

Cheng San Public Library Social Story

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- Library Staff
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- Services (Catalogue, Printing Stations, MMS, Reservation Lockers)



I am at Cheng San Public Library.

Library Etiquette & Safety Precautions

BE SOCIALLY RESPONSIBLE

 **1** Cover your nose and mouth when you cough or sneeze

 **2** Wear a mask and see a doctor promptly if you are unwell

 **3** Stay home and avoid crowded places if you have flu-like symptoms

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Singapore

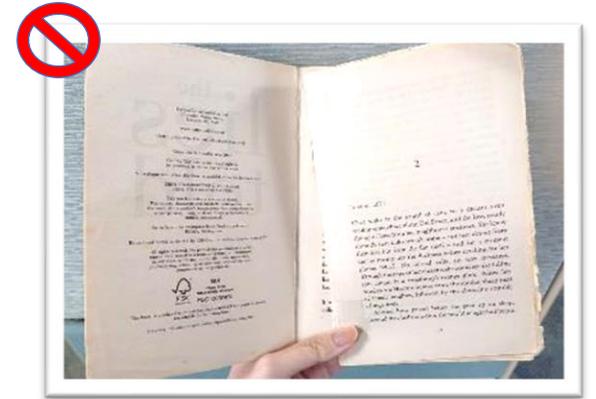
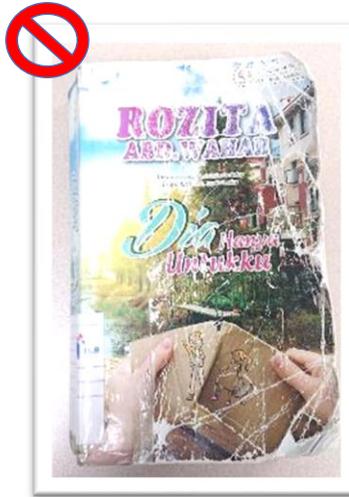
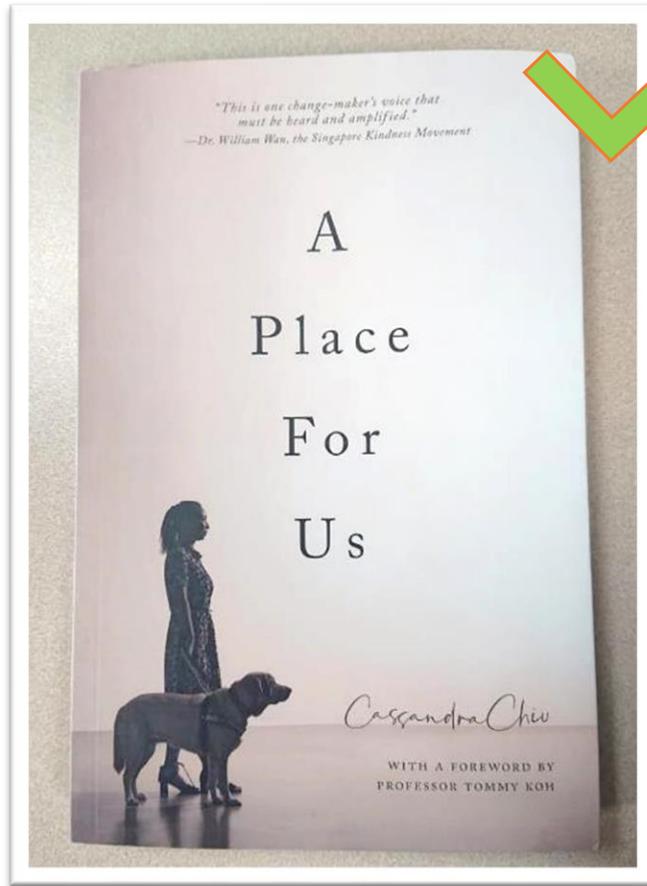
I will be socially responsible when I am not feeling well.
This is to protect others from viruses.

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



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!

