

# Bishan Public Library Social Story




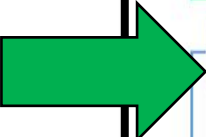

## Contents

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



I am at Bishan Public Library.

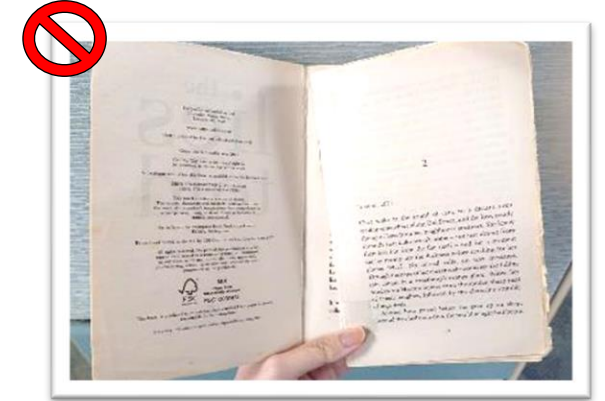
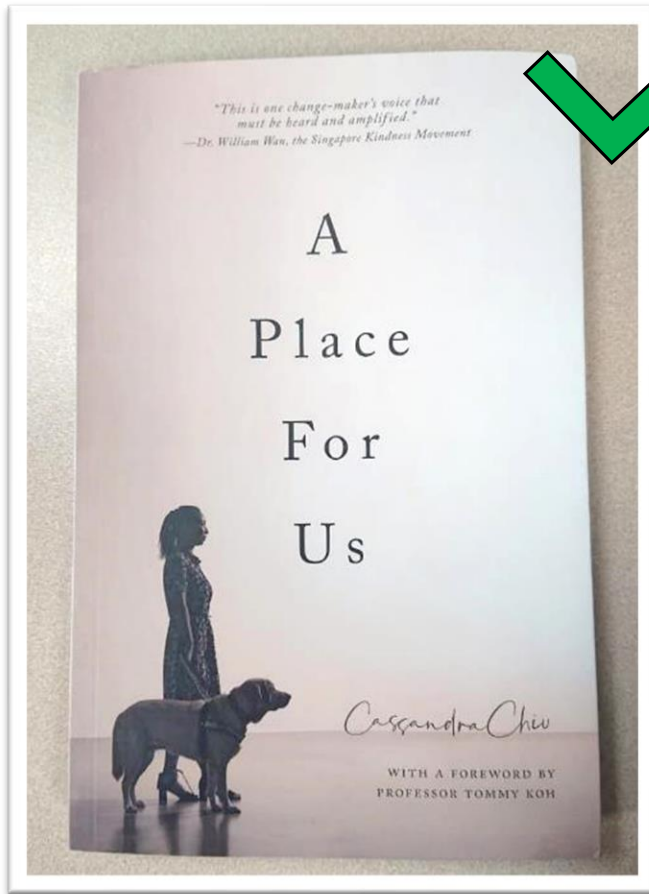
# **Library Etiquette & Safety Precautions**

<b>Shout</b> ✗ <ul style="list-style-type: none"><li>• Playing</li><li>• Emergency</li></ul>	
<b>Talk loudly</b> ✗ <ul style="list-style-type: none"><li>• Talking outdoors</li></ul>	
<b>Talk</b> ✗ <ul style="list-style-type: none"><li>• Talking indoors</li></ul>	
 <b>Whisper</b> ✓ <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!





**Do NOT climb  
on the shelves**

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 accidentally cut myself on the broken pot pieces.



