

# Sengkang Public Library Social Story





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- Library Etiquette & Safety Precautions
- Library Staff
- Library Space (Level 3, Level 4)
- Services (Catalogue, Printing Stations, Multimedia Stations, Reservation Lockers)



I am at Sengkang Public Library.

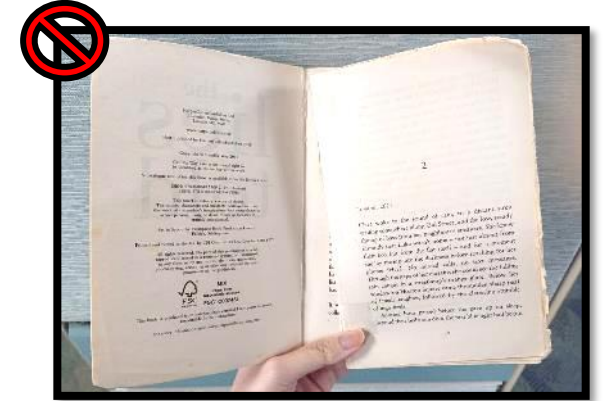
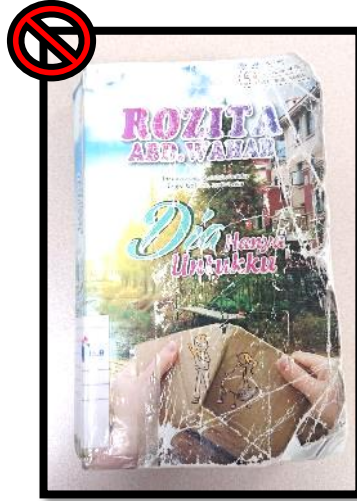
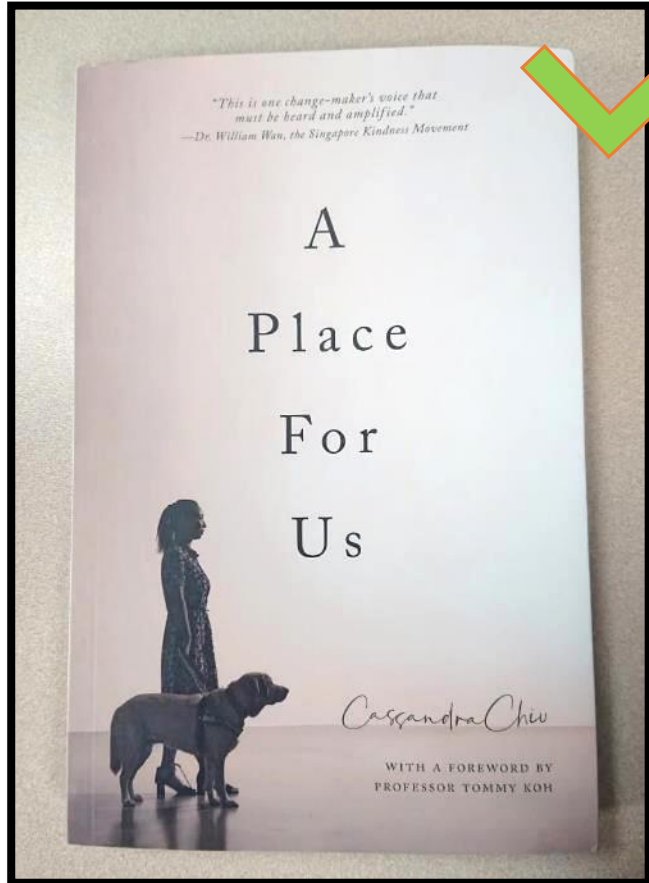
# **Library Etiquette & Safety Precautions**

<p><b>Shout</b> ✘</p> <ul style="list-style-type: none"> <li>• Playing</li> <li>• Emergency</li> </ul>	
<p><b>Talk loudly</b> ✘</p> <ul style="list-style-type: none"> <li>• Talking outdoors</li> </ul>	
<p><b>Talk</b> ✘</p> <ul style="list-style-type: none"> <li>• Talking indoors</li> </ul>	
<p><b>Whisper</b> ✔</p> <ul style="list-style-type: none"> <li>• In the library</li> </ul>	



Inside the library, I will whisper and keep my voice down.  
I do not want to disturb other people.