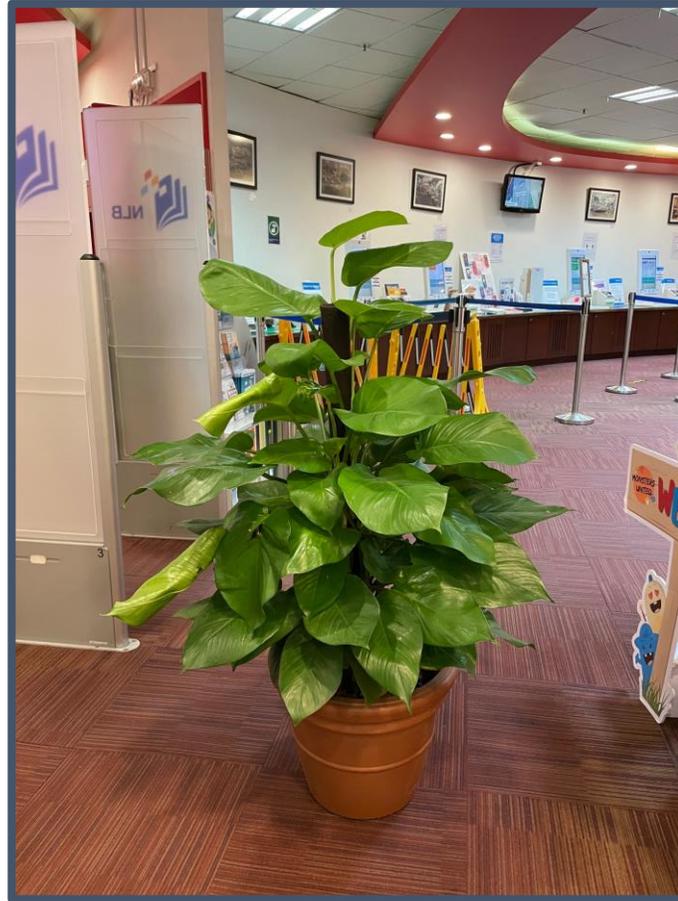


**Do NOT climb
on the shelves**

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 cut myself on the broken pot pieces.



I will not touch the Q-poles.
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 very painful.



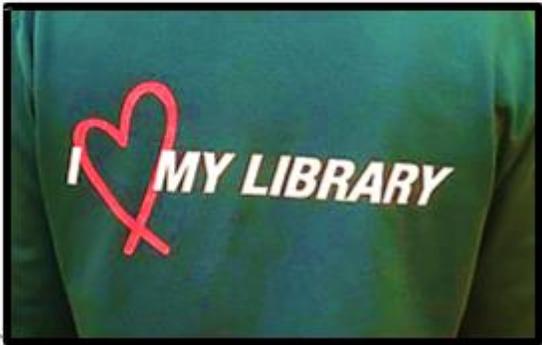
I must close the drawers fully.

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

Library Staff

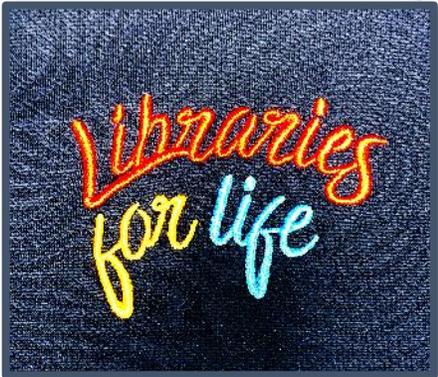
I can get help from library staff who wear these uniforms

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I can get help from library staff who wear these uniforms

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Library Staff

Library Space

I will queue up to go into the library at
level 3.



I will enter through the gates.

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Library Space

Audiovisual materials



Computers to read eNewsletters



Magazines



I can explore audiovisual materials, eNewsletters and magazines for adults at the Adult section.



At the adult's section, I can find and read books written in Mother Tongue languages, like Chinese, Malay and Tamil.



At the adult's section, I can find and read English comics for adults.



I can find and read English books for teenagers and young adults at the adult's section.



I can also find books about Singapore in English, Malay, Chinese and Tamil at the adult's section.