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

9

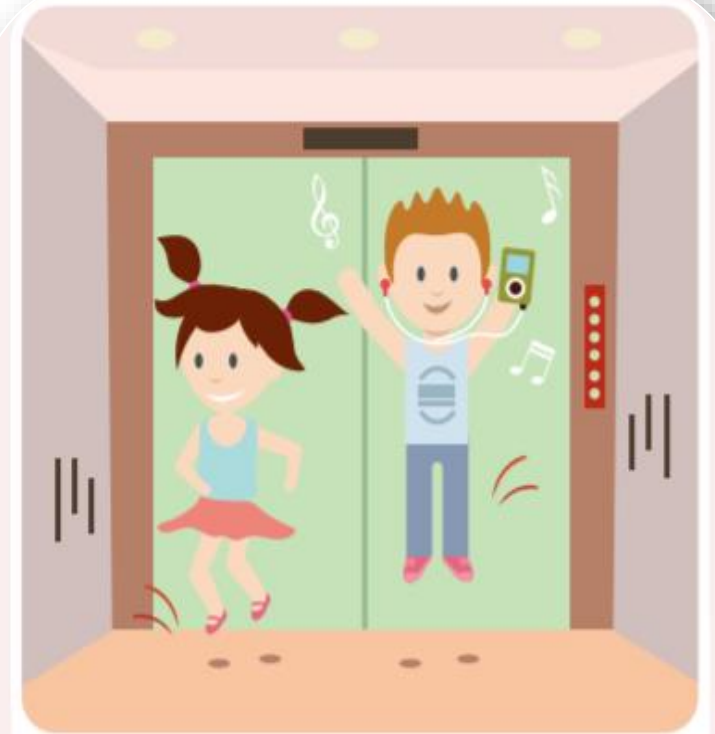
**DON'Ts: 请勿:**



**Do not use any part of the body (e.g. hand/leg) to stop the door from closing. Press the "Door Open" button instead.**



**Do not try to pry open the lift doors when the lift stalls. Press the alarm button and wait for rescue.**



**Do not jump or play in the lift. This may cause the lift to stall.**



I will not touch the safety barriers.

I will follow the instructions if there are any.

This way, people will not trip on them or become confused on 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 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.

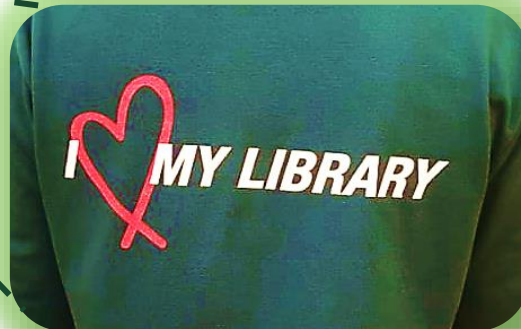
# Library Staff

I can get help from library staff who wear these uniforms.

Front



Back



# LOOKING FOR HELP?

Please approach our service staff for assistance on library facilities and services.



For more information, please check our website at [www.nlb.gov.sg](http://www.nlb.gov.sg)

NLB | Public Libraries Singapore



I can get help from library staff who wear these uniforms.

Front



Front



Back



Back



# Library Spaces

I will queue up to go into the library at **Level 1**.





I will enter  
through the gates.



**Enter from here.**



If I need help, I will go to Level 1 and approach any library staff around.





On Level 1, I can also explore New Arrivals and other interesting displays at these white shelves.

I can borrow the items on display too.





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 am hungry or thirsty.

