

# Tampines Regional Library Social Story





## **Content**

- Library Etiquette & Safety Precautions
- Library Staff
- Library Spaces (5 levels)
- Services (Catalogue, Multimedia Stations, Printing Station, Reservation Lockers)



I am at Tampines Regional Library.

# **Library Etiquette & Safety Precautions**

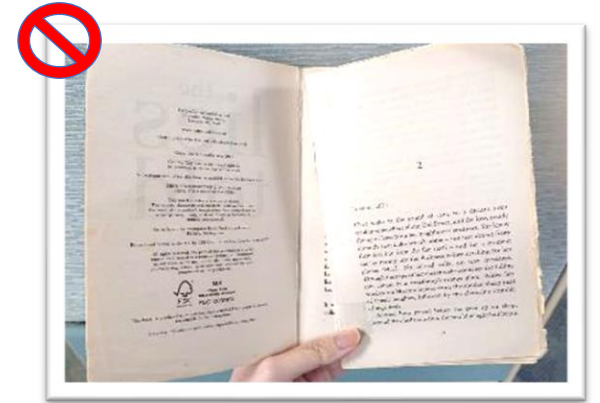
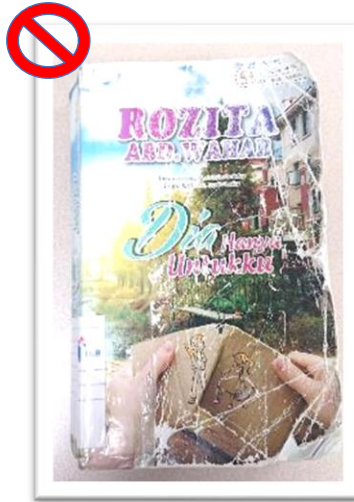
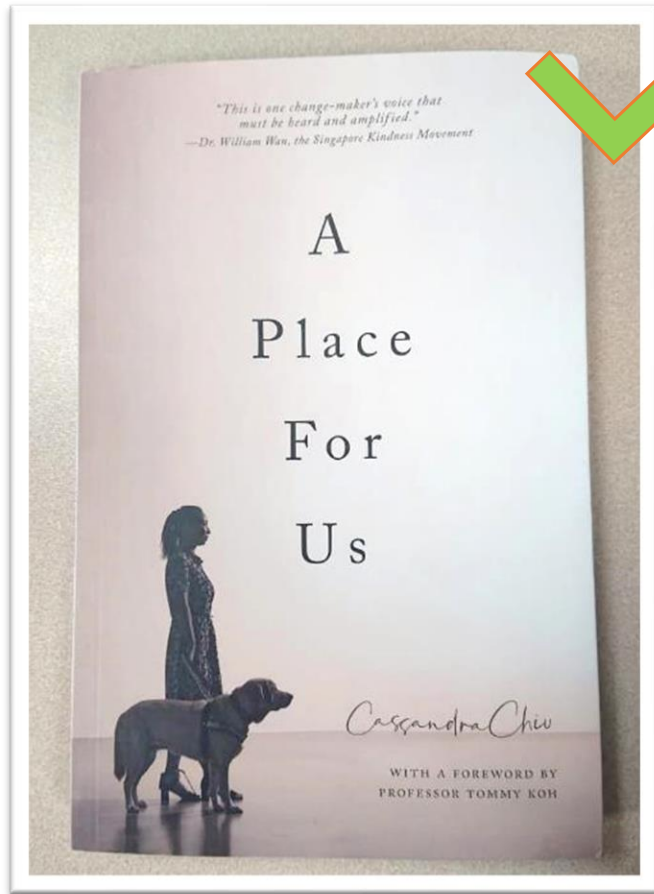
<b>Shout</b> ✘ • Playing • Emergency	
<b>Talk loudly</b> ✘ • Talking outdoors	
<b>Talk</b> ✘ • Talking indoors	
<b>Whisper</b> ✔ • In the library	

A red arrow points to the 'Whisper' row.