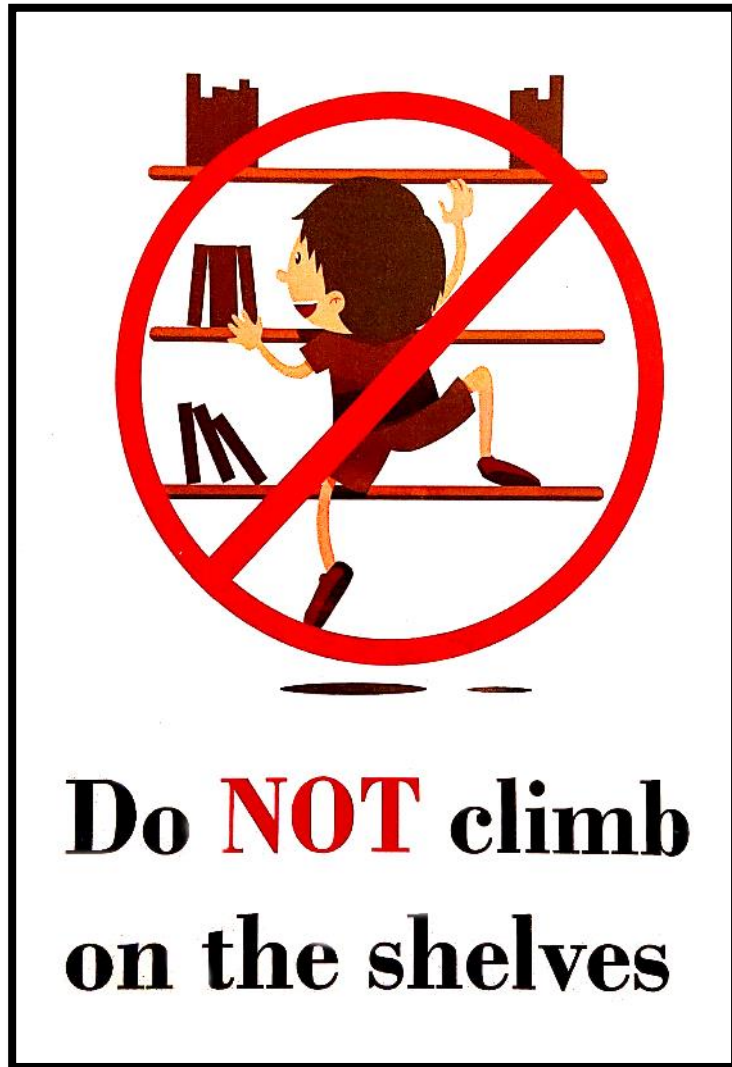
I will walk in the library.  
I do not want to trip or hurt anyone by running around.



I must be careful when I'm using library books or other library items.

I cannot tear, fold, or step on books because they will be damaged.

Everyone can enjoy the books only if they are not damaged!



I must not climb on the bookshelves.

If I climb on the shelves, the books will fall off. I may also fall from the shelf.

I do not want to hurt myself if I fall or when the books hit me.



There are potted plants like these all over the library.

I shall not play with them or push them over.

If I push the plants, they may topple over and I may break the plant.

I do not want to fall and cut myself on the broken pot pieces.





There are air purifiers like these all over the library.

I shall not play with them or push them over.

If I push the air purifier, they may topple over and I may hurt myself if they fall on me.



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I must not lean over the railings.

I do not want to lose my balance while leaning over the railing and fall down.



If I want to browse magazines, I must pull out the drawer slowly and carefully.

I do not want my fingers to get caught between the drawers because it will hurt.



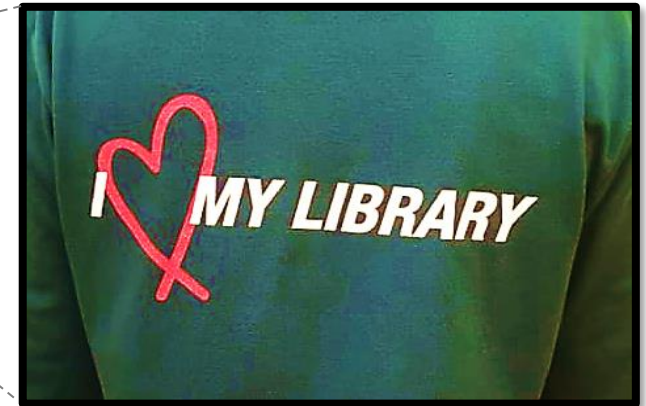
After browsing, I must close the drawers fully.