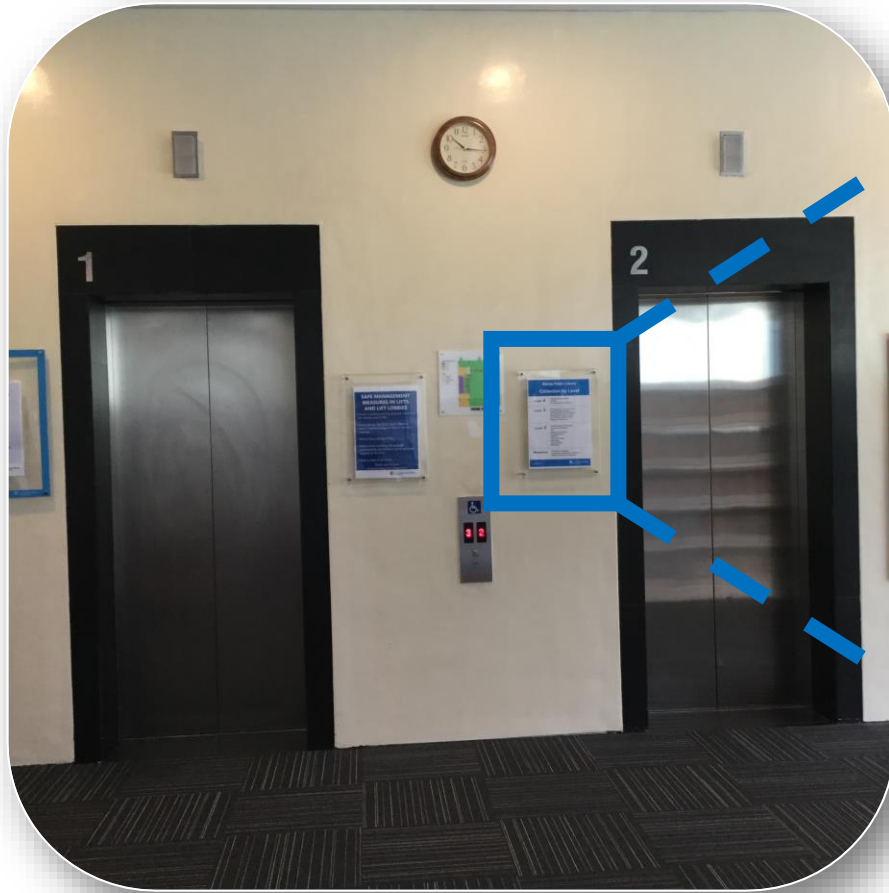
## Lifts



## Stairs



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



Bishan Public Library Collection by Level	
<b>Level 4</b>	Audio-Visual Materials Young People's Comics Young People's Collection
<b>Level 3</b>	Multimedia Stations (eResources) English Fiction (Novels) Chinese Fiction & Non-Fiction Malay Fiction & Non-Fiction Tamil Fiction & Non-Fiction Singapore Collection
<b>Level 2</b>	English General Collection Accompanying Items Adult's Comics Arts Business & Finance Computers & IT Cookery Health & Fitness Recreation Travel Guides Magazines
<b>Basement</b>	Children's Collection Audio-Visual Materials (Children) Parenting Collection

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I can find posters like this on every level near the lifts.  
It shows me the collection of each floor.





I can charge my mobile phone or tablet at this Quick Charge Station on every level except for Level B1.



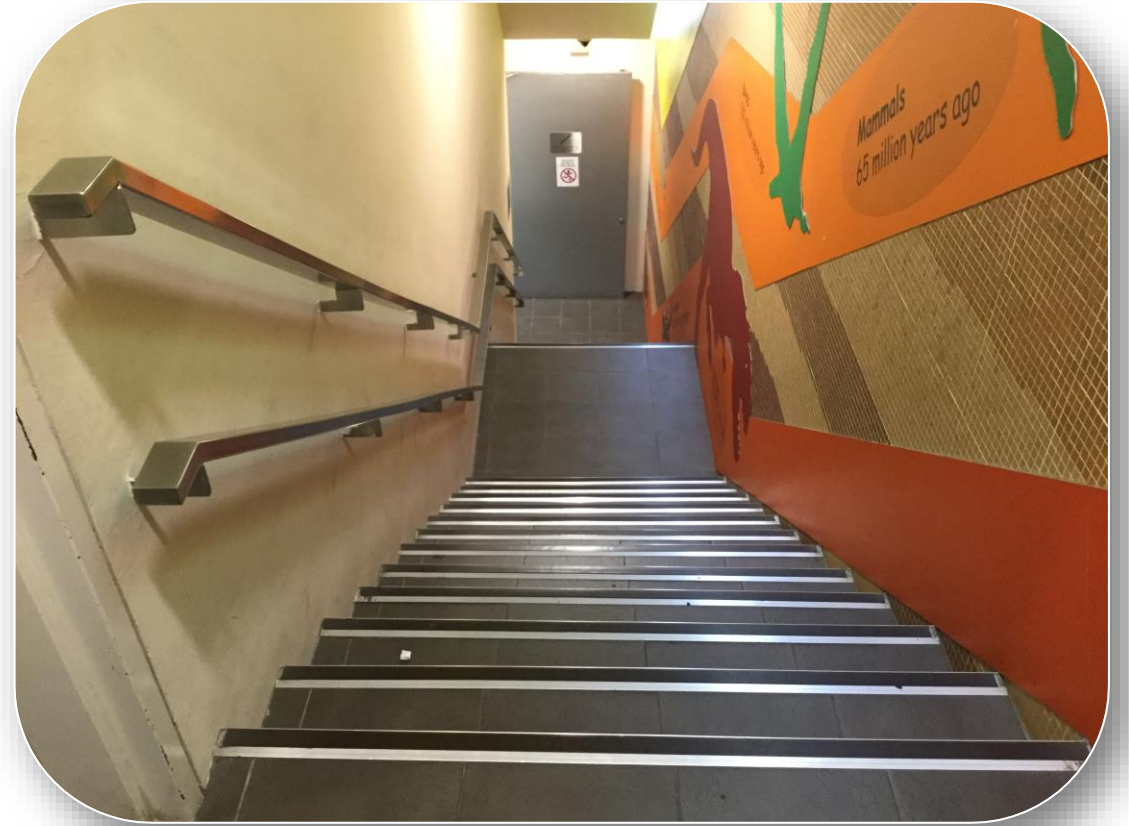
I can look for this sign to find the toilets on every level except for Level 1.