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



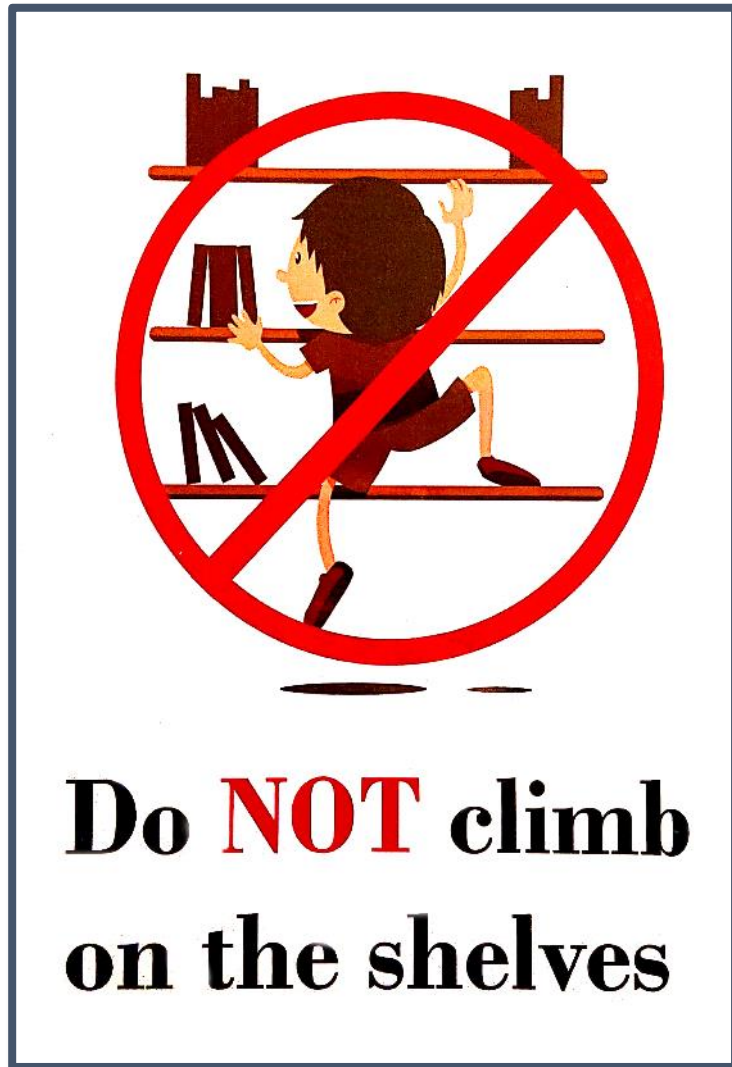
I will walk in the library.  
I do not want to trip or hurt anyone if I run.



I must be careful when I am using library books or other library books.

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 are Mobile Bookdrops like these at level 2.

I can return borrowed books using the bookdrop, but I shall not stand in front of it or block its way when it is moving.

If I do, I may fall and hurt myself.





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

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

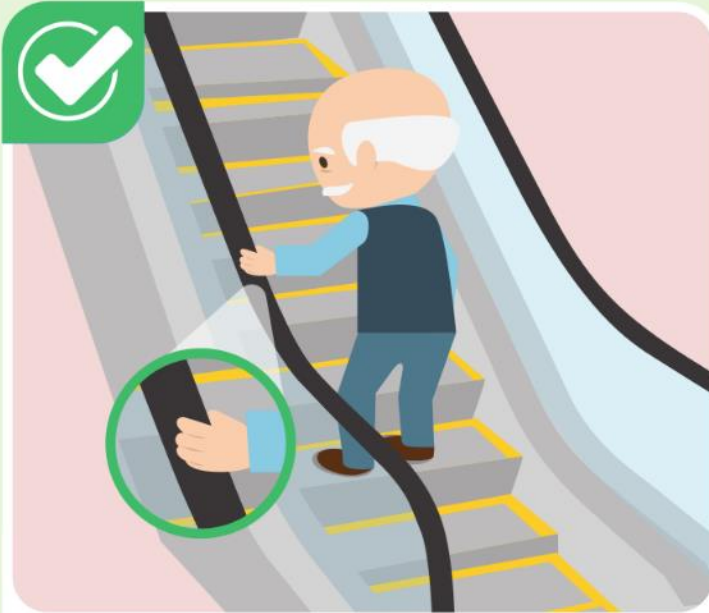


I must close the drawers fully.

