

Queenstown Public Library Social Story

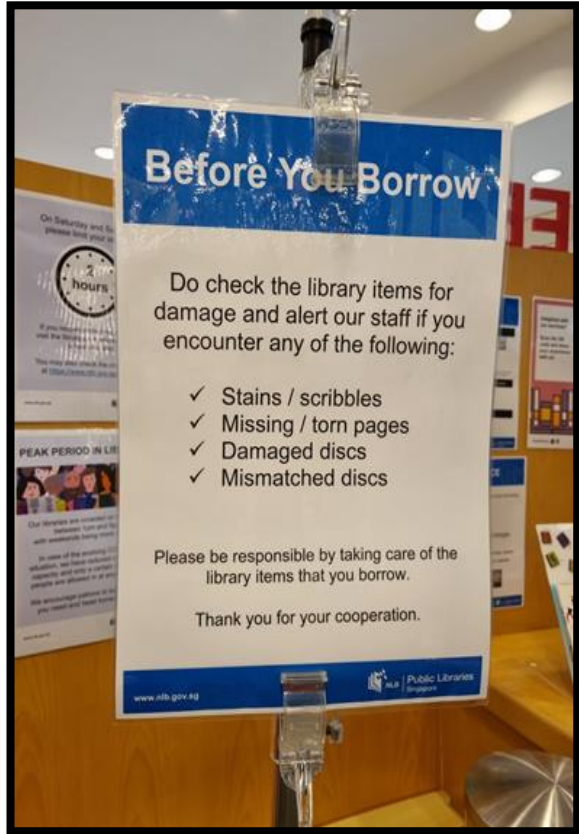
Contents

- Library Etiquette & Safety Precautions
- Library Staff
- Library Space (Programme Zone, Activity Corner and etc)
- Services (Catalogue, Printing Stations, MMS, Reservation Lockers)



I am at Queenstown Public Library.

Library Etiquette & Safety Precautions



I will check my items before borrowing and returning.



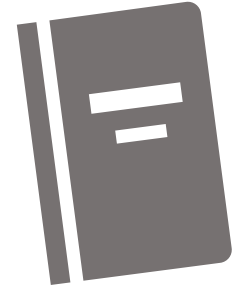
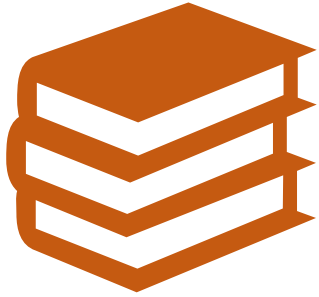
I can speak on the phone **outside** of the library.







I can only drink plain water in the library. I cannot eat in the library.



I will not wander away from my parents.



I will place my book
neatly in the bin after
reading.

Shout ✗ • Playing • Emergency	
Talk loudly ✗ • Talking outdoors	
Talk ✗ • Talking indoors	
Whisper ✓ • In the library	

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.

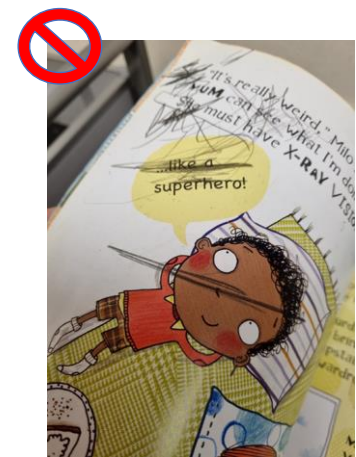
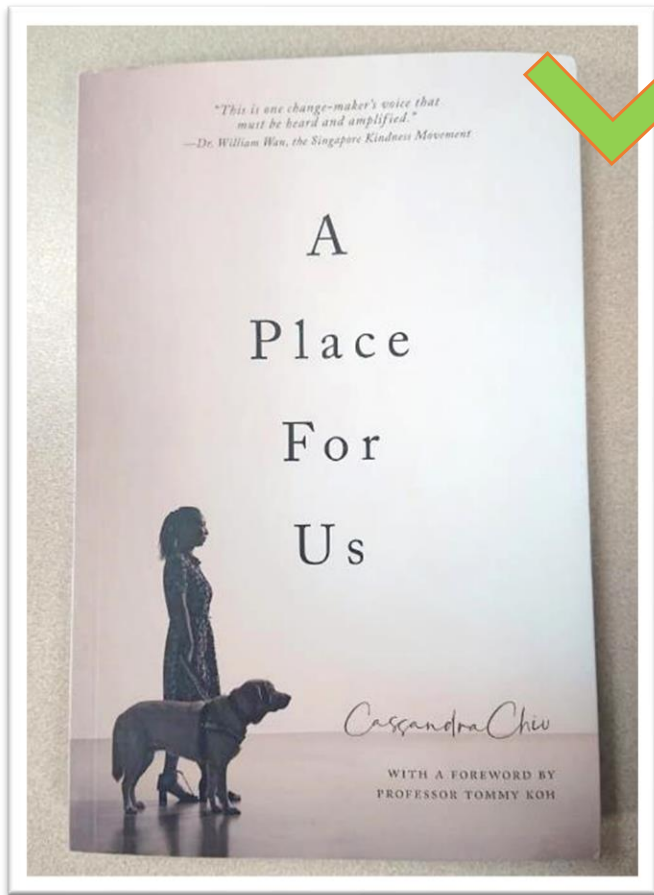


**Do NOT climb
on the shelves**

I must not climb on the bookshelves.

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

I do not want to hurt myself if I fall,
or if the books fall onto me.



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

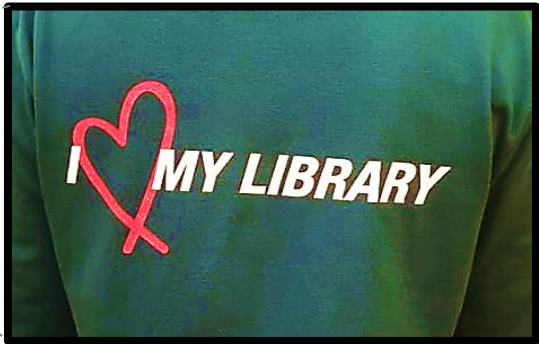
I cannot tear, fold, scribble, or step on books because they will be damaged.

