

Accessibility Guide for the Mobile Library

I am going to the Mobile Library



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Before I go to the library

I'm going to the Mobile Library.



The mobile library follows a route and timetable which I can find on the website.

If I am nervous about going, I can talk to someone and ask questions first. I can call 01225 477000 and ask for Library services.



Visiting the mobile library

There are people that work on the vehicle who I can talk to and ask about the library.

They will be wearing blue lanyards around their necks to show they work for the Council.



I can talk to someone who works there about how to become a member of the library.

I will tell them my name, address, date of birth, telephone number and email address which will be added to the library computer system.

I will show them identification that includes my photograph and address.

This can include a passport, or driving licence, bank statement and household bill. Adults can do this on behalf of children.



I will be given a library card.



When I visit the mobile library

There will be shelves of books in the mobile library.

I can borrow, reserve, and return books just like I can in an ordinary library branch.



If I want to borrow a book I can talk to a member of staff.

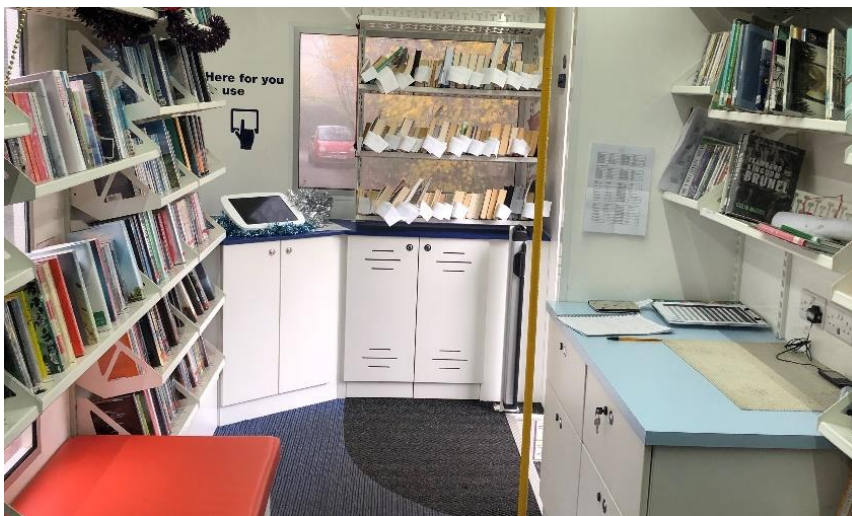


The staff can show me how to borrow the book or DVD and tell me when I need to bring it back to the mobile library.

There is a tablet I can use when I visit the mobile library to access council and partner services online.

I can reserve books before my visit.

When they are ready to collect, the books will have a slip of paper in with my name on.



If I have a Rainbow Resource card, I can speak to staff about some of the available resources to borrow like Story Sacks or Bag Books which make story telling fun and interactive.



I can also ask about Book Trust material which can be gifted to young children with additional needs.



I may need to ask for more information about how to get these, as they are not carried on the mobile library.

When I have finished, I will leave the library.