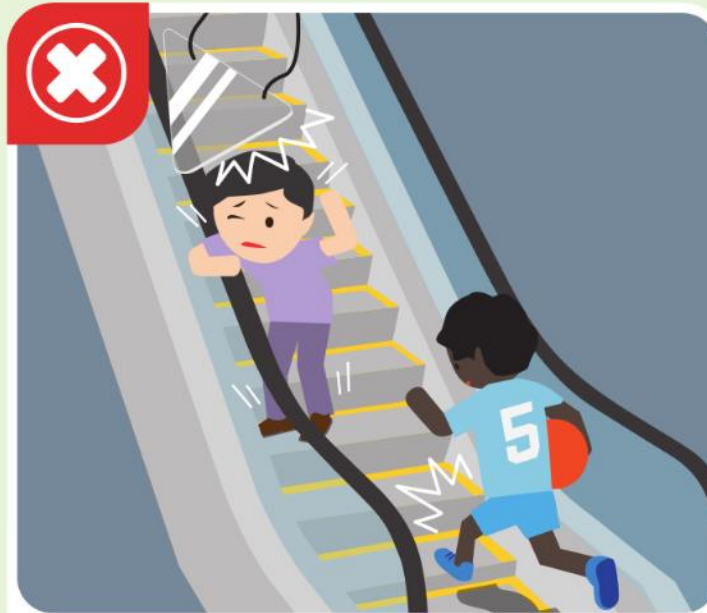
I will not leave any drawers open in case other people walk into or trip over them.

# When using the escalator, I must follow these safety measures:

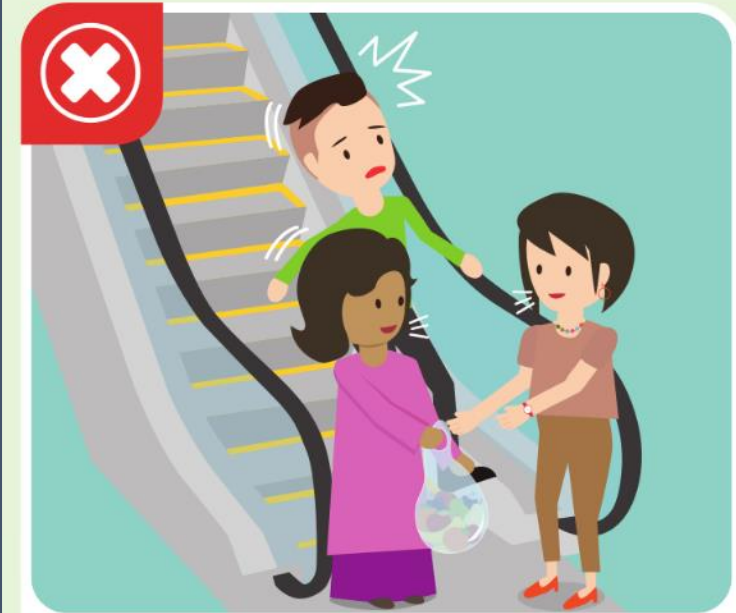
11



I shall hold on to the handrail and stand still when going up or down using the escalator.



I will not run, jump or play on the escalator. I do not want to hurt myself or others. I shall not lean over the handrail.



I must not stop or loiter at the landing area so that I do not obstruct other people.

Retrieved 30 Apr 2021 from [bca.gov.sg/public/general-public/Escalator-Safety2](https://www.bca.gov.sg/public/general-public/Escalator-Safety2)



When using the escalator, I must follow these safety measures:

12

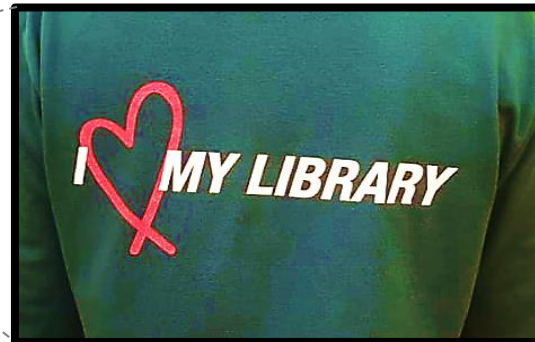


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# Library Staff

I can get help from library staff who are in corporate attire.

14

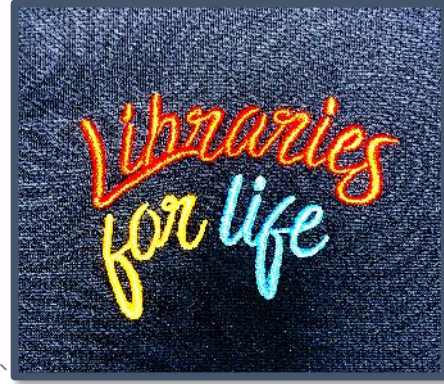


Library Staff



I can get help from library staff who are in corporate attire.

15



**Library Staff**

# Library Spaces



I will enter through the gates.



I can find a directory like this on every floor.

It shows me where to go so I can find various things.



Audiovisuals



Magazines

Adult Health and  
Cookery Books

On level 2, I can explore audiovisuals, magazines, and health and cookery books for adults.



These are the Culinary Studios at level 2.

The cooking programmes here are organised by the People's Association.