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

Library Staff

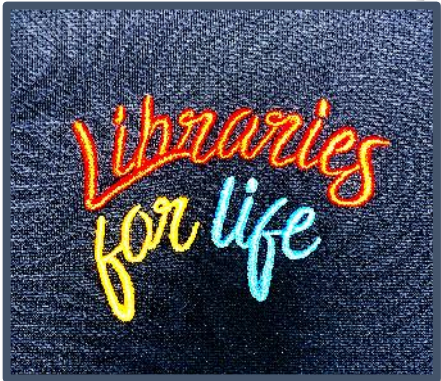
I can get help from library staff who wear these uniforms

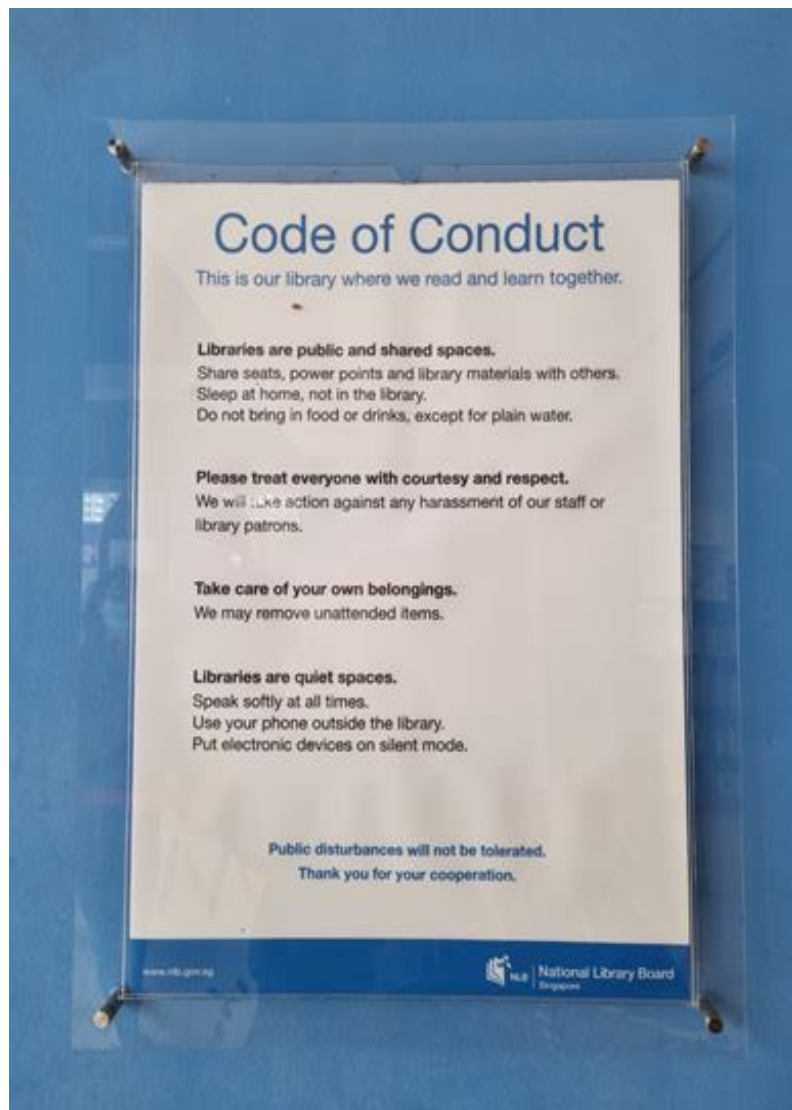
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I can get help from library staff who wear these uniforms

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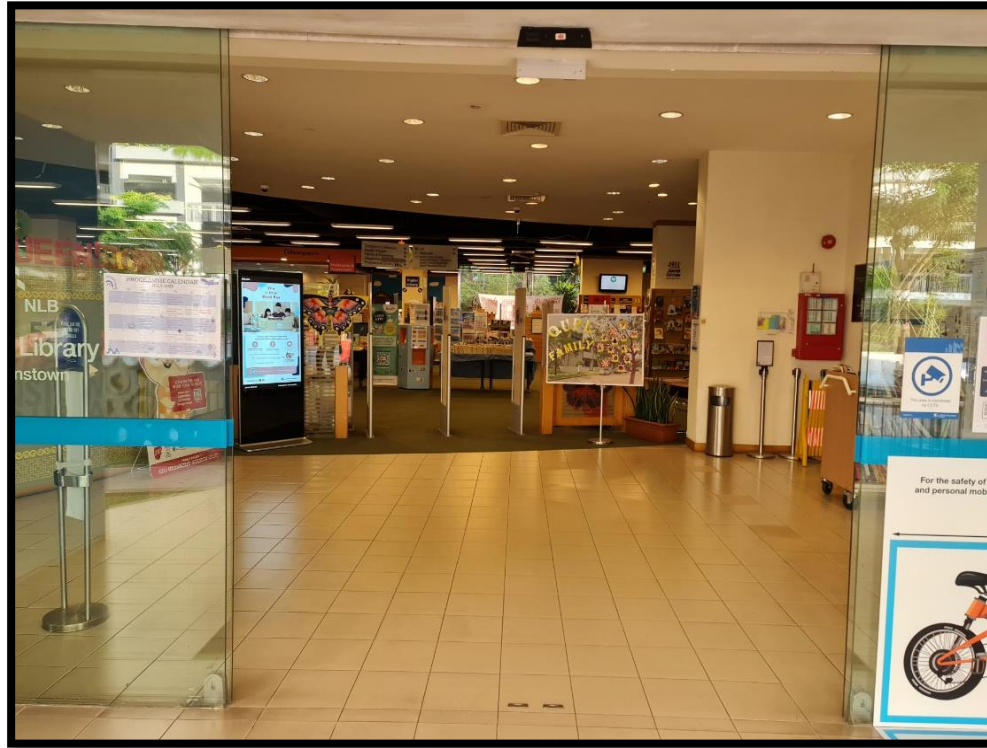


I should treat the library staff with respect so that we both will have a nice day.