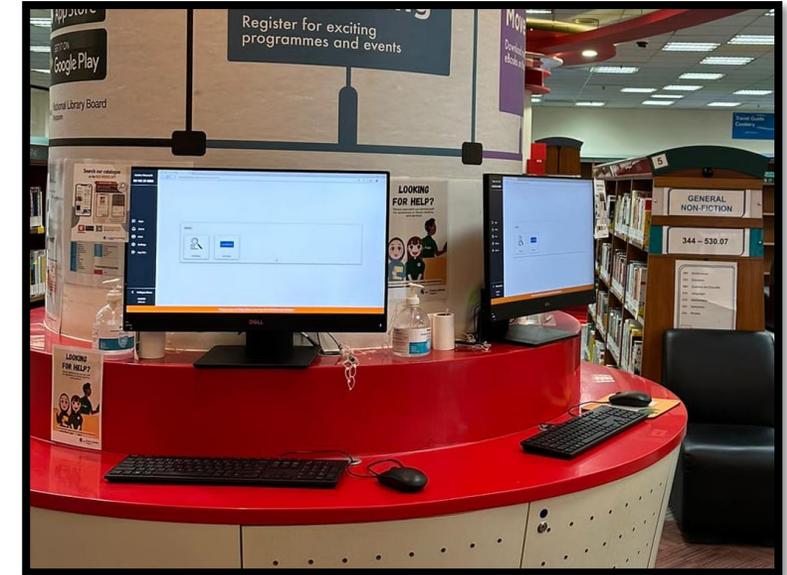
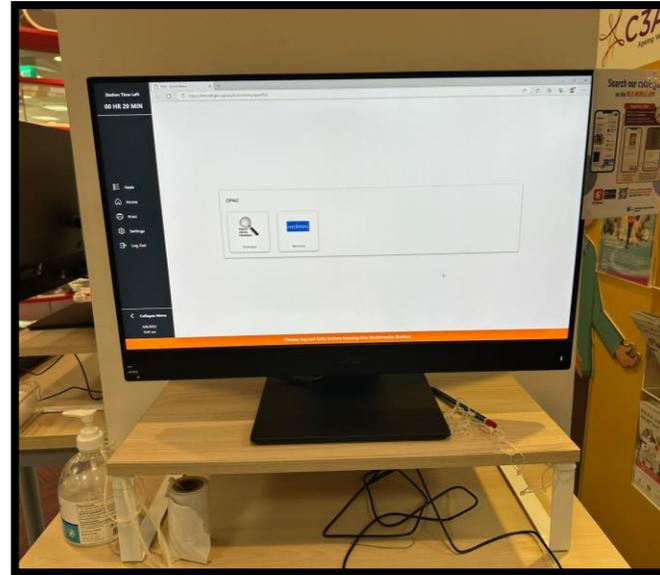


At the children's section, I can borrow audiovisual materials for children to listen or watch at home.



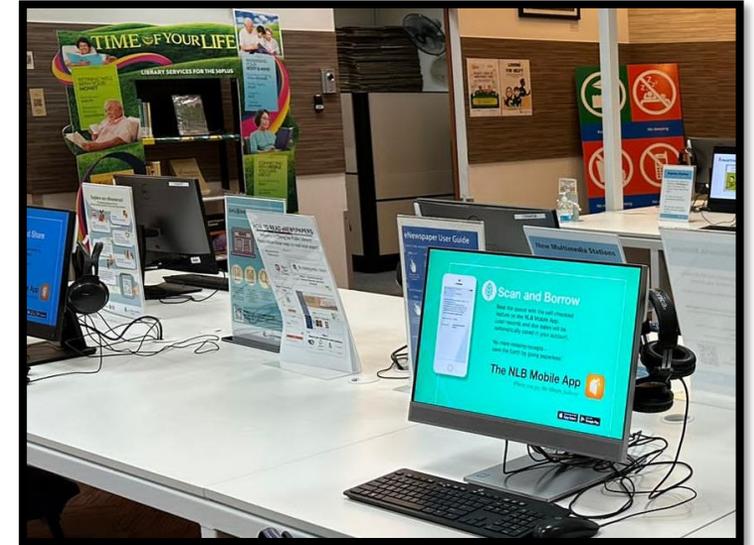
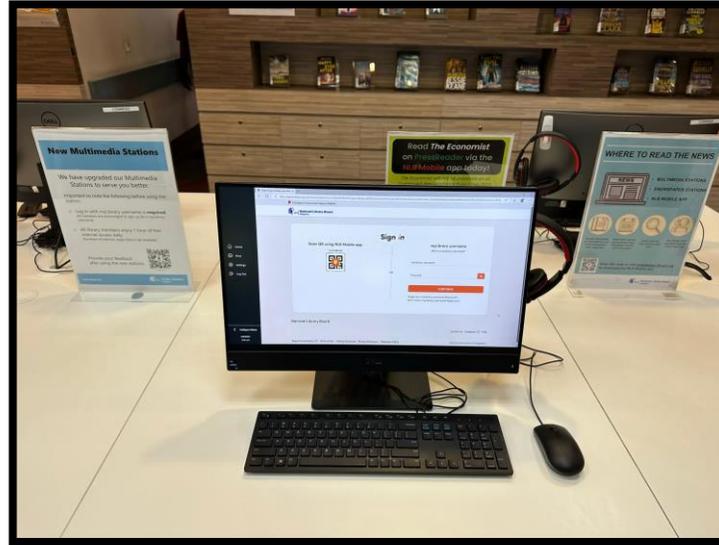
I will see many other children with their families here at the children's section.
I can sit and read at the mushroom area and baby corner.