These are the IGA Room at level 2.  
The programmes here are organised by the People's Association.



This is the exhibition space at level 2.  
I can visit and explore this space.



This is the new arrivals display at level 2.  
I can read and borrow new books.

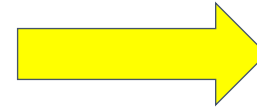
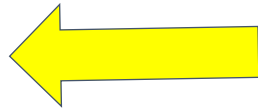




I can look for this sign to find the toilets at level 2.



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





There are wheelchair accessible toilets on every level.

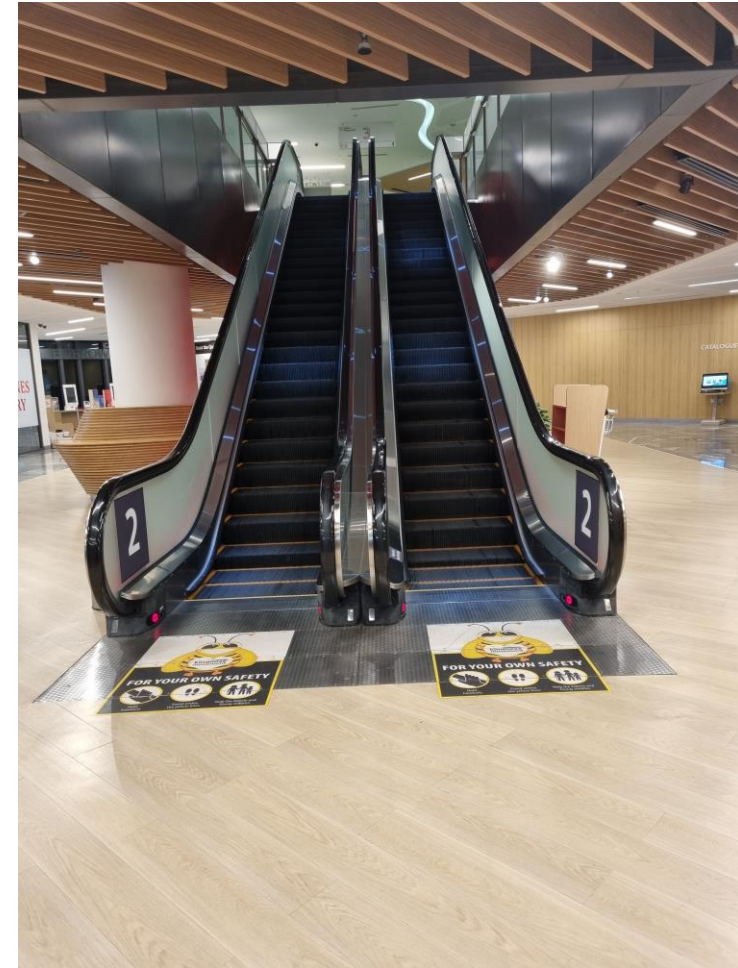
This sign shows me the wheelchair accessible cubicle.



Lift



Escalator



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



At level 3, I can find the children's section.

Here, I can read Junior Picture Books and Early Literacy Books for Babies  
in all languages.

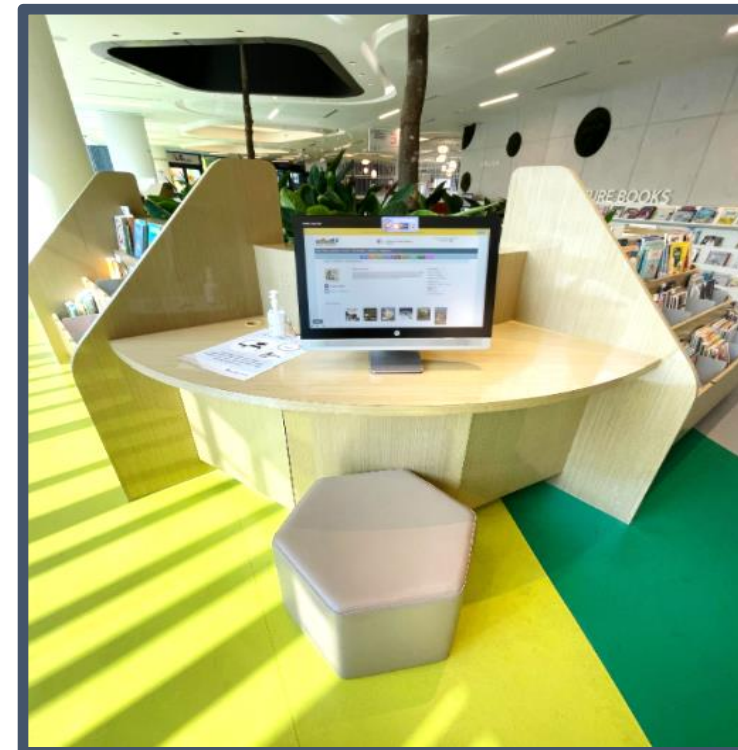




I can sit and read a book on this train at level 3. I must not jump on this train as I might get hurt.



