



# Midsomer Norton Library and Information and Advice Services

## Large Print Access Guide

---

Bath & North East  
Somerset Council

---

Improving People's Lives

November 2024



## **Access guides for Midsomer Norton Libraries and Information and Advice Services**

### **Summary**

This guide outlines basic information about arriving and the support and facilities available when you are at Midsomer Norton Library and Information and Advice Services.

Assistance and Guide Dogs are welcome.

Please ask staff for help or if you have any questions.



### **Public Transport**

There are two bus stops that service the local communities. Both are between 100m to 200m from the library.



## Lower entrance

There are two entrances to Midsomer Norton Library.

**The lower entrance** is next to the Hollies Garden area with benches.

- The walkway leading up to the entrance is paved.
- The automatic door swings outwards. It is 92cm wide.
- There is a bench a short distance from the door.
- Mobility scooters can be parked to the right of the door.



## The upper entrance

The **upper entrance** is 100m from Sainsburys which has disabled parking spaces.

- The entrance walkway is paved.
- On both sides of the door there is a push to open button. The two doors swing outwards. The width of opening is 141cm.
- Once inside, on the right, there is another push to open button on a post which is 78cm high. The two inner doors swing outwards. The width of opening is 141cm.
- There is a lift a short distance away from the doors. Press LG for Lower Ground floor to go to the lower library, where the service desk is.
- There are 9 stairs next to the lift with handrails either side.



## **Service desk**

The service desk is usually staffed, and staff will be able to help with library and council services enquiries.

- Staff wear black and white uniform and a blue lanyard.

- If entering through the upper entrance, on leaving the lift to enter the lower library, turn left and through the double door entrance (which are held open) which is 164cm and the service desk will be on the right.
- The doors of the lift will open on the opposite side to where you entered.
- If entering through the lower entrance, the service desk will be towards the back on the right.
- The service desk is 281cm long and 75cm high with two staff computers.
- There are 2 seats, near the desk and one tucked into a table to the left of the front desk.
- There is a Hearing Loop.



## **Accessible Toilet**

There is an accessible toilet on the lower ground floor

- There is a step free access to this toilet from the lower entrance. It is wheelchair and small mobility scooter accessible.
- The toilet is on the main lower ground floor in an area which has a sofa on the left.
- To access the accessible toilet from the upper entrance there is a lift, press LG (lower ground floor) and the accessible toilet is on the right.
- This has support rails by the toilet and a handrail by the sink. There is a red emergency cord on your left. There is a lever tap and a lower basin, with a lower hand dryer to the right of the sink. The lock is a turn and release. This is a gender-neutral toilet.

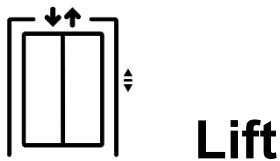


## **Standard Toilets**

There are standard toilets on the lower ground floor.

- There is a step free access to the toilets from the lower entrance. The toilets are on the main lower ground floor.

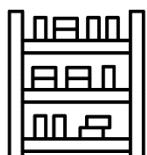
- From the upper entrance there is a lift, press LG (lower ground floor) and the standard toilets are on the right.



The lift can be accessed from both library floors.

- Call the lift with the button with up and down arrows on the right to call the lift.
- From the upper floor, press LG for lower ground floor. This brings you out into the area where all the toilets are. Turn left to get to the service desk.
- The lift can also be accessed by the lower entrance. Go past the service desk which will be on the left, through the double doors into an area which has a sofa on the left and the lift is on the right. Press the button with an up arrow on the outside of the lift to the right.
- Internally the lift has black buttons with a silver ring around them. UG button is labelled Library Upper Level and there is a LG button labelled Library Lower Level.

- The lift has an audible announcer and a visual floor indicator.
- The doors of the lift will open on the opposite side to where you entered.



## **Library and information services**

There is step-free access throughout the two floors from their respective entrances.

- To go between floors there are 9 steps with handrails either side of the lift.
- The areas are wheelchair accessible but the space at the lower entrance by the sofas is tighter so may present limited manoeuvrability for a wheelchair user.
- There is a stage in the Children's area with 3 steps. Please ask a staff member for assistance if you require a book from that area or higher shelves.
- There is a table by the Young Adult section which can accommodate a wheelchair.
- Non-fiction, maps and travel books can be found on the upper level.



