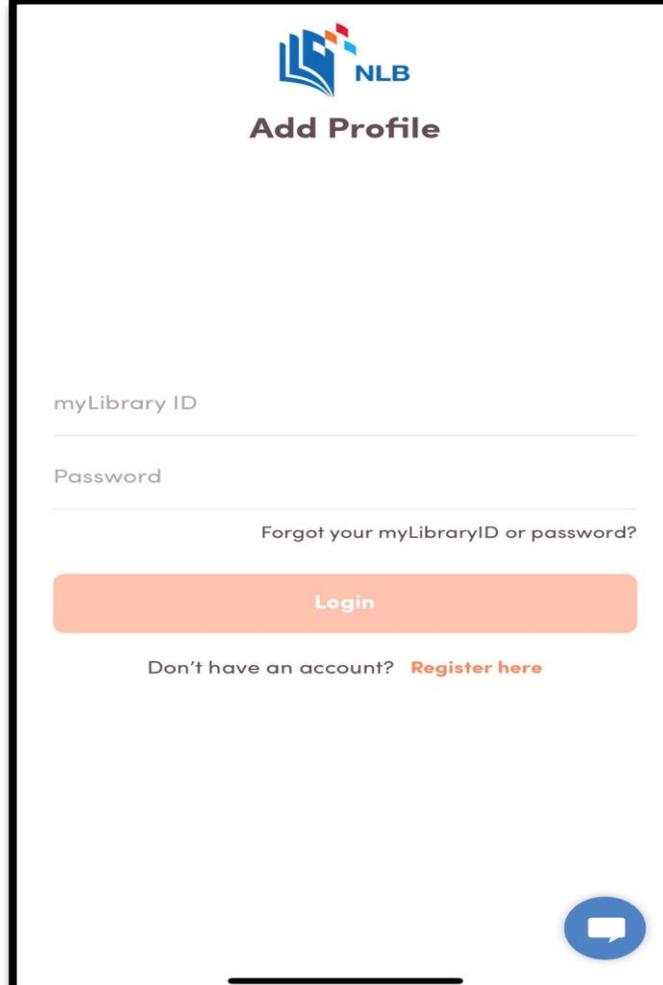
I can also borrow or reserve books using the **NLB Mobile app!**



**GO.gov.sg**

<https://go.gov.sg/nlb-mobile>

I can scan this QR code to download the app using Google Play or Apple App Store.



**NLB**

**Add Profile**

myLibrary ID

Password

Forgot your myLibraryID or password?

**Login**

Don't have an account? [Register here](#)

I can login to NLB Mobile app with myLibrary id and password.



If a book is unavailable, I can reserve it.

I will come here another day to collect my reserved books from the **Reservation Lockers** on level 1 near the entrance.



This is the **Bookdrop**. It is located outside the library.

I have to return my borrowed books here by the due date. I will pay the overdue fines if I return the borrowed books late.



Now I know where to go in the library.

I also know what I can find and do at each level.

If I want to read and listen to stories, I can always come back to visit the library!

If I need more help, I can send an email to [enquiry@nlb.gov.sg](mailto:enquiry@nlb.gov.sg).