I'm going to the library

Congleton Library



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Before I go to Congleton Library

If I am nervous about going, I can call the library, speak to a librarian, and ask questions first.

I can call Congleton Library on 01260 375 550



If I don't want to use the phone, I can email the library or message the library on their Facebook page.

I can email:

alderleyedge.library@cheshireeast.gov.uk

Library staff are very friendly and helpful. I can ask for a tour of the library on my first visit, and I can ask for help finding books and using library equipment.

I can look up the library opening times on the website:

www.cheshireeast.gov.uk/libraries



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About Congleton Library

There are friendly people who work at the library who I can talk to and who will help me.

If I want to, I can wear a sunflower lanyard to show I have a hidden disability.

Some staff might also be wearing them.



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

People can also use a library computer or use their own laptop or tablet.

If they are using sound, they should wear headphones.



Sometimes it might be noisy.

There might be an event or a library group meeting.

There might be some noisy library members.

If it is noisy and it is upsetting me, I can talk to a librarian.



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How I become a member of the library

When I walk through the front doors of Congleton Library, I will see an enquiry desk directly to my right.

I will talk to the member of staff who is behind the desk. I will ask them if I can become a member of the library.



I will tell them my name, date of birth, telephone number and email address.

If I prefer, I can write this information down and pass it to the librarian.

They will enter the information onto their computer system.

I will show them proof of my address. This can be a driving licence, a bank statement or utility bill.

If I am under 18 years old, my parent or carer will need to come with me and show proof of their address instead.

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I will be given a library card to keep. I will need to bring the library card with me whenever I visit the library.

Everyone can join the library and it is free to join.





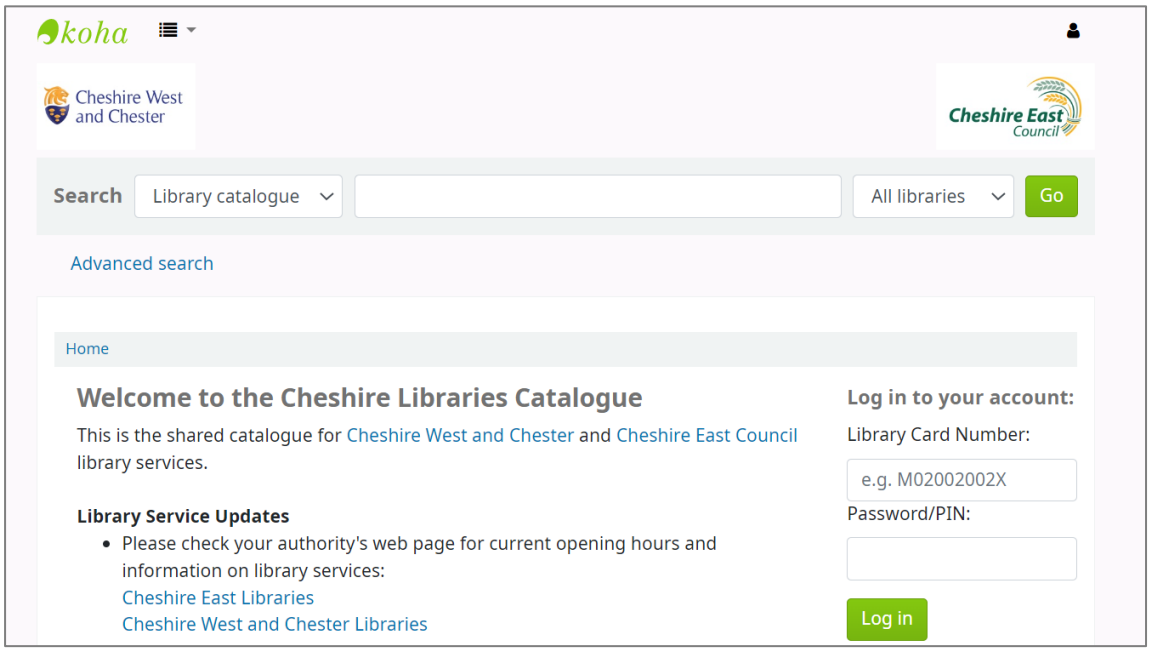
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The librarian will ask me to choose a PIN made up of 4 digits, or a password.

This will be my PIN or password for logging into my library account at home, or for using the library computers or WiFi.



The librarian may also ask me if I'd like to receive the library's digital newsletter.

This will give me all sorts of information about the library service and recommended books.

I can say no thank you if I don't want the newsletter.



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When I visit the library

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

I can sit in a chair to read a book or sit at a table to study.



I can borrow a maximum of 20 books at a time.