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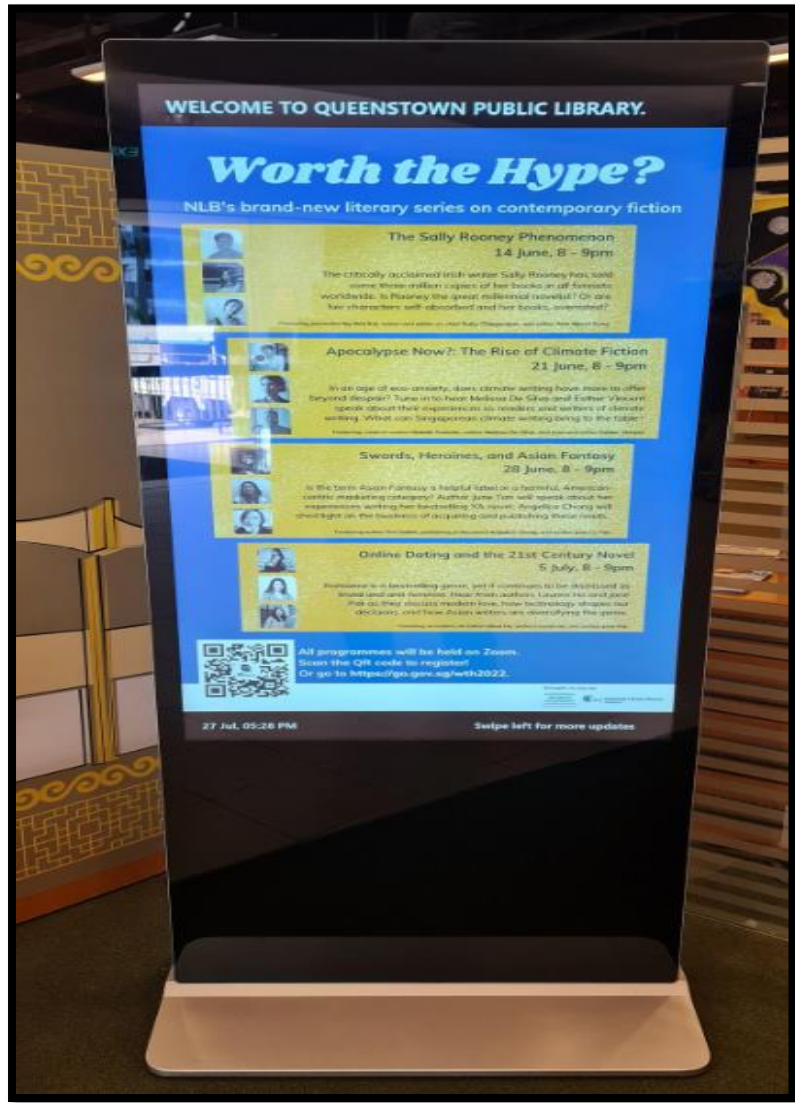
Library Space



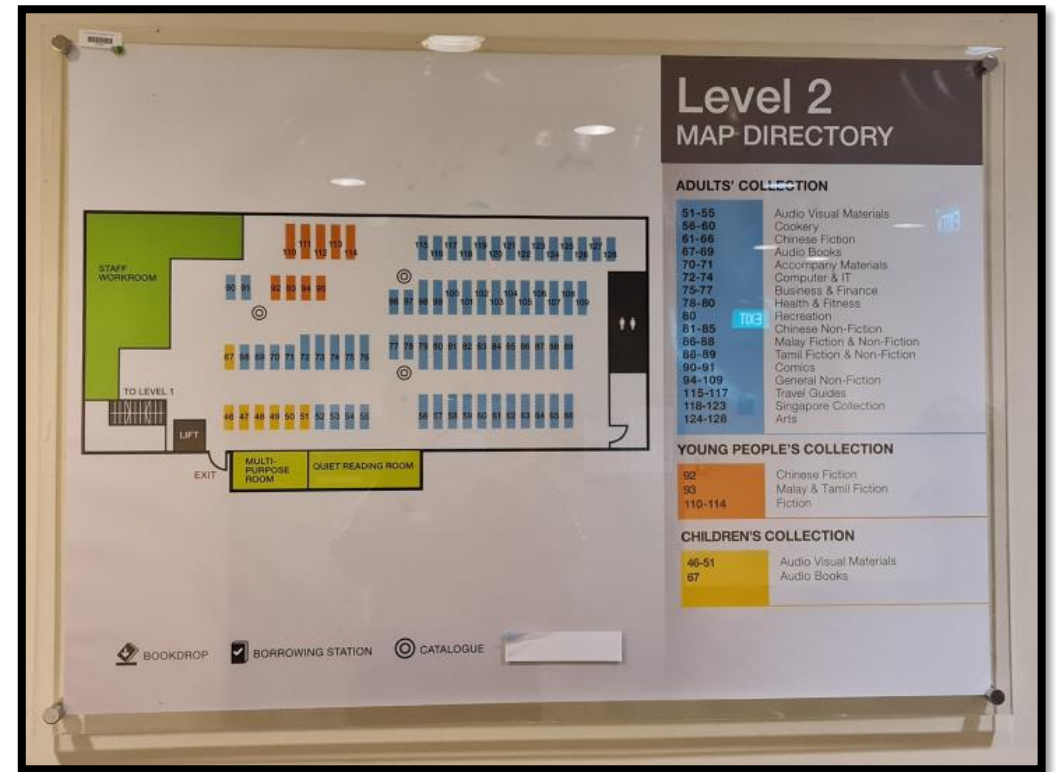
I enter the library through the entrance and through the gates.



I can browse the book exchange shelf at the foyer and bring home the books that I like for free.
I can also donate my own books here.



This is the Digital Bulletin Board, I can browse it to get the latest information on NLB's happenings.



I can find a map like this on every floor.

It shows me the layout of the floor, and where to find various things in the library.