This is PLAYtopia, an indoor playground suitable for children up to the age of 7. I can ask my parents or guardians to book a paid slot so I can play here.

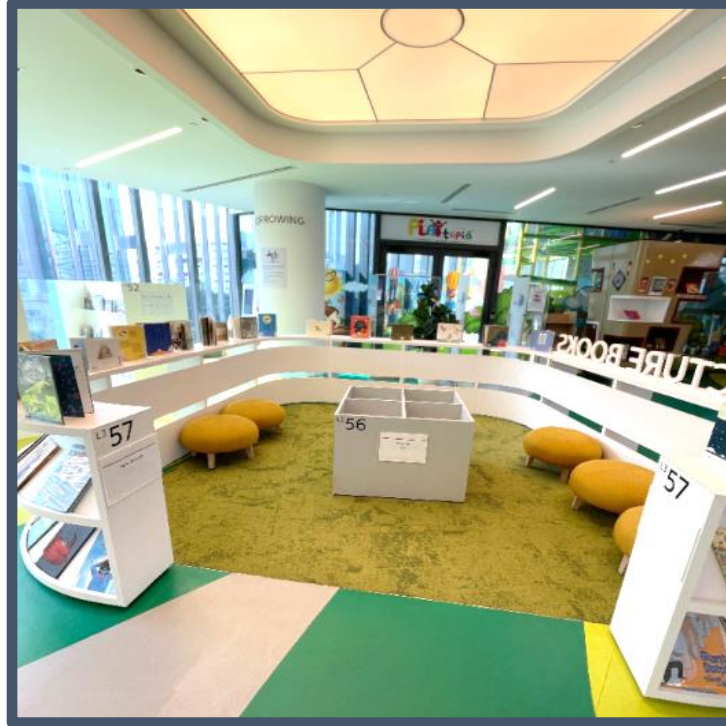


This is a TumbleBook station. I can watch and listen to talking picture books here.

Reading Mushroom



Reading Space

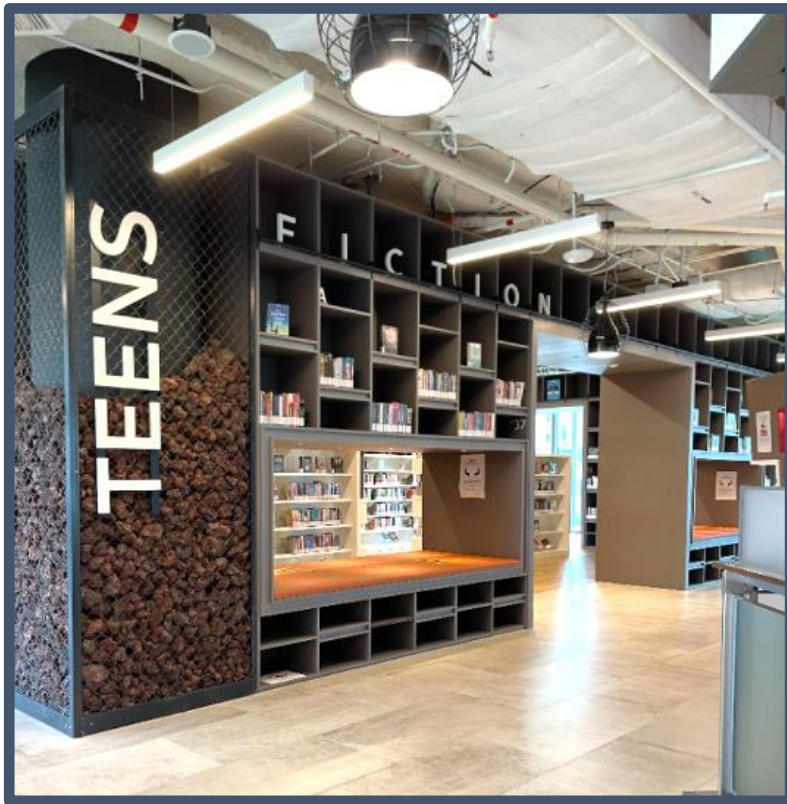


Reading Bird Cage



I can read a book in these spaces. I will sit and read quietly.