I will not leave any drawers open in case other people bump into them or trip over them. They could get hurt.

# Library Staff

# I can get help from library staff who wear these uniforms

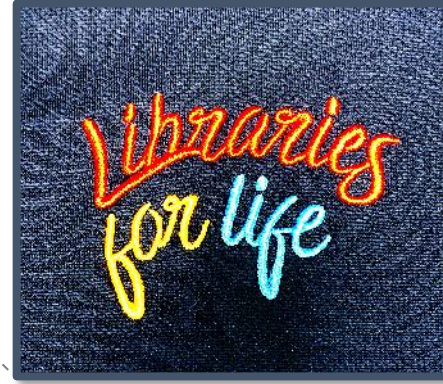
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**Library Staff**

I can get help from library staff who wear these uniforms

15



**Library Staff**

# Library Space



I can enter through the gates of the library at **Level 3** or **Level 4**.

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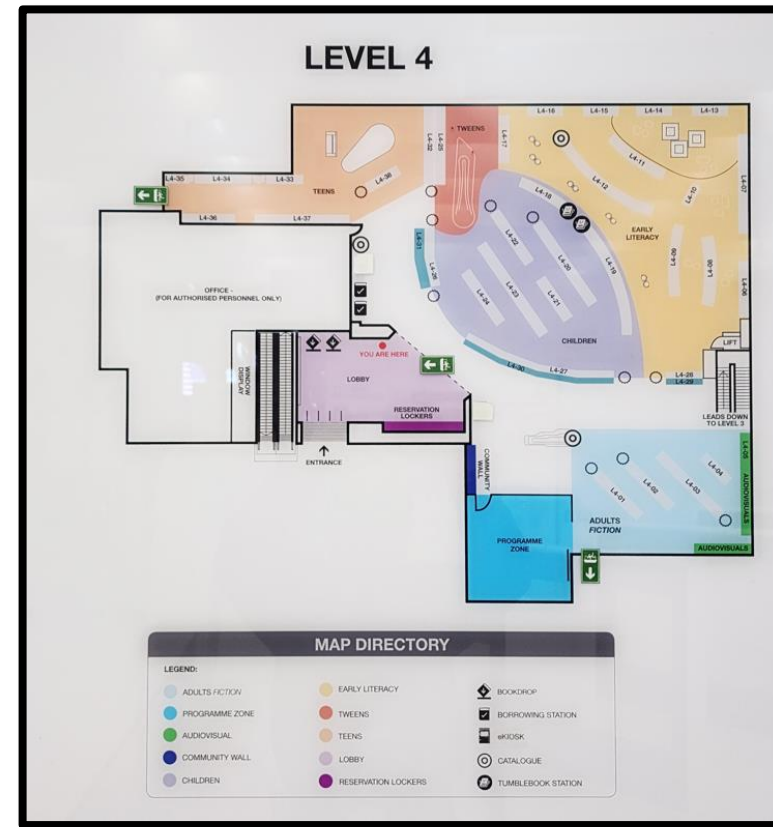


Level 3



Level 4

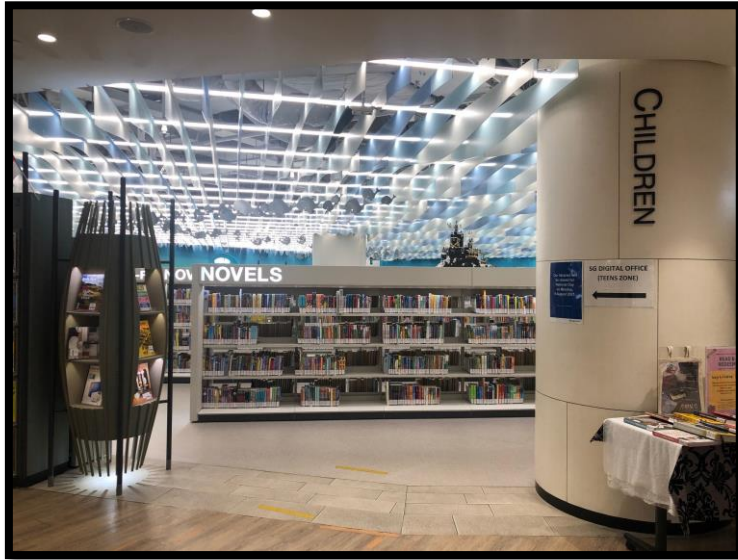
Library Space



I can find a map like this on every floor.