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.



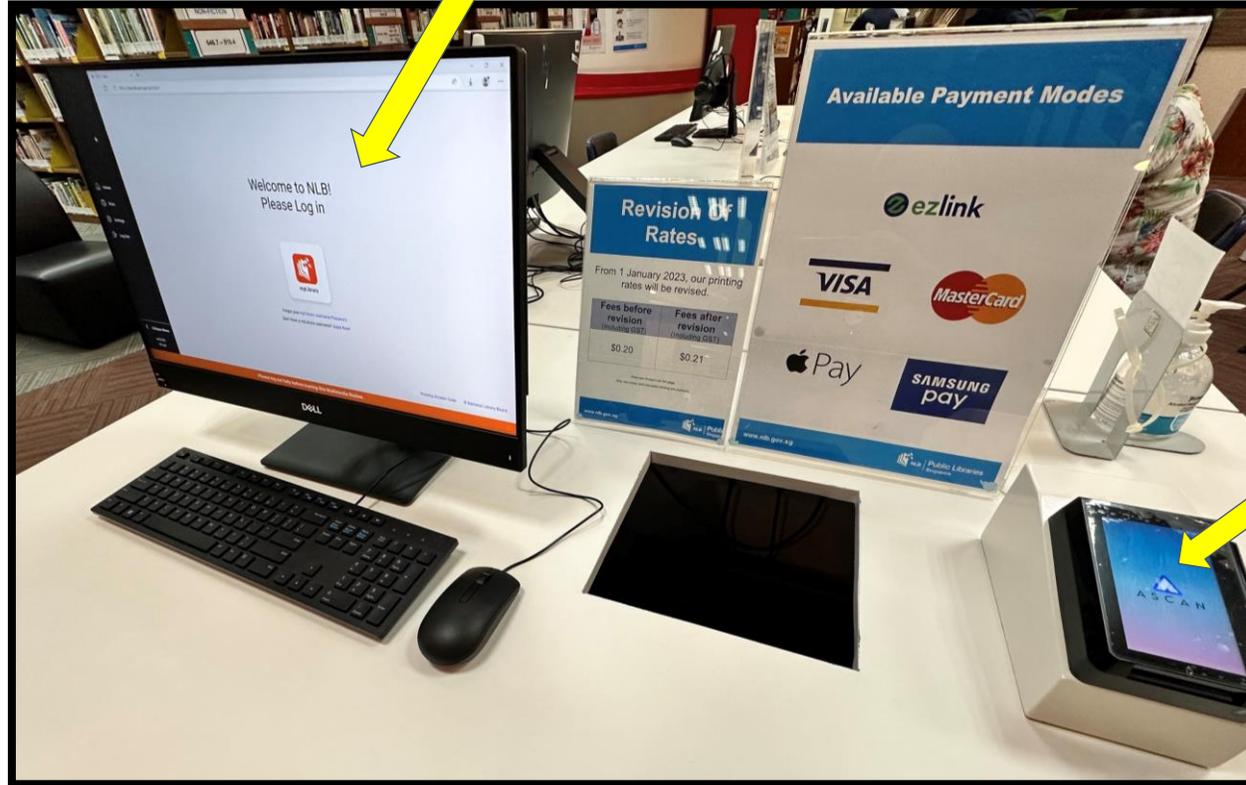
These computers are called **multimedia stations**.

I can find them at the foyer.

I can 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.