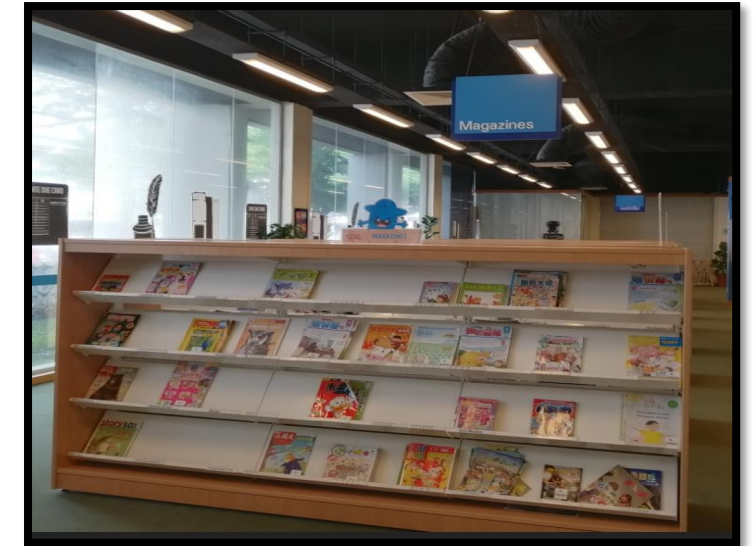


I can look for this signage for directions.

Multimedia Stations



Magazines



On level 1, I can explore and use the Multimedia Stations and magazines.



I can find and read books for children in English, Chinese, Malay and Tamil on level 1.



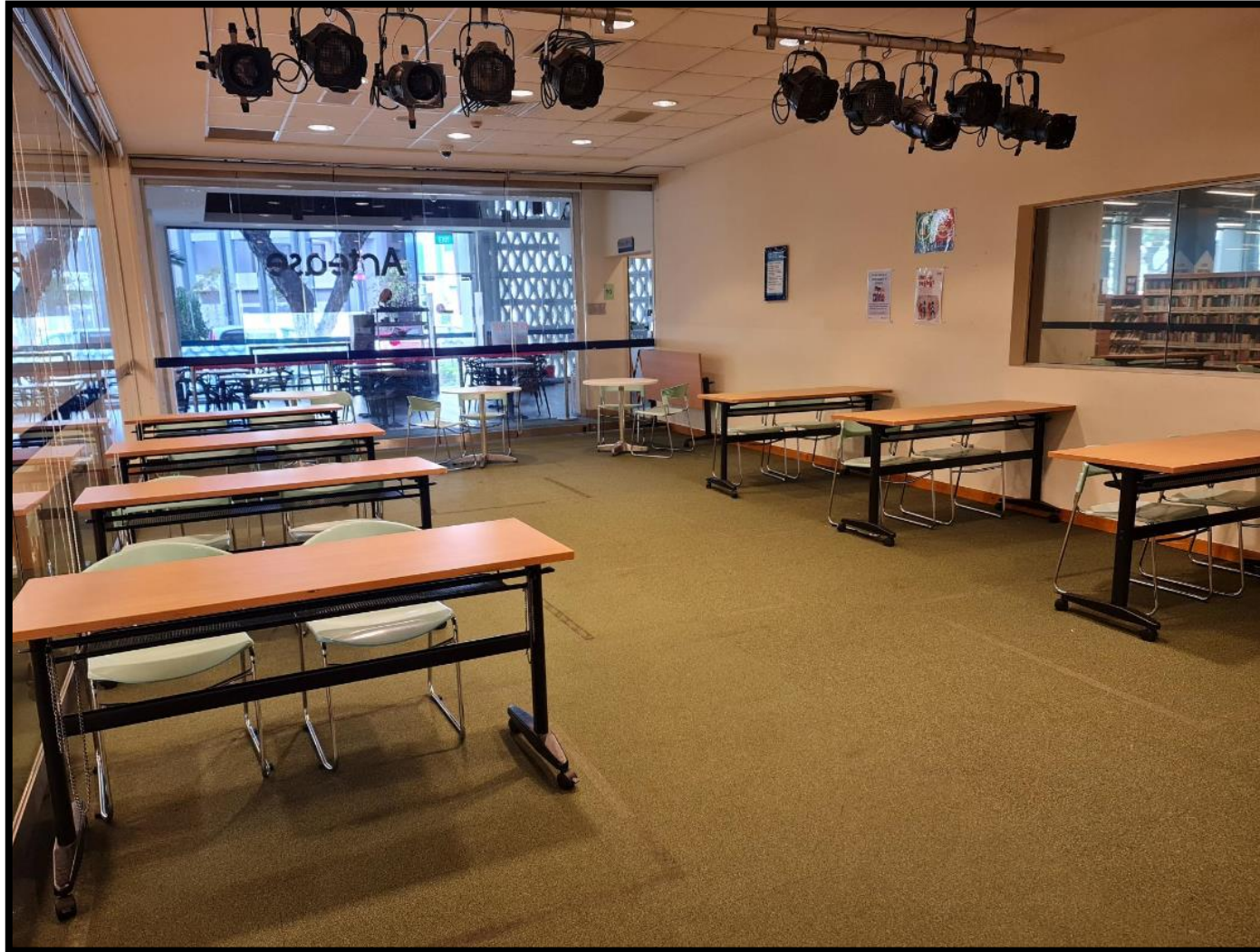
On level 1, I can also find and read books on Family & Parenting and Adult Fiction.



There are books about gardening on level 1 as well, next to the garden.



I can read books here at the children's activity corner.



This is the **programme zone**. I can attend programmes here if I sign up for them.

When there are no programmes, I can study here.



This is the library's café at
Level 1.

I can eat and drink here.

I can come here to buy food
and drinks when I'm hungry
and thirsty.