There are wheelchair accessible  
toilets on every level except for  
Level 1.

This sign shows me  
the wheelchair  
accessible cubicle.





From Level 1, I can find the Children's Collection entrance and go down the stairs (or use the lifts) to Level B1.



I will see many other children with their families here on **Level B1**.  
I can sit on the chairs to read.





On Level B1, I can find signages like this that tells me how to behave in the library  
*e.g. 'Please Do Not Run In The Library'.*



On Level B1, there are trolleys like this for me to put the browsed items that I do not want to borrow.



I can find Parenting materials on Level B1.





I can find audiovisual materials such as Movie DVDs and VCDs for children on Level B1 too.

### Library Spaces



I can also find magazines for children here.





On **Level 2**, I can find and read English Non-Fiction books for adults, including comics.



Books are arranged on the shelves according to popular categories like Cookery or Health & Fitness.  
I can use the signages to find books I want to read.





There are also English, Malay, Chinese and Tamil magazines for adults.



On Level 3, I can find and read books written in Mother Tongue languages, like Chinese, Malay and Tamil for adults.



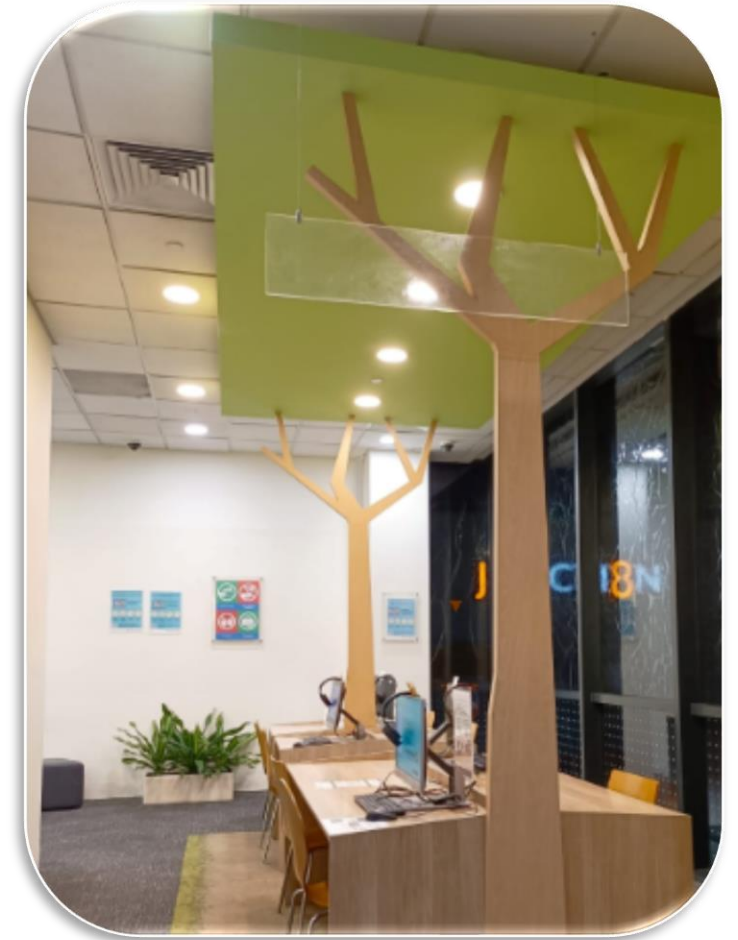


I can also find and read  
English Fiction books  
for adults.

There are also books about  
Singapore in English, Malay,  
Chinese and Tamil for both  
adults and young people  
(teenagers).



I can find and read books with large print for adults too.