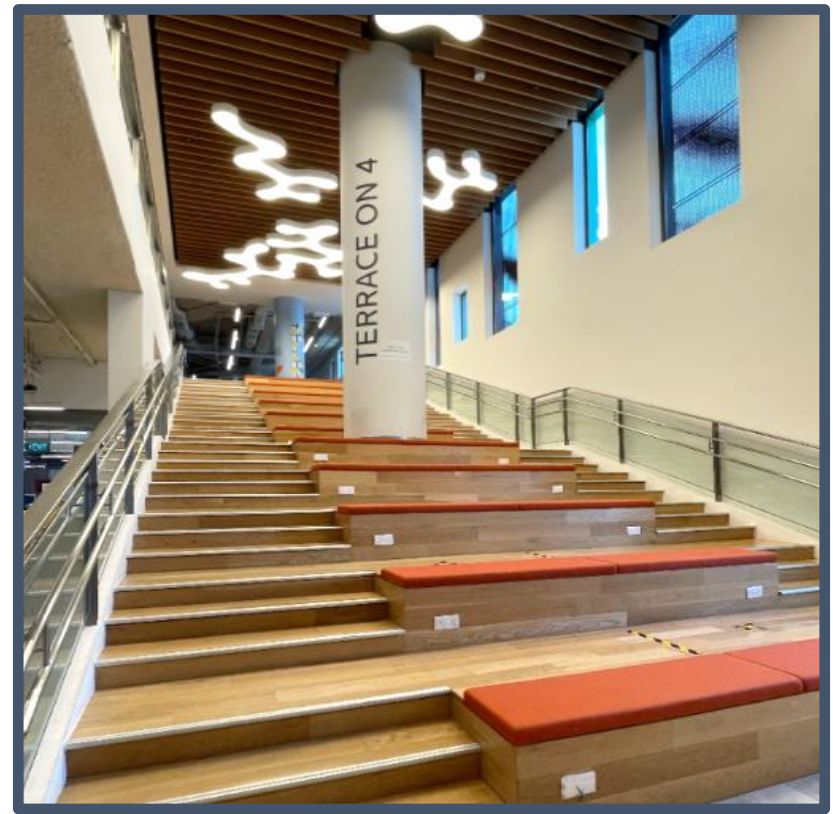
At level 4, I can find the Teens section by the escalator. There are books suitable for those aged 13 and above.

If I am at the lift lobby and walk down the corridor that is next to Terrace on 4, I can find books suitable for 7 to 12-year-olds.



This is MakeIT at level 4.

I can print 3D items and learn more about coding by booking a slot or joining the programmes.



This is Terrace on 4.

I can sit and read books quietly in this space.



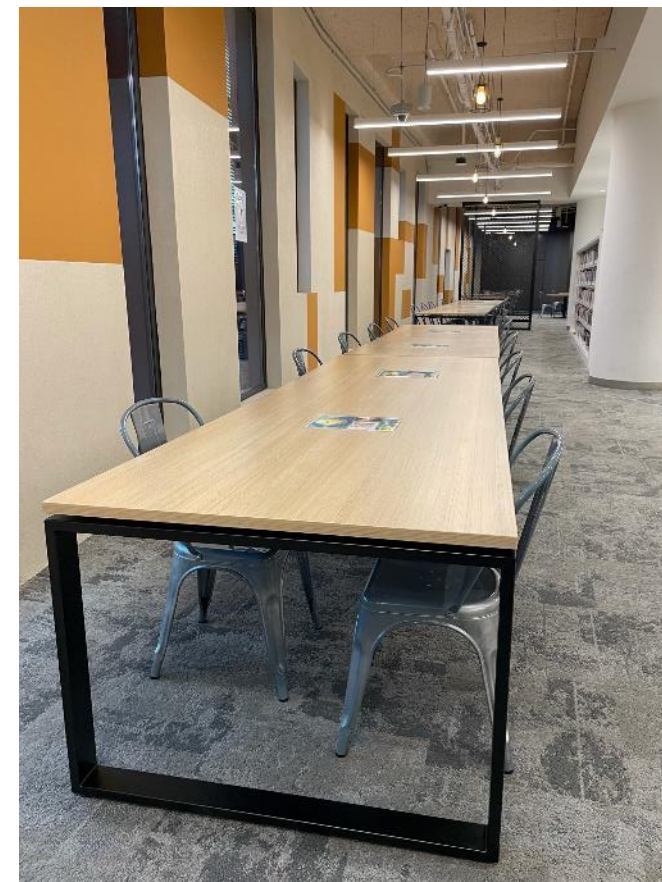


On level 5, I can find and read non-fiction books for adults, including comics.