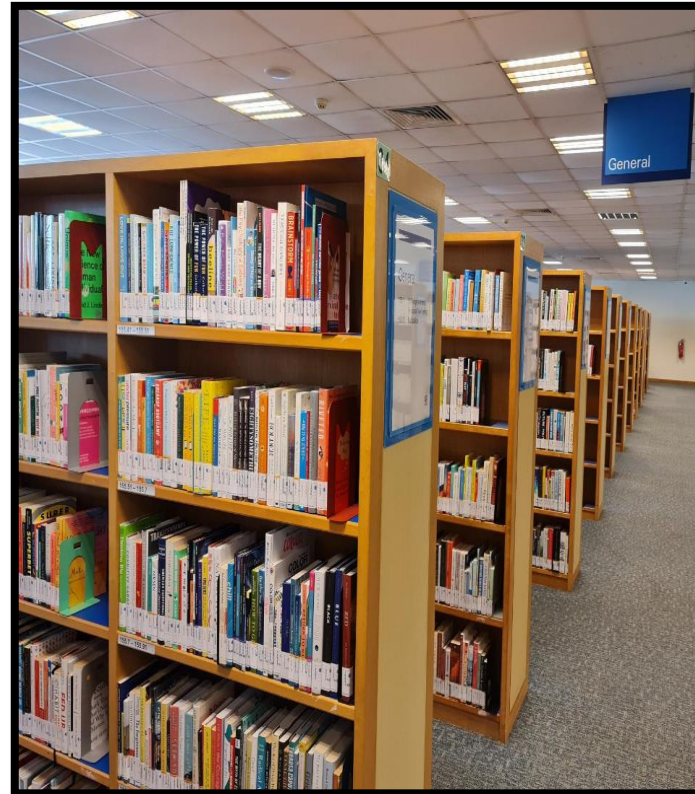


Lift



Stairs

I can go to different levels by taking the lift **or** stairs.



On level 2, I can find Audio Visual Materials and books on Comics and General collection.



Young People Fiction are also located on level 2.



Books are arranged on the shelves according to popular categories like Health & Fitness and Business & Finance.

I can look out for the signage to find books I want to read.



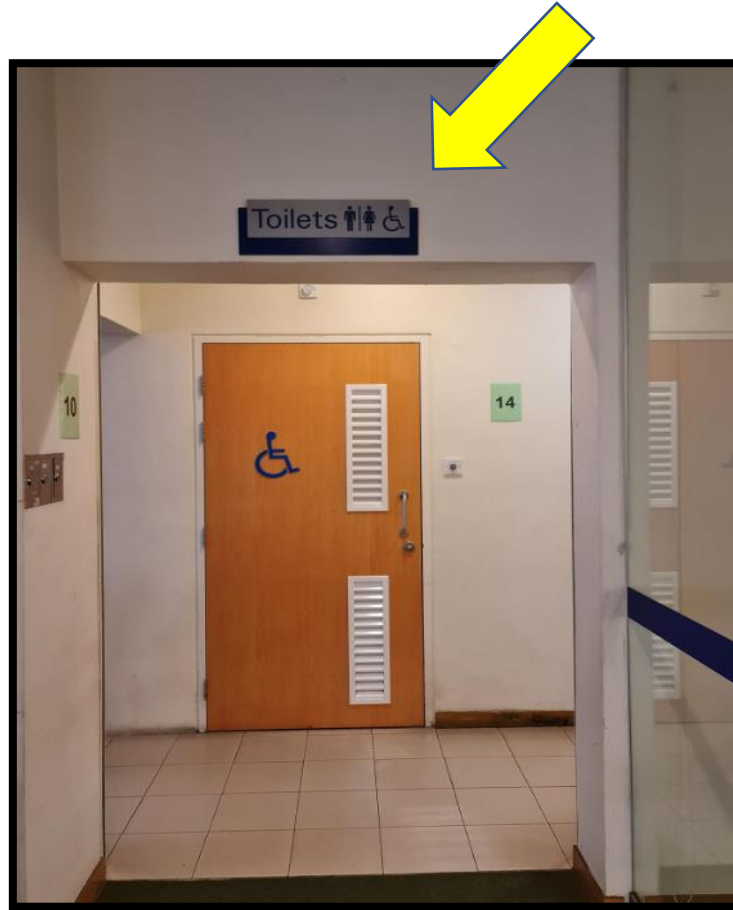
I can also find books about Singapore in English, Chinese, Malay and Tamil for Adult and Young People on Level 2.



There are study tables near the windows on Level 2.



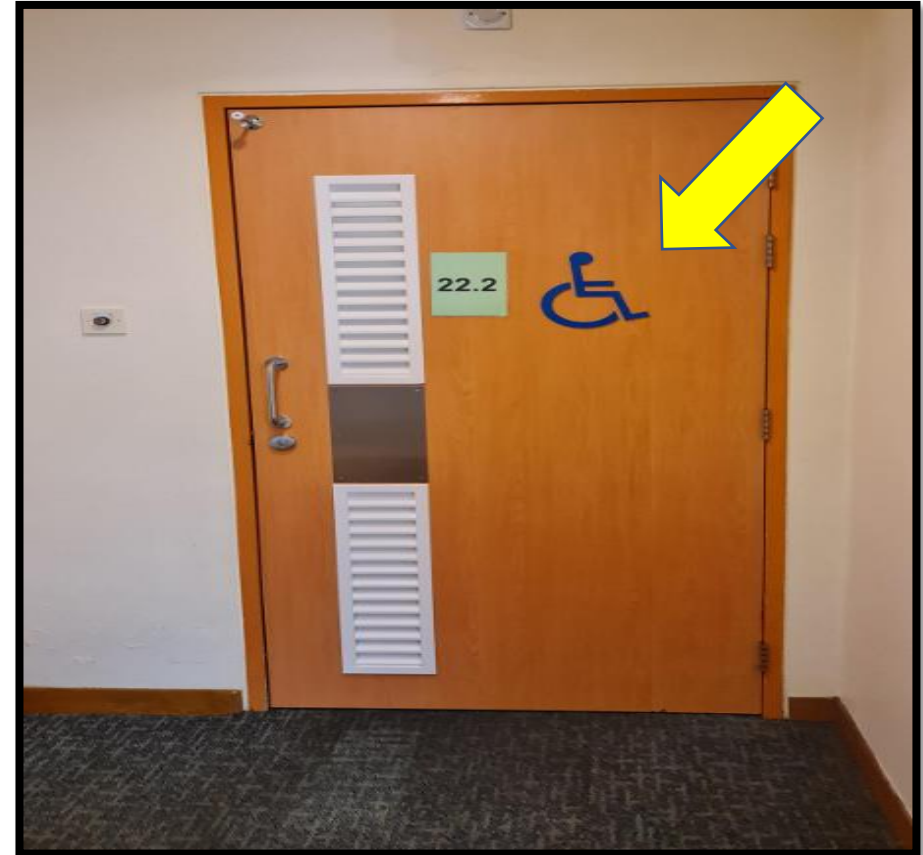
There is also a **quiet reading room** at level 2. No talking is allowed here.



