

Accessibility Guide for Keynsham Library

Bath & North East
Somerset Council

Improving People's Lives

I am going to Keynsham Library



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Before I go to the library

I am going to Keynsham Library.

As well as being a library, Keynsham also provides information and advice services which may be useful to me.



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.



I can ask for a tour of the library.



About the library

There are people who work at the library who I can talk to. They will be wearing blue lanyards to show they work for the Council.



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



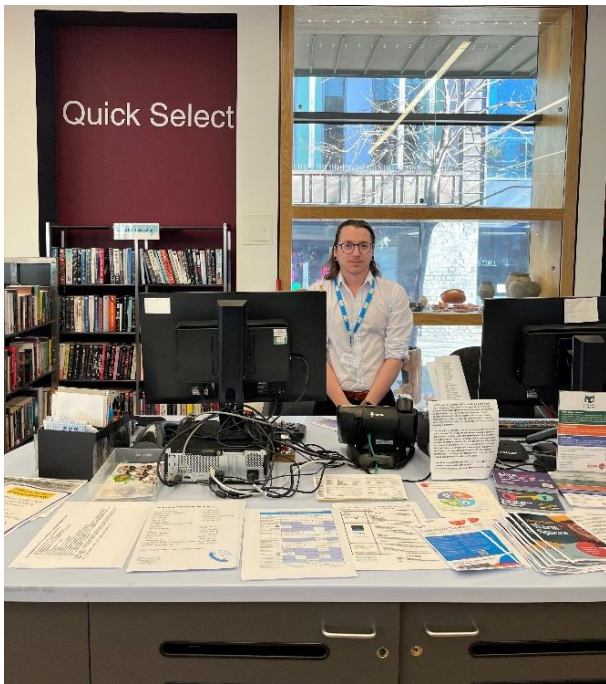
Sometimes it might be noisy and if it is I can talk to a member of staff who might be able to show me a quieter place in the library.



How I become a member of the library

When I get to the library, there will be a welcome desk.

I will 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.



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 sign a form making me a member of the library and I will be given a library card.

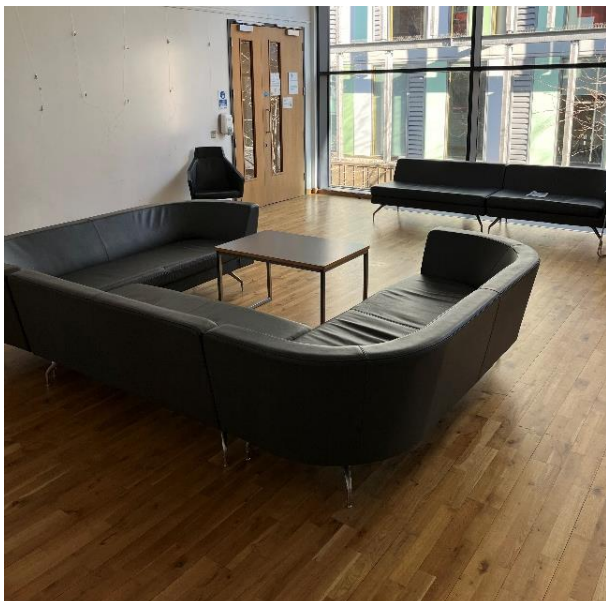


When I visit the library

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



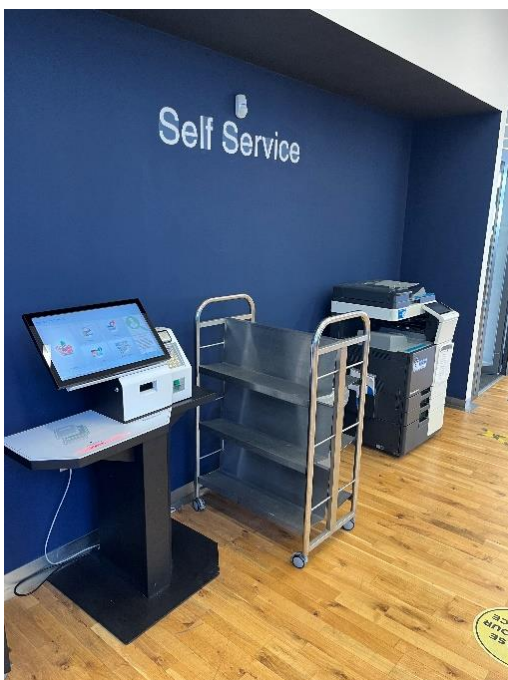
I can sit in a chair to read a book.



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



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.



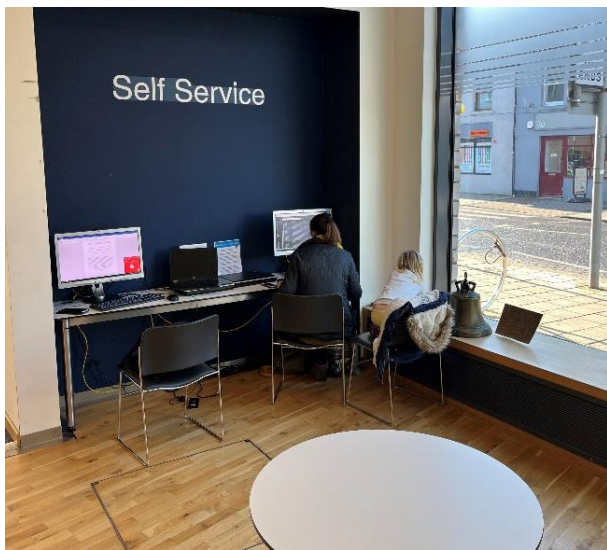
I can also ask about Book Trust material which can be gifted to young children with additional needs.



The library will also have some computers.

The computers are free to use but I will have to pay to use the printer/photocopier.

To use the computers, I can use my library card to log in for two hours or talk to a member of staff about getting a visitor pass for half an hour.



There are also information and advice services at Keynsham and I can find more information on the website.

I can do things including applying for Council permits like bus passes, Blue Badges, Discovery Card or paying for Council services like Council Tax.

The library will also have a sensory room I can book in advance.



When I have finished, I will leave the library.