It shows me the layout of the floor and where to go to find things like shelves, catalogues, and toilets in the library.

Children section



Adult Fiction section



Teens Fiction section



On Level 4, I can explore the Children section to find books for children. There are also Adult fiction books and Teen fiction books on this level.

Audiovisuals



Magazines



Comics shelf

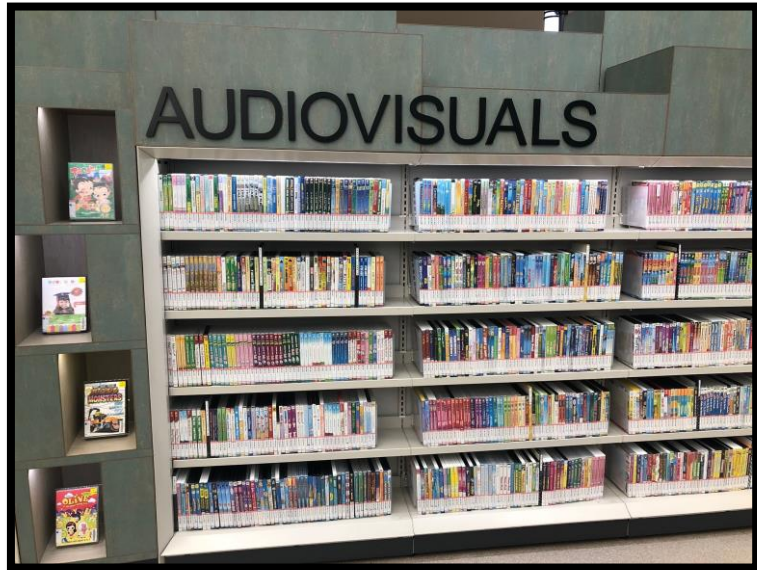


On Level 4, I can also find audiovisual materials, magazines, and comics.



On Level 4, there is an **Integrated Display**. I can touch the screens gently to browse eBooks. I can also browse the physical books on display here.

## Audiovisuals



## Magazines



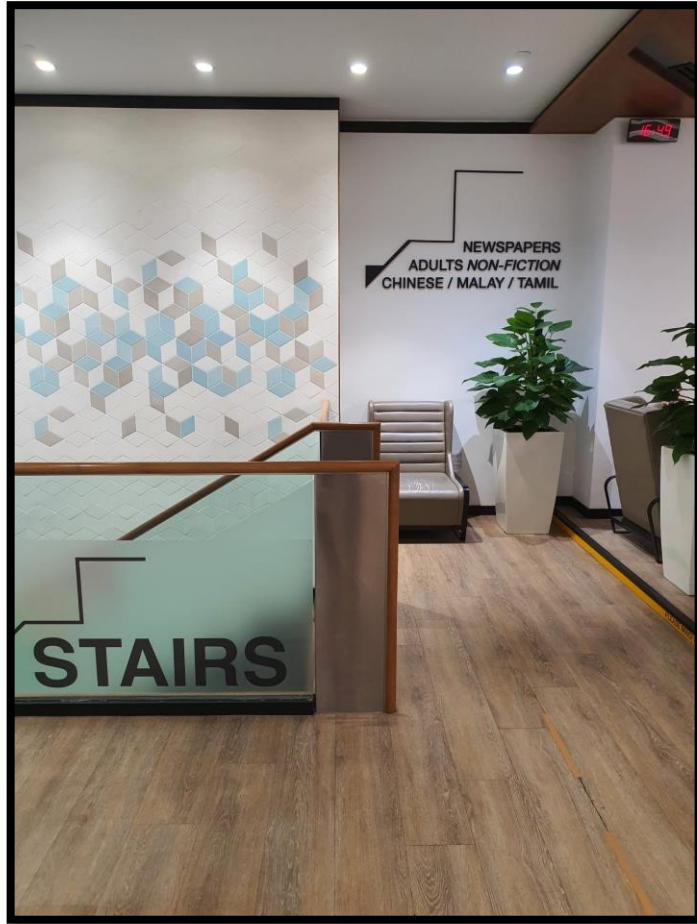
## Mother tongue books



At the Children section, I can find magazines, audiovisual materials, and books for children in English, Malay, Chinese, and Tamil.



These are **TumbleBook** stations.  
I can watch and listen to talking picture books here.



Staircase



Lift

I can go to different levels by taking the staircase or the lift.