I can look for signs like these to help me find the toilets on every level.



Level 1



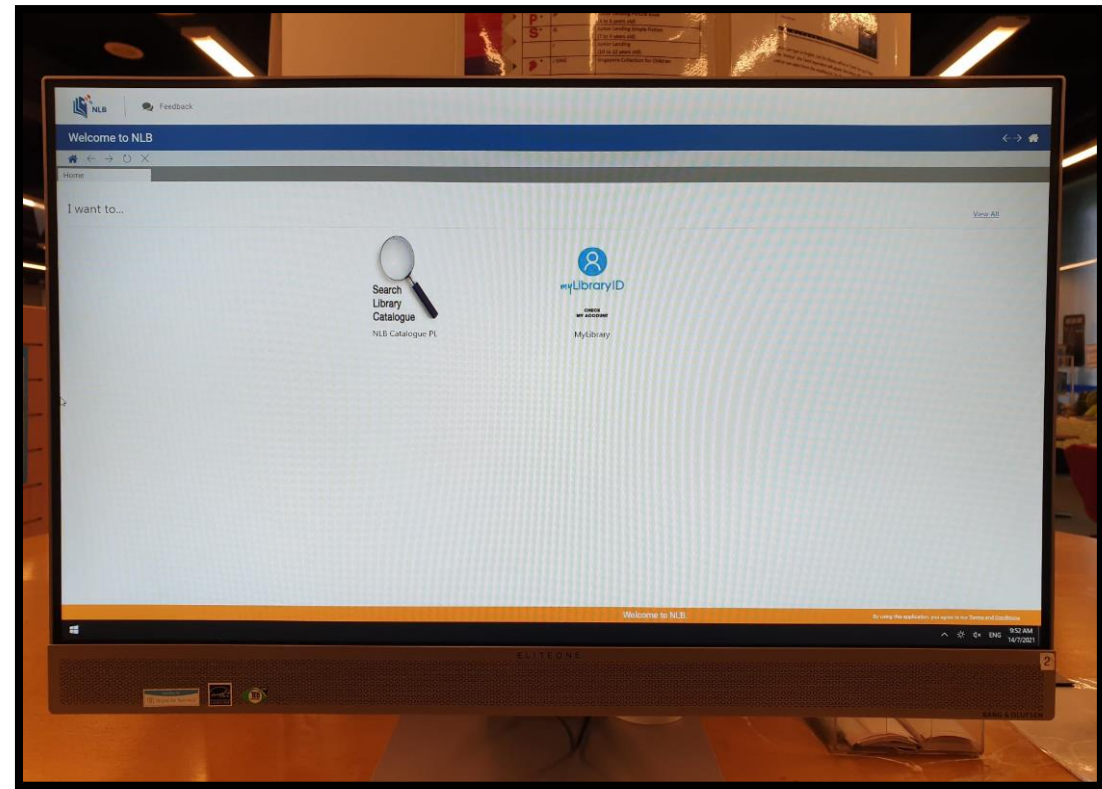
Level 2

There are wheelchair accessible toilets on every level.



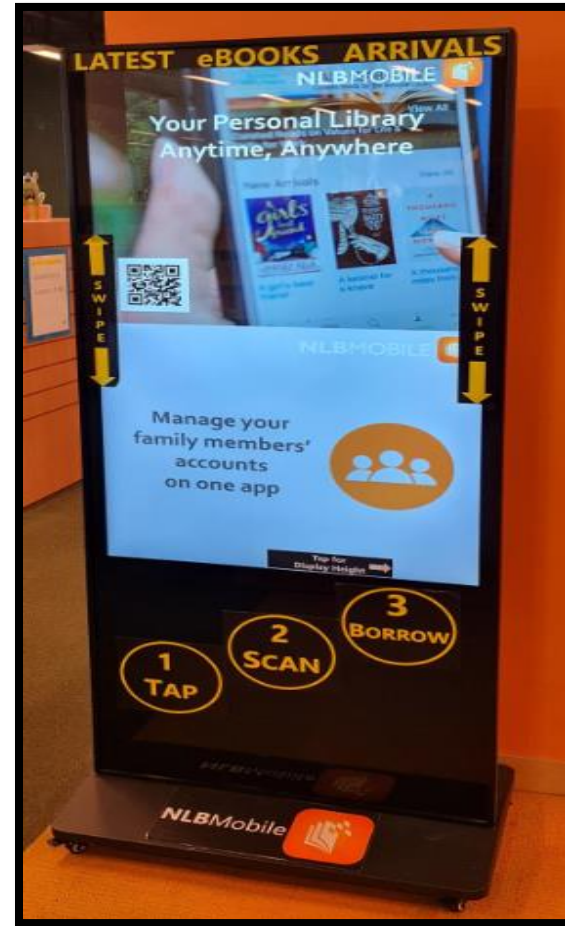
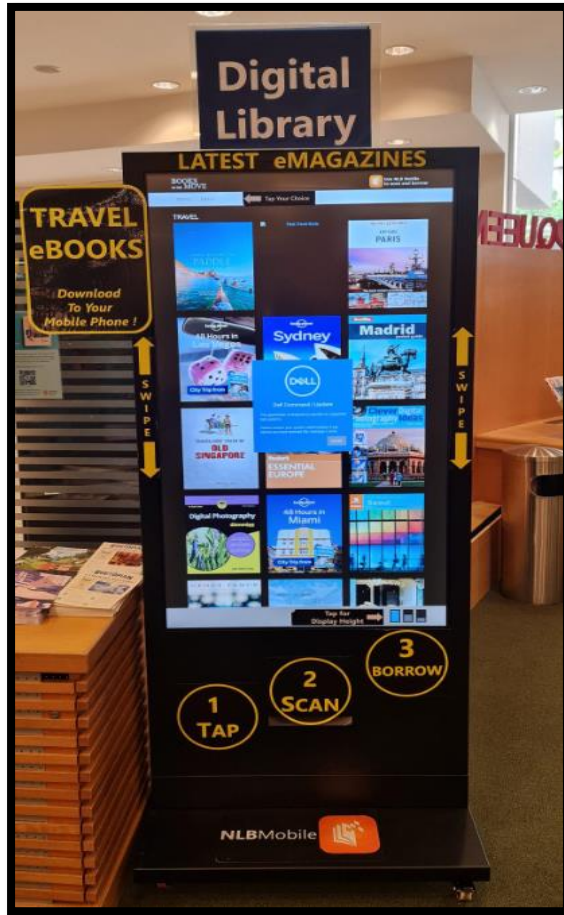
I can find a lot of information about digital services on level 1 and 2.