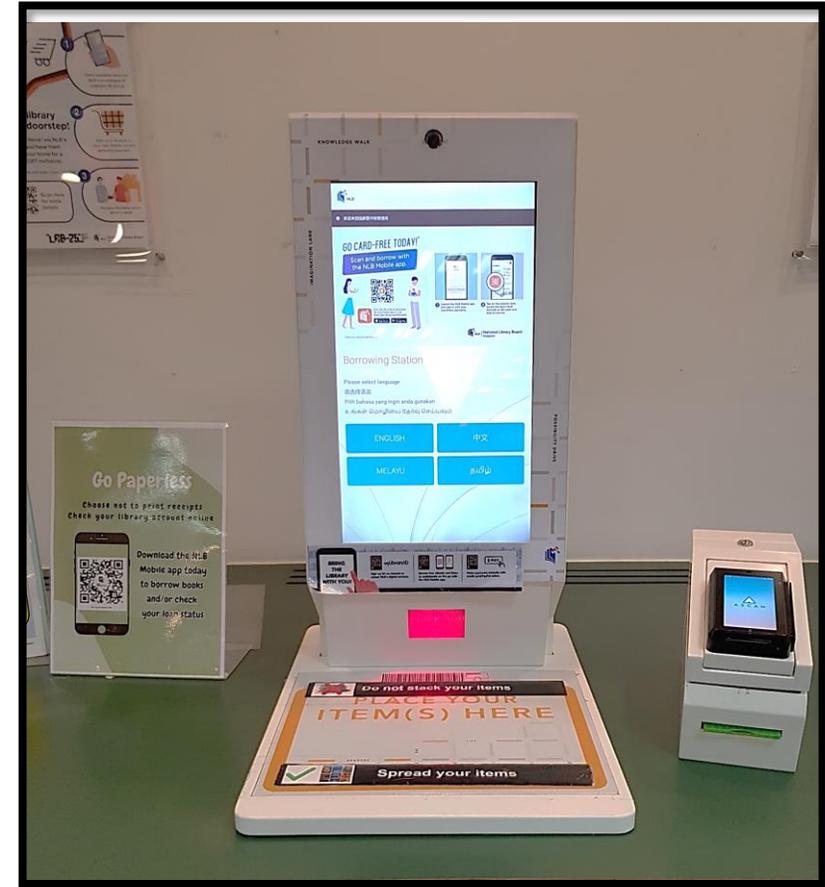
I can pay for printing by EZ-Link, Contactless Credit Card, Apple Pay, Samsung pay

This is a **printing station**.

I can find this near the multimedia stations.

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.



I found some interesting books I want to borrow.
Before leaving, I can borrow them at these **borrowing stations!**

Experience the **revamped**

NLB MOBILE APP

New look, improved navigation, and personalised recommendations

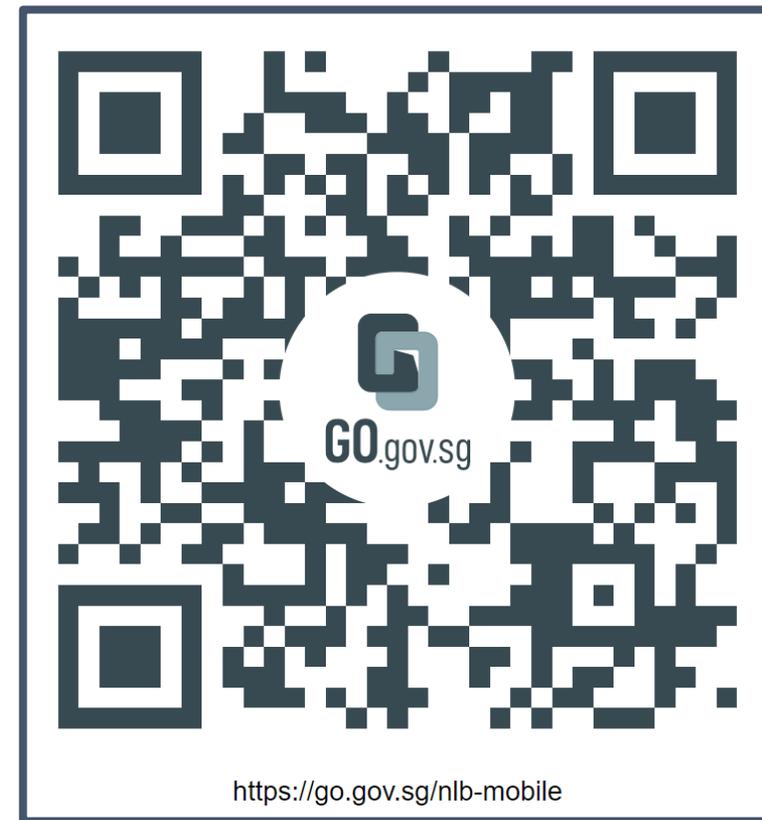


The diagram features a central smartphone displaying the NLB Mobile App interface. Surrounding the phone are five callout boxes, each with an icon and a title:

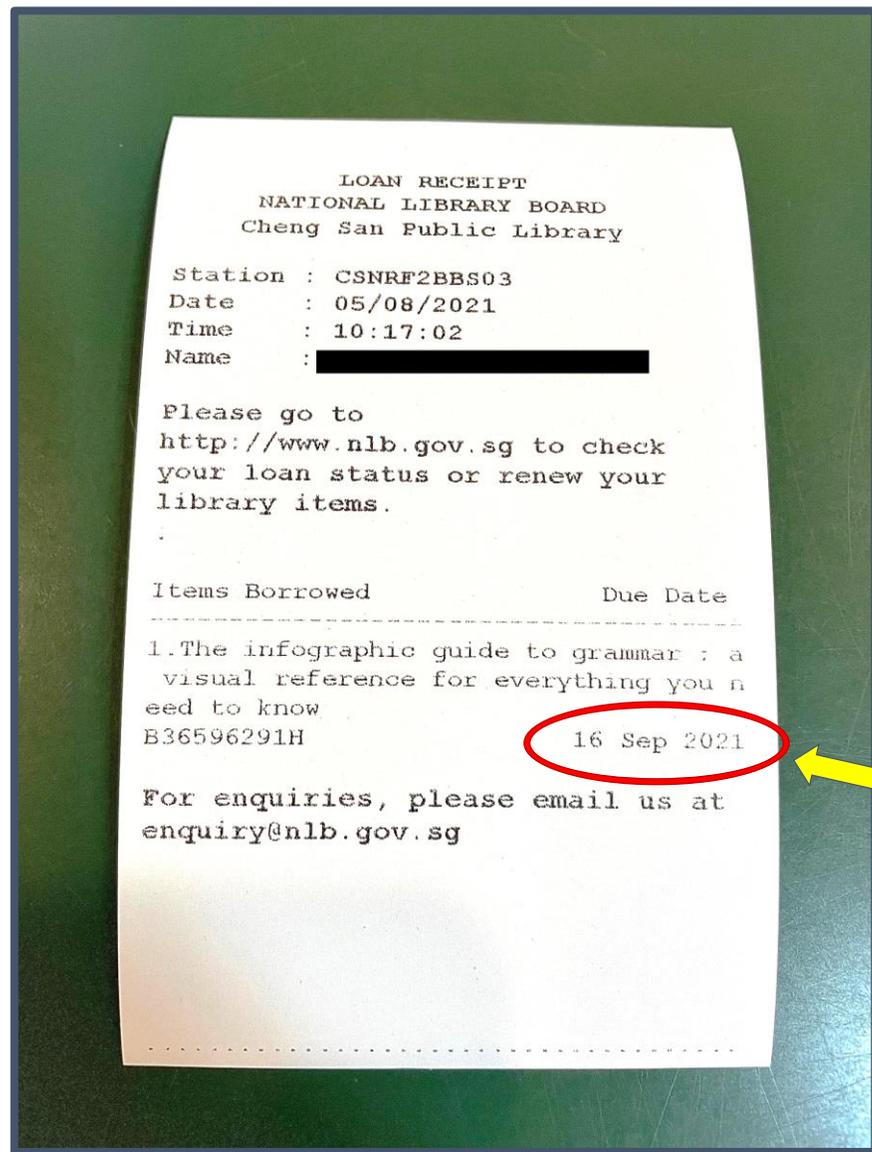
- Read eNewsletters and eMagazines:** Enjoy complimentary access to local (SPH) and international eNewsletters and eMagazines.
- Find a Title:** Browse and borrow a title. Choose from over 900,000 copies of eBooks and audiobooks.
- Scan and Borrow:** Beat the queue at the libraries! Scan and borrow physical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

At the bottom of the diagram, there is a QR code, the App Store and Google Play logos, and the text: "Don't miss out on these useful features and more! Scan the QR code or visit go.gov.sg/nlb-mobile to download." The NLB National Library Board Singapore logo is at the bottom right.

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.



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**.



This is the **Bookdrop**.
I have to return my borrowed
books 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 section.

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.