Lift



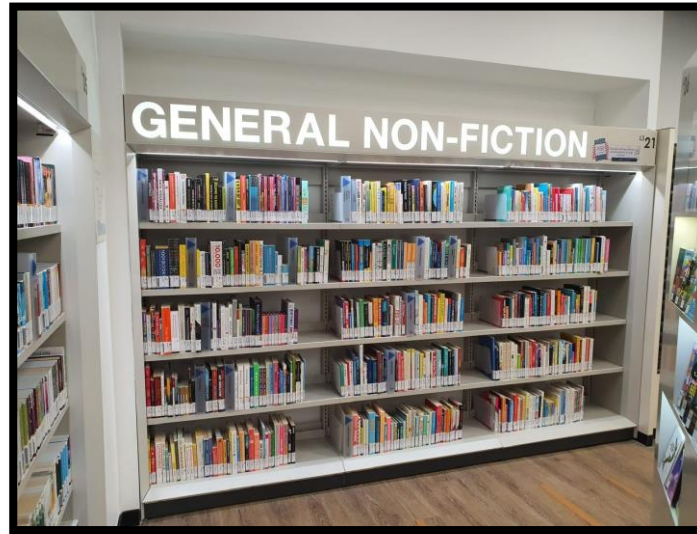
NLB staff I can ask for help from

I will approach any NLB staff if I want to use the lift.

Mother Tongue books



Non-fiction books



Singapore books



On **Level 3**, I can find and read books for Teens and Adults. The books here are shelved by Mother Tongue languages, Non-fiction, and Singapore literature sections.



Non-fiction books on Level 3 are arranged according to categories like Computer or Cookery.

I can use the signs to find topics I want to read.



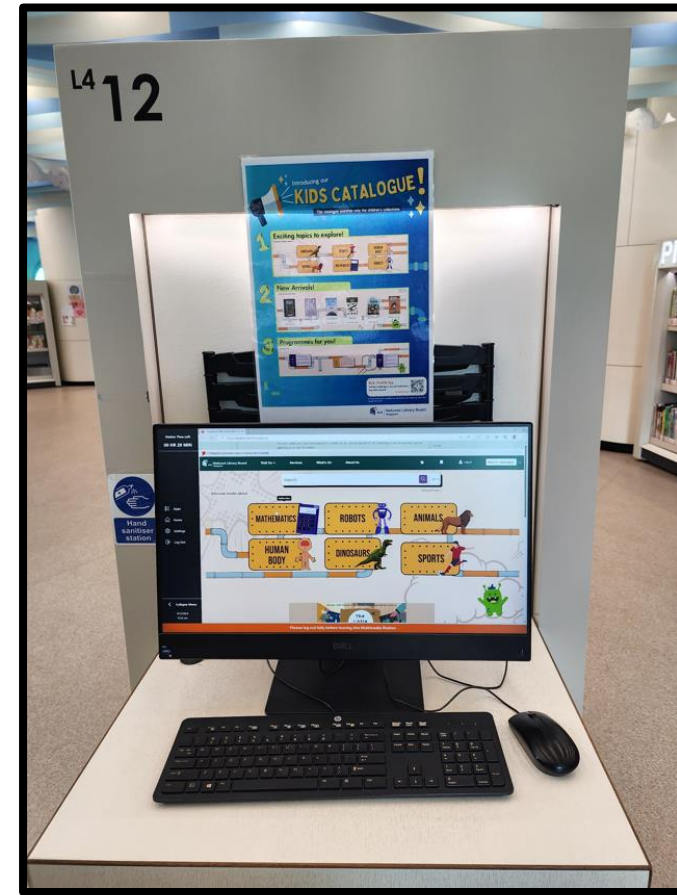
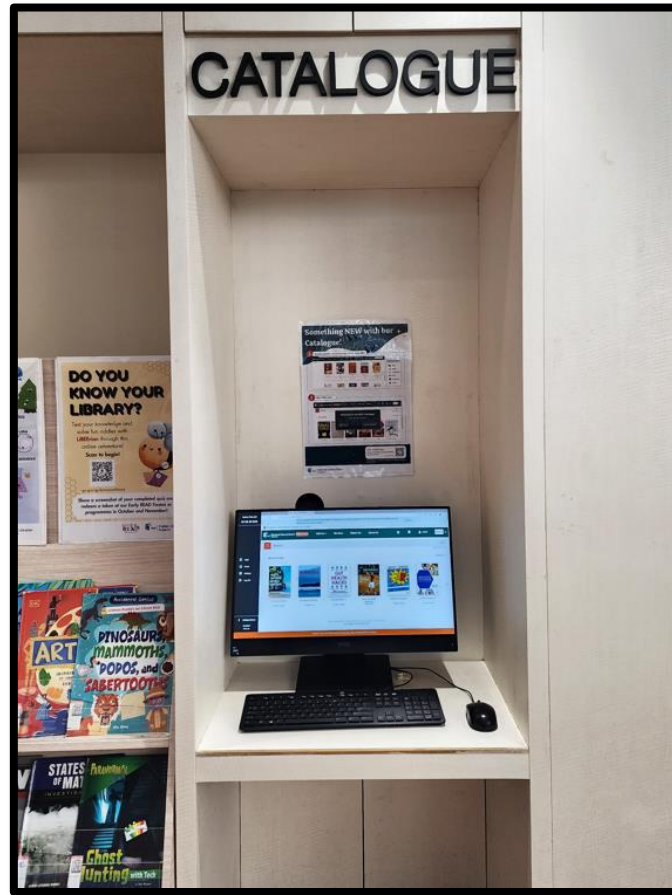
This is the **Seat Booking Table** at Level 3.