- Adult fiction and childrens and young adult areas are on the lower floor. The self-service area is on the lower floor.
- There is seating throughout and you are welcome to eat or drink in all areas.
- There are door mats at both entrances and the rest of the area has hard flooring.
- It can be noisy at times. Most weekday mornings we have school children in collecting books. Baby, Bounce and Rhyme takes place on Monday mornings which includes singing and instruments. Afternoons tend to be our quieter times.
- Staff can help you find a quieter location if you need it.



### **Public network computer access, tablets and Hubblets**

- There are 8 computers which can be used by the public on the upper ground floor.
- The computers are all at sitting height with chairs on wheels which can be moved easily if needed.

- Anti-glare screen covers, and magnifying screens are available for use by request.
- There are two children's computers in the children's area which are at sitting height with chairs on wheels which can be moved easily.
- Currently Windows accessibility features are disabled due to Council restrictions on access to settings on public computers. We are working to resolve this.
- There is a grey station on the lower floor which holds 6 purple Hublets, these are tablets which can be used for two hours.
- Enlarged font is available on tablets and Hublets.
- Please ask staff if you need help.



## Phone

You can access council services on our telephones.

- There are two public phone booths which connect to council services and are signposted with all the relevant numbers.

- These are both at sitting height, one higher than the other.
- Staff can help with using these.



## **Guides**

As well as this large print guide, each location has an accessibility guide like a social story with simple information and pictures. Download from our website or ask staff for a copy.



## **Sensory experiences**

A sensory experience refers to the perception or reception of information through the five senses — sight, hearing, touch, taste, and smell as described in sections below.



## **Crowds**

This can be a busy location, so we can't always predict quieter times.

- Generally, the afternoon and towards the end of our opening hours are our quieter. This can change if we have events.
- Please check our events and partner timetables online but note that school visits are not listed as they are not public events.



## **Lighting**

We are not able to alter the level of lighting on the main library floor. There are bright, white lights.

Customers with light sensitivity may wish to access our Sensory Space where lighting can be controlled separately. If available, our staff can direct customers to this room.



## Noise and sound

This can be a noisy space if busy.

- Our toilets have noisy hand driers.
- Regular fire alarm tests happen every Tuesday at 10.30am and can last up to 1 minute. The system has flashing lights and an alarm.
- Staff can provide child and adult ear defenders for use during the fire alarm.
- If you need assistance if the fire alarm sounds, please make yourself known to a member of staff.
- There is a quiet seating area on the upper ground floor with a big green pod which has two seats facing each other. This area has lots of seating and three tables.
- Sometimes groups use this space, so please check our event and partner timetables or alternately ask a member of staff.



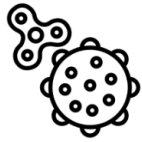
## Temperature

- We are proud to be part of the Warm Spaces scheme, meaning we are a free, heated venue in which to spend time in the winter months.
- There is air conditioning on the upper floor.
- We have a water dispenser on the upper floor which you can use to fill your own container.
- In the summer months, we can provide bottles of water.



## Smells

- There are no food or drink outlets on the premises, although customers are permitted to bring their own food and drink.
- The air conditioning is odourless and there is a lot of air flow due to the use of the external doors throughout the day.



## **Sensory Space**

We have a small Sensory Space which is open for all to use but we particularly welcome families and small groups of children and young adults with sensory needs.

- There are three sessions available which can be booked on Eventbrite which are bookable in advance, we also offer a drop-in session between 3.30 - 4.30pm. This is subject to availability, please speak to a member of staff before use to ensure it is free.
- If you or someone with you becomes dysregulated or you need a quieter space, staff can check the availability of the room.



## **Sensory Explorer Bags**

We provide borrowable Sensory Explorer Bags for children, young people and anyone else who would benefit.

- The bags can be borrowed from the service desk and are for use in the library.
- Explore the library using the fidget aids and ear defenders to improve the visit.