Services

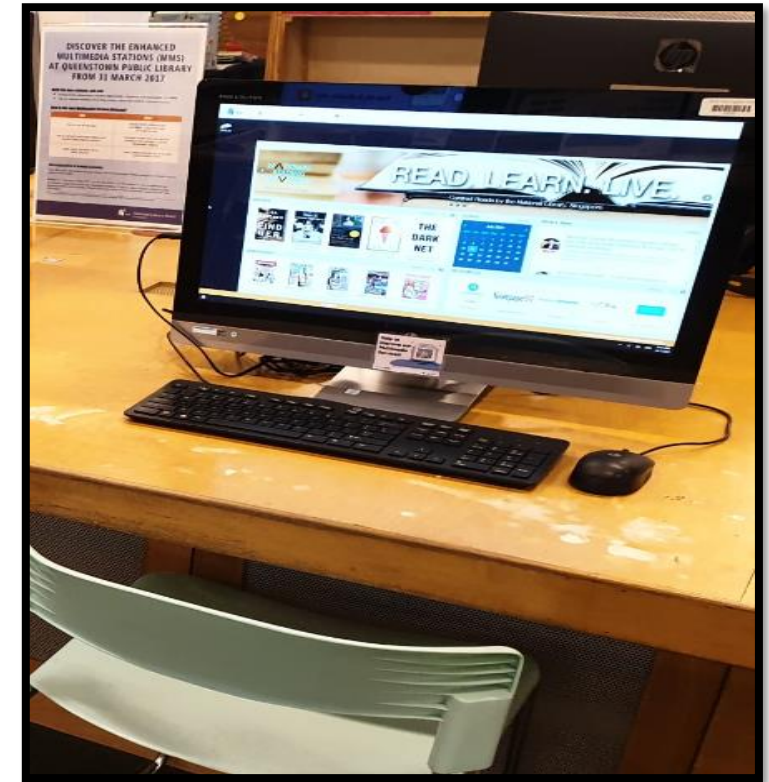


These machines are called **catalogue stations**.

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



I can also find the latest books, magazines and audiobooks to read through the **digital library guide**.

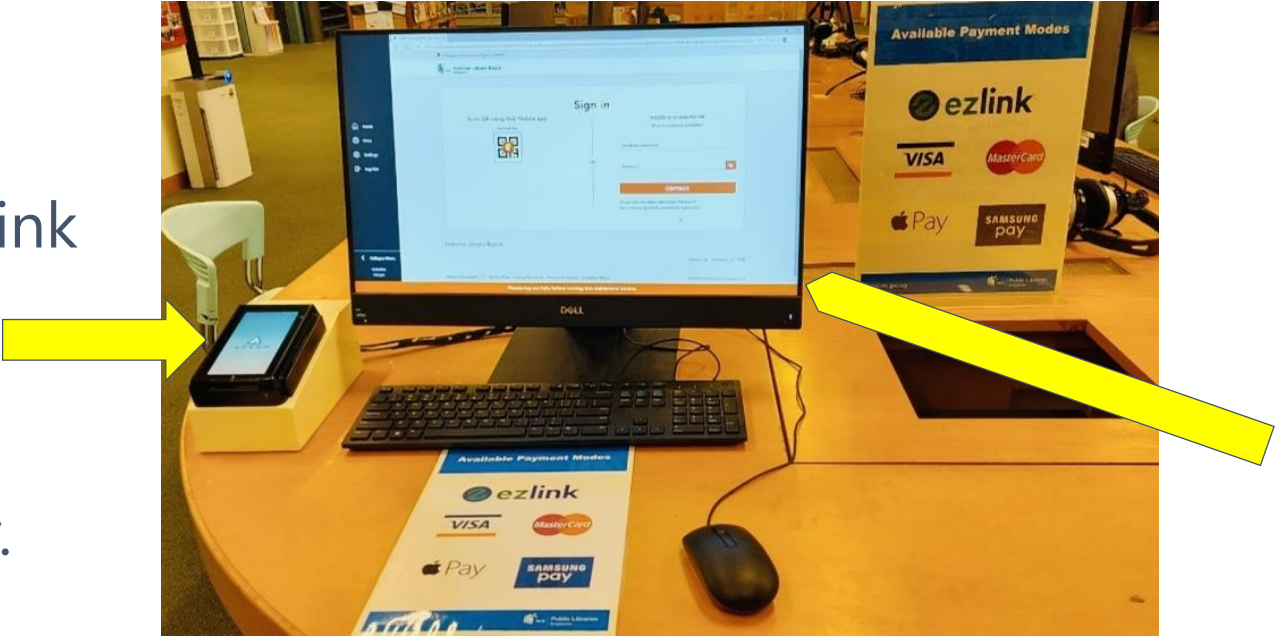


These computers are called **multimedia stations**. I can find them at level 1.