I can take them home with me for 3 weeks.



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I can renew them if I want to keep them for longer.
I can do this by logging into my library account on the Cheshire East Council website, or I can call the library and ask a librarian.
www.cheshireeast.gov.uk/libraries

If I want to borrow a book I will talk to a librarian, and they will show me how to use the self-service machines.

I can then check out and return books on these machines by myself if I want to.

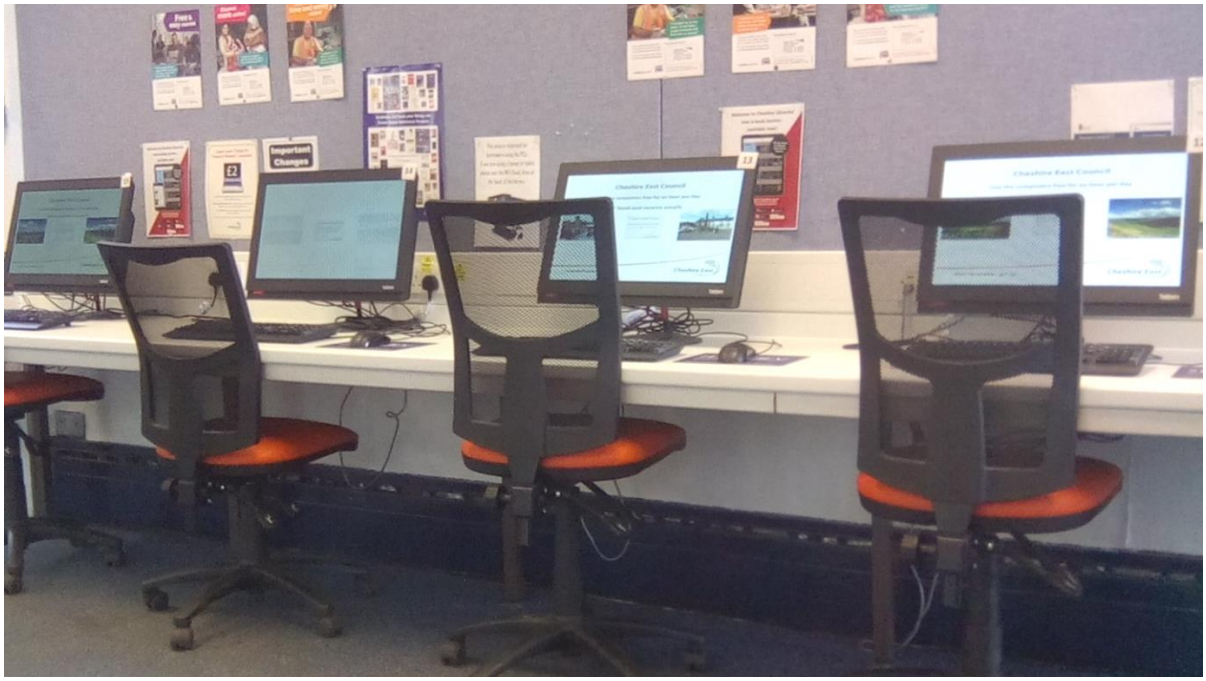


Congleton Library also has some public computers.

The computers are free for library members to use for one hour per day.

There is a printer I can use for a small charge.

I can ask a librarian if I need help using the computer or the printer.



To use the computers, I can reserve a time, or I can wait for one to be available.

I must have my library card barcode number. This is my username for logging in.

The computers will automatically turn themselves off 15 minutes before the library closes. I will see a reminder on the computer screen before this happens, so I can save my work and log out.

The library has lots of groups and activities for people of all ages.

I can ask a librarian if I would like to know more.

Sometimes there are posters and leaflets with the information on them.



For more information, I can also look at Congleton library's webpage and Facebook page.

If there are any events on, these will be listed on the webpage.

I can avoid visiting the library at these times if I don't want to be there when it is a bit noisy or crowded.

If I return books late, or forget to renew them, there will be fines added to my library account.

I won't get in trouble; I will just need to pay the fines the next time I am in the library.

For adults, it is 25p per day per book. If I am worried, I can talk to a librarian, and they will help me.





Congleton Library has toilets for visitors to use.

I can ask a librarian where they are.

The library also has an extra enquiry desk for helping people with things like applying for a blue parking badge or a bus pass.

I can have documents scanned and checked for me, so I don't have to post them to the Council.

If I am applying for a bus pass or Blue Badge, I can also have a digital photo taken of myself, for free.



The way out of the library is the same as the way in.

If I get a bit lost, I can ask a librarian for help finding my way around.