This is the Study Lounge at level 5.  
I can sit here quietly and do my homework.

I can reserve my seat by booking it online at [www.nlb.gov.sg/seatbooking](http://www.nlb.gov.sg/seatbooking).



I can also sit here and read  
my books quietly.





I can find books about Singapore in English, Malay, Chinese and Tamil on level 5.





On level 6, I can find and read fiction books for adults in English, Malay, Chinese and Tamil.





On level 6, I can find and read Large Print books.



This is the Programme Zone at level 6.

I can attend programmes like storytelling sessions here.

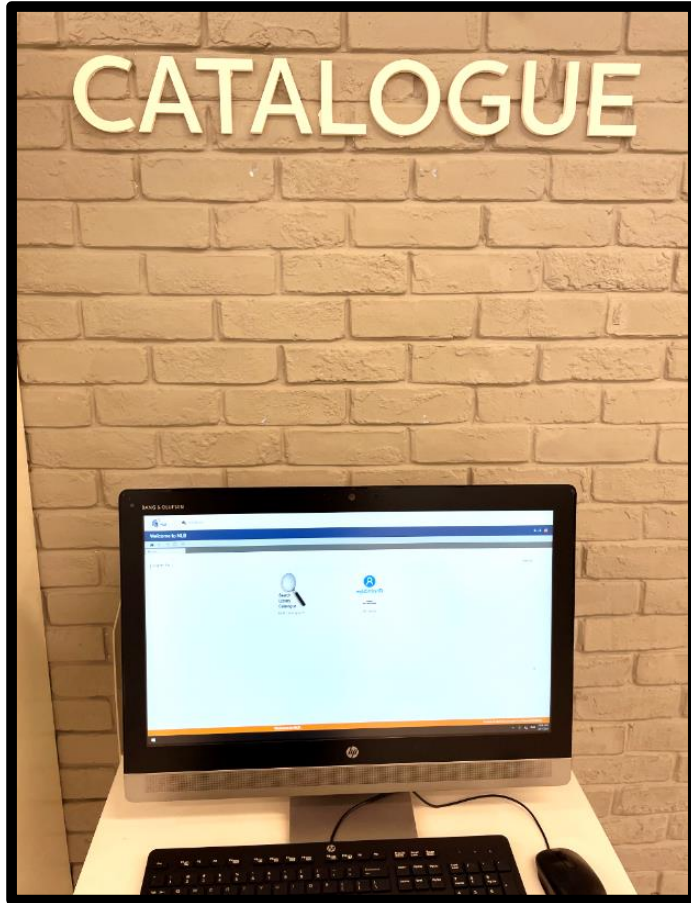


I can charge my mobile phone or tablet at this Quick Charge station.

I must keep an eye on my belongings so they will not be stolen.

# Services





These machines are called  
Catalogue Stations.

I can find them all over the  
library.

I can use them to search for  
the books I want to read.



Multimedia Stations at level 4



Multimedia Stations at level 6



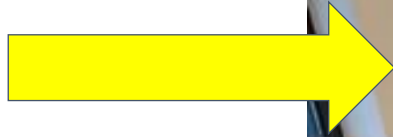
These computers are called Multimedia Stations.

I can find them at levels 4 and 6.

Logging in with myLibrary username allows me to use the computers to do many things!

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

I will log in first.



I can pay for printing with an EZ-Link card, credit card, Apple Pay or Samsung Pay.

This is a Printing Station.

I can find this near the Multimedia Stations at levels 4 and 6.

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

Before printing, I will use the Multimedia Station to select the document for printing.



I found some interesting books I want to borrow.

Before leaving, I can borrow them at these Borrowing Stations on level 2, using my NLB library card. I will queue until it is my turn to borrow books.



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](mailto:enquiry@nlb.gov.sg)

After I borrow a book, I can choose to print a receipt at Borrowing Stations BBS03 and BBS05.

The receipt will look like this.