I can use the computers to do many things like read eNewspapers, eMagazines, print documents or browse the internet.

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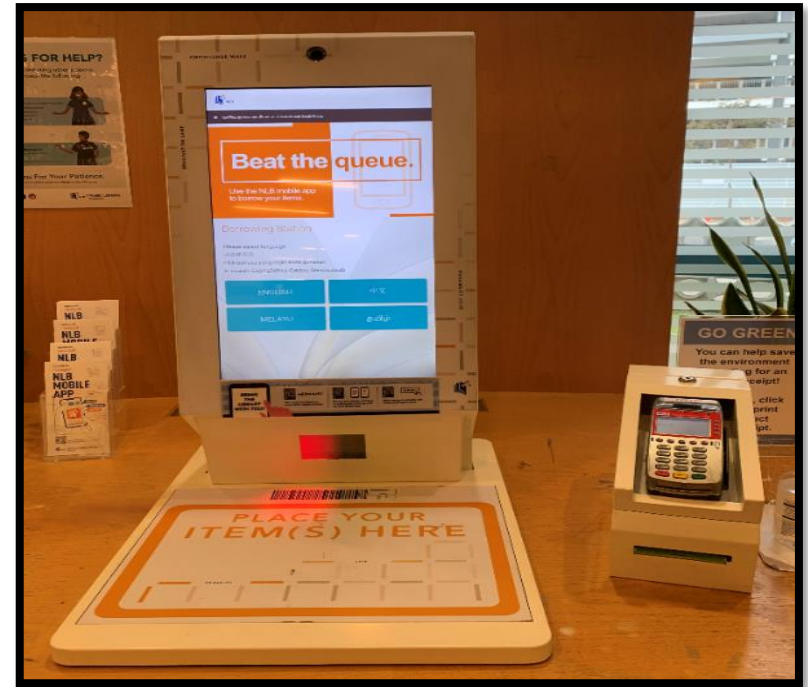
I can pay for printing by using an Ez Link card, credit cards, Apple Pay and Samsung Pay.



I will log in first,

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.



After I find some interesting books I want to borrow, I can do so at these **borrowing stations** at level 1



First, I scan my card here.



Then I place my items on the borrowing pad to borrow. I can place up to eight items at a time.

LOAN RECEIPT
NATIONAL LIBRARY BOARD
Woodlands Regional Library

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.

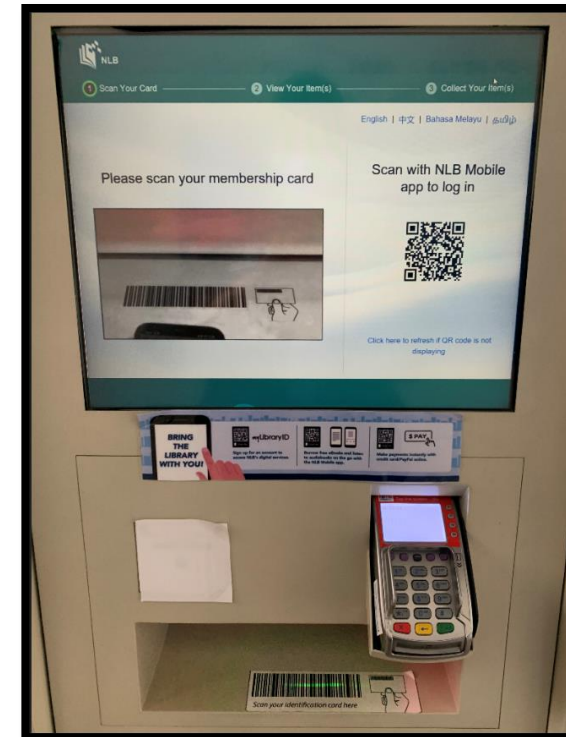
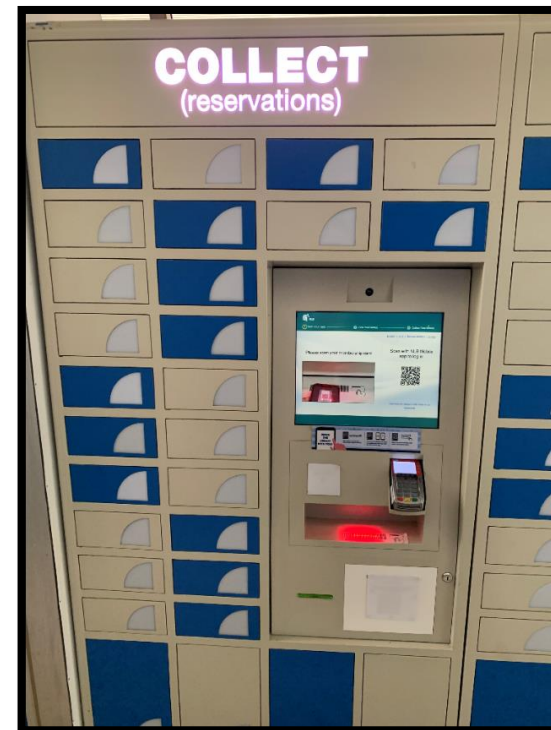
Items Borrowed	Due Date
1. Erica's elephant B31408364G	04 May 2021

For enquiries, please email us at
enquiry@nlb.gov.sg

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.



If a book is unavailable, I can reserve it.

I will come here another day to collect my reserved books from the **reservation lockers**. I have to pay for my item before I can collect it.



This is the bookdrop.

I have to return my borrowed NLB books here before the due date.

If I don't, I have to pay a fine.

Experience the **revamped**

NLB MOBILE APP

New look, improved navigation, and personalised recommendations

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

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

Scan and Borrow
Beat the queue at the libraries! Scan and borrow physical materials easily.

Manage Your Account
Check your loan records, reservations, due dates of items, and pay outstanding fees.

Download on the **App Store**
GET IT ON **Google Play**

Don't miss out on these useful features and more! Scan the QR code or visit go.gov.sg/nlb-mobile to download.

NLB | National Library Board Singapore

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



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



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.