



I'm going to
Whitehaven
Library



Before I go to the library

If I am nervous about going I can talk to someone and ask questions first
I can call 01946 506400



I can ask the person for a tour of the library.



About the library

The entrance doors are automatic.
The first set will open away from me,
the inside set will open towards me.



There are people who work at the library who I can talk to.



All of the Library staff will wear a blue name badge showing their photograph and name.



The library is usually a quiet place where people talk quietly, relax and read books.



Sometimes it might be noisy. If it is noisy I can talk to a member of staff.



When it is too noisy I can request some ear defenders from a member of library staff.



How I become a member of the library

<p>When I get to the library I will go to the Welcome Desk. I will talk to someone who works there to become a member.</p>	
<p>I will tell them my name, address, date of birth, telephone number and email address (if I have one).</p>	
<p>I will show them identification. This can be a driving licence, bank statement or household bill (dated within the last 3 months). People under the age of 16 do not need to provide identification.</p>	
<p>I will be given a library card and a password.</p>	

When I visit the library

In the library there will be shelves of books and DVDs.



I can sit in a chair to read a book.



In the Library there are toilet facilities that I can use.

These are located half way down the main corridor on the right hand side and have a blue door.



I will need a key to get in the door to the toilets.

If I don't have my own key I can ask a member of staff at the welcome desk.

I will always knock to make sure no one else is inside before I go in.

I will return the key to the welcome desk when I have finished with it.



I can borrow a book or DVD and take it home with me.
If I want to borrow a book I will talk to a member of the library staff.



The staff will show me how to borrow the book or DVD and tell me when I need to bring it back to the library.



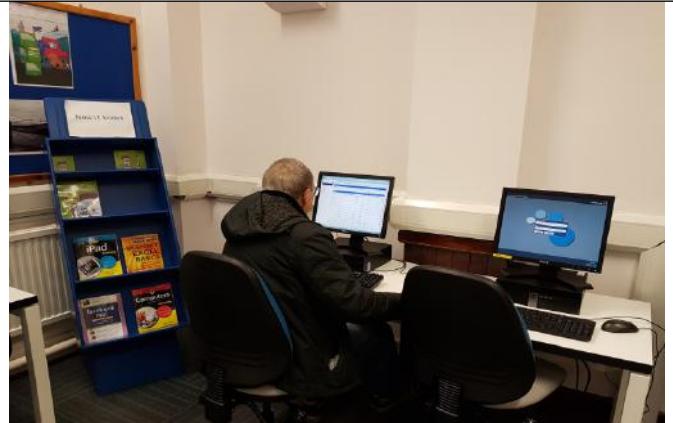
The library will also have some computers and free Wi-Fi access.
The computers are free to use for up to 2 hours.



To log onto the computers I will need to enter my Library card number and my password.



I will have to pay to print things out.
10p per black and white copies
20p per colour copies



When I am ready to print, I will go to a member of staff and ask for my print-outs and pay for them.



The library also hosts regular Autism Sessions with extra resources including a dark den and sensory equipment. I can ask a member of staff for details on these sessions.



When I have finished I will leave the library.



The exit doors are automatic. The first set will open away from me; the second set will open towards me.