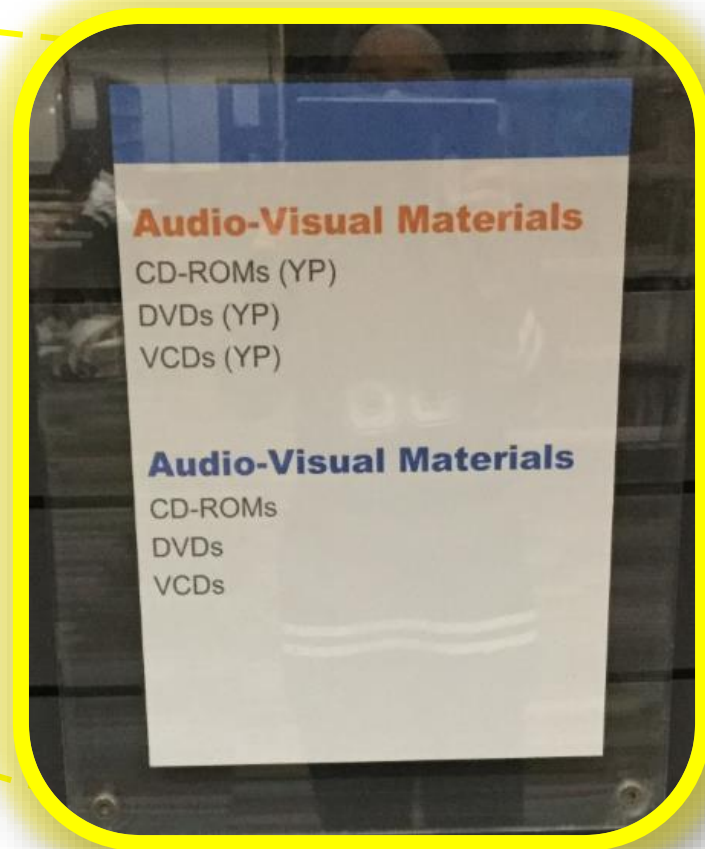
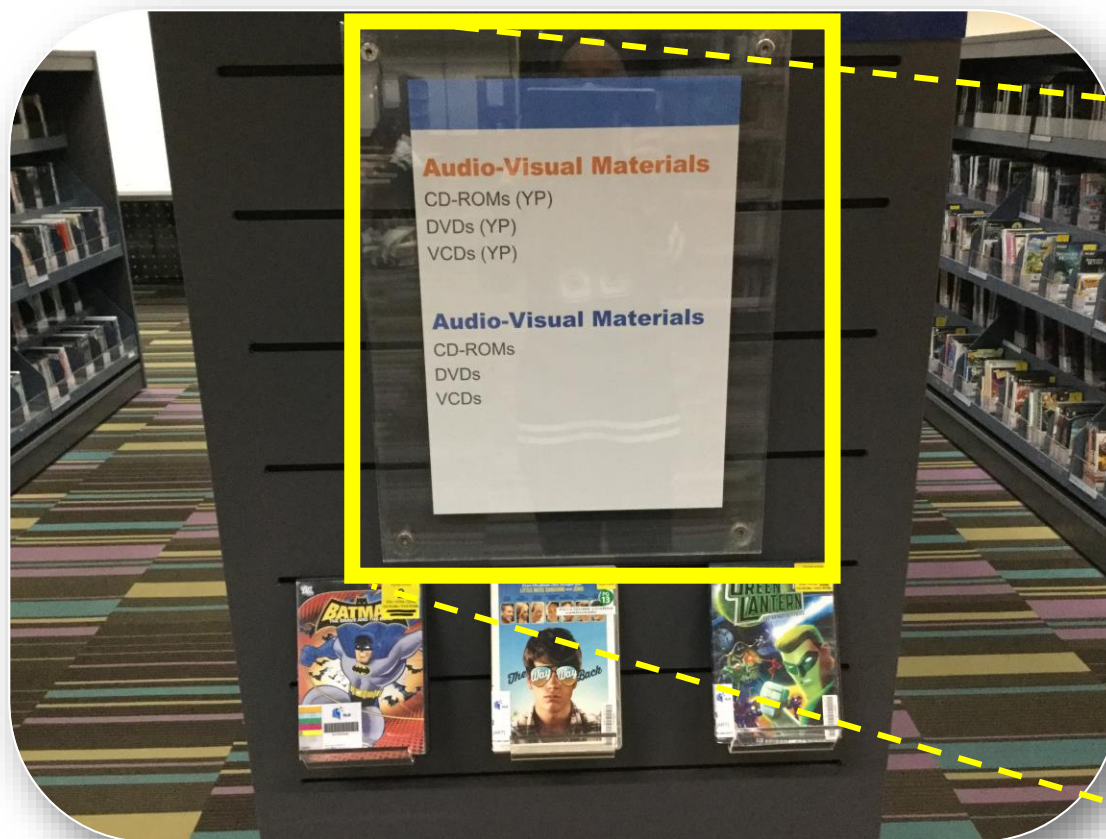
These are the Multimedia Stations on Level 3.  
I can read eNewspapers and eMagazines here too.