I must reserve a seat to do my own work or read books.



I can charge my mobile phone or tablet at this **Quick Charge station** on Level 4. I will keep an eye on my device when using the station.

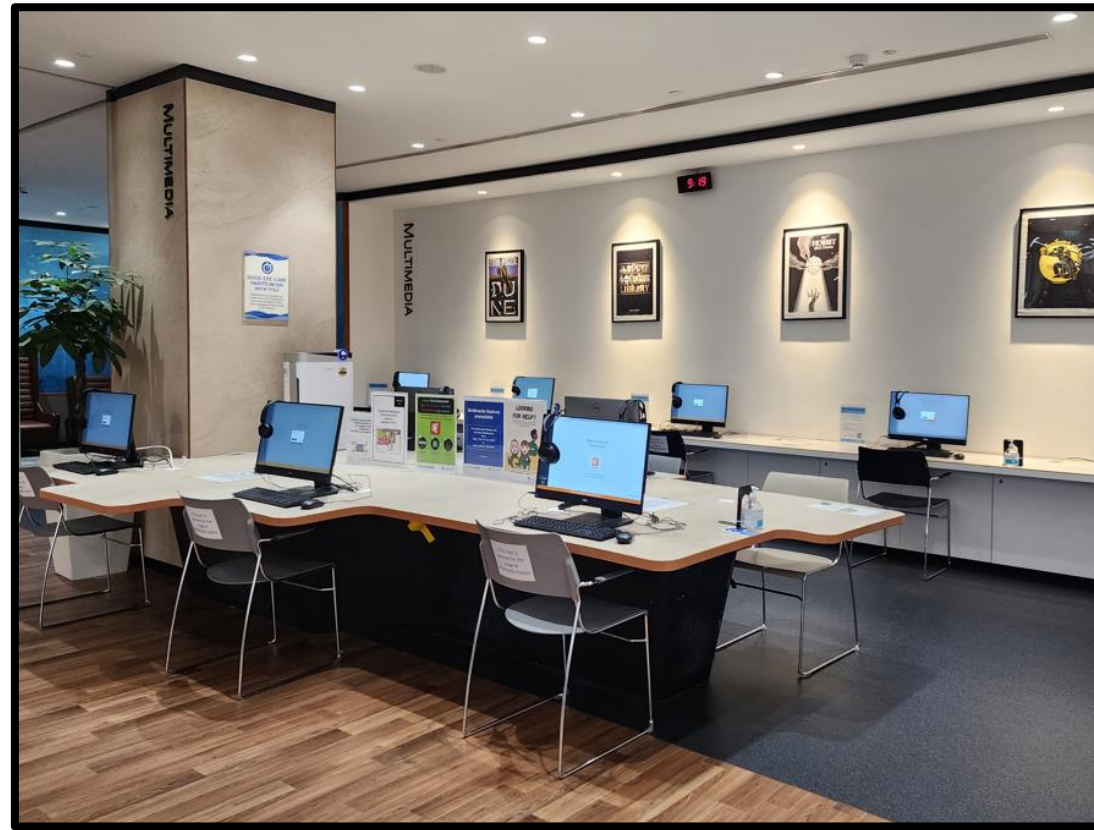
# Services



These machines are called **Catalogue