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

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



Experience the **revamped**

# NLB MOBILE APP

New look, improved navigation, and personalised recommendations



The diagram illustrates the features of the NLB Mobile App. At the center is a smartphone displaying the app's interface, which includes sections for 'Librarian's Pick', 'New eBooks', and 'New Books'. Surrounding the phone are five callout boxes, each with an icon and a description of a feature:

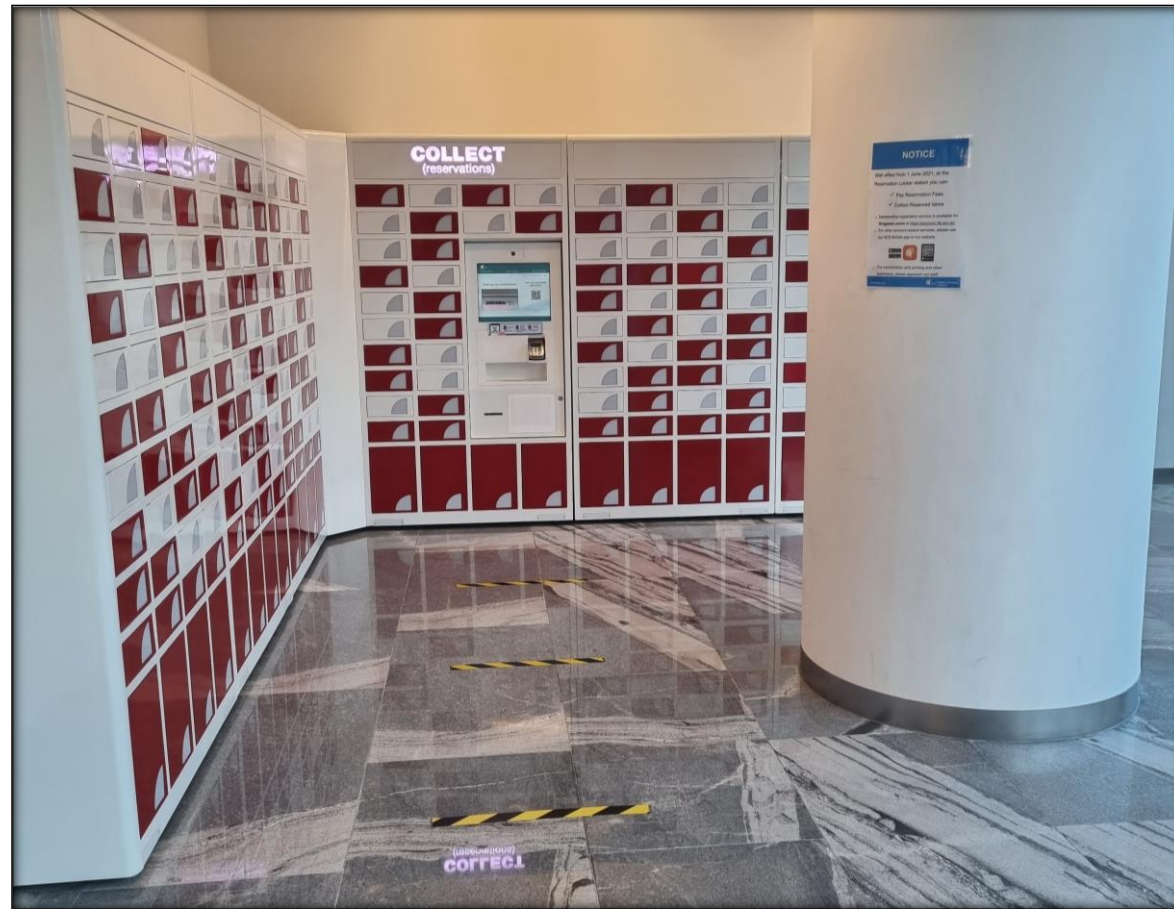
- Read eNewspapers and eMagazines:** Enjoy complimentary access to local (SPH) and international eNewspapers and eMagazines.
- Find a Title:** Browse and borrow a title. Choose from over 900,000 copies of eBooks and audiobooks.
- Scan and Borrow:** Beat the queue at the libraries! Scan and borrow physical materials easily.
- Manage Your Account:** Check your loan records, reservations, due dates of items, and pay outstanding fees.
- NEWS:** Represented by a newspaper icon.

At the bottom of the diagram, there are QR codes for downloading the app from the App Store and Google Play, along with the text: "Don't miss out on these useful features and more! Scan the QR code or visit [go.gov.sg/nlb-mobile](https://go.gov.sg/nlb-mobile) to download." The NLB National Library Board Singapore logo is also present.

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 Store or Apple App Store.



If a book is unavailable, I can reserve it for a fee.  
I will return on another day to collect my reserved books  
from the Reservation Lockers on level 2.



I can exit the gates here, at level 2.





I can exit the library here, at level 2.

## 24-hour Bookdrop



## Mobile Bookdrop is only available during library opening hours



These are the Bookdrops.

I must return my borrowed books here, by their due dates.



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).