On **Level 4**, I can find and read books for young people (teenagers).





I can also explore audiovisual materials such as CD-ROMs, DVDs and VCDs for both adults and young people.



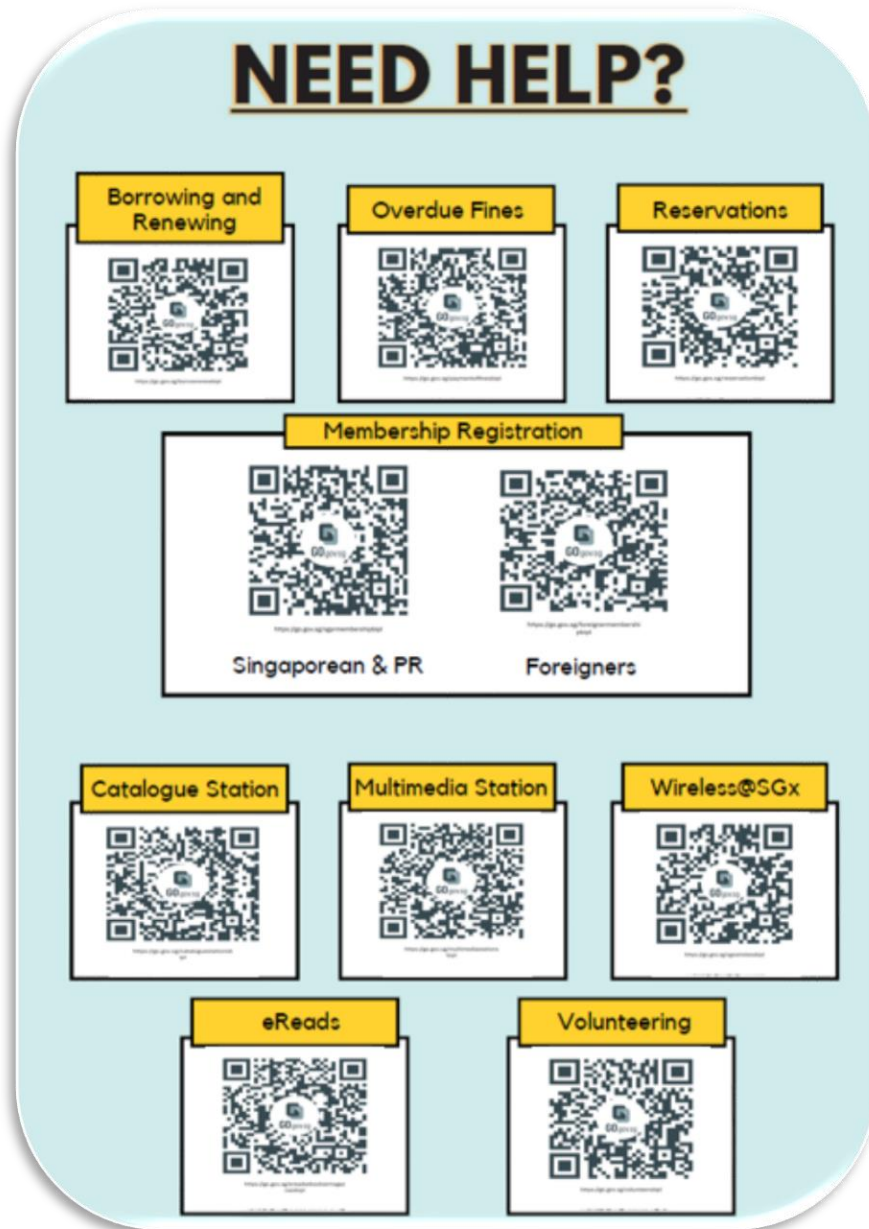
I can also find comics for young people.



On Levels 1 to 4, there are also browsing bins like this for me to put the browsed items that I do not want to borrow.

# Services





If I need help, I can scan the QR codes on this poster.

I can find the poster all over the library.



These machines are called  
Catalogue Stations.

I will find them all over  
the library.

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



These computers are called  
Multimedia Stations.

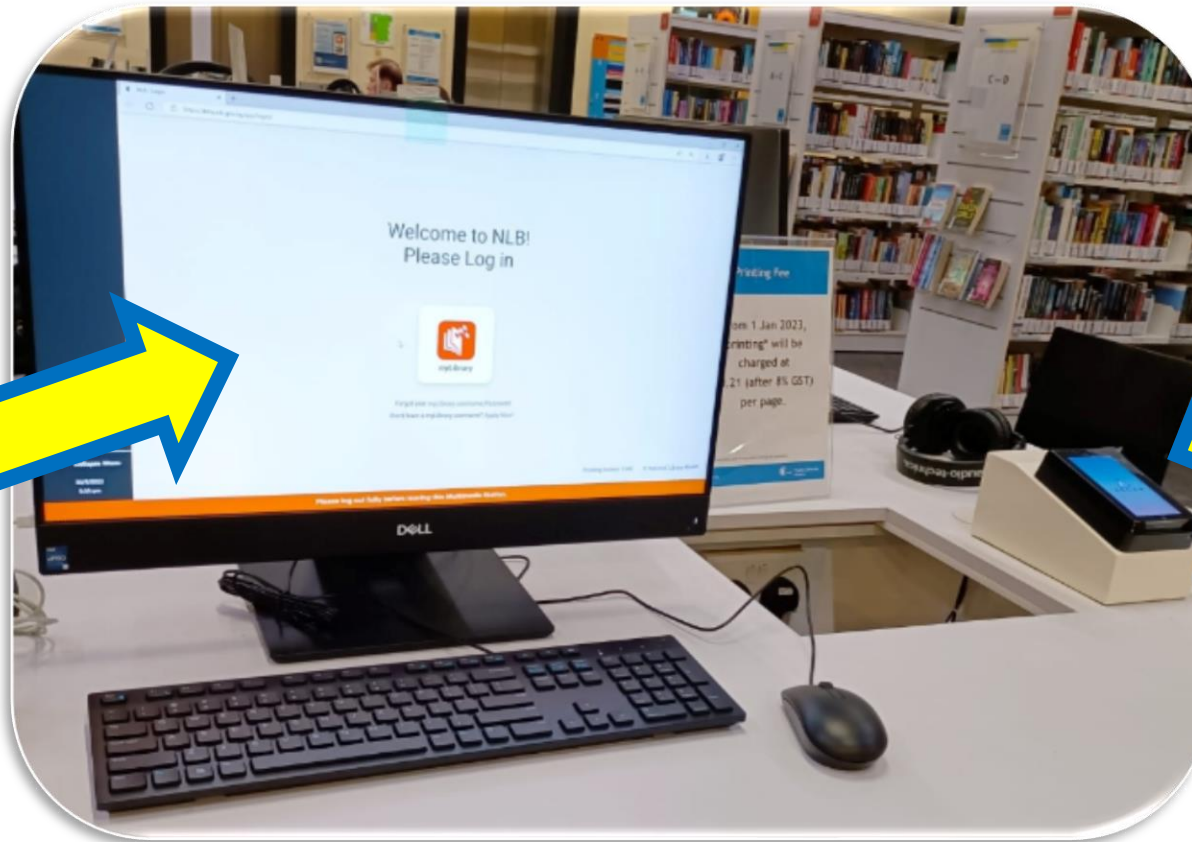
I can find them on Level 3.

I can use the computers to do  
many things!

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



I will log in first.



I can pay for printing by using ez-link cards/ credit cards/ Paynow/ Samsung Pay/ Apple Pay.

This is a printing station (called 'Print Release Station').

I can find this near the Multimedia Stations on Level 3.

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

Before printing, I will use the Multimedia Stations to submit the document to print.



I found some interesting books that I want to borrow.

Before leaving, I can borrow them at these Borrowing Stations at Level 1.



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.



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.

The receipt will look like this.

Note: Receipt printing is only available at the first  
and second Borrowing Stations from the left.

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 at the  
catalogue stations, NLB  
Mobile App or NLB website.

I will come here on another  
day to collect my reserved  
books from these  
Reservation Lockers.

They are located outside the  
library.



These are the Bookdrops.

They are located outside the library.

I have to return my borrowed items here by the due date.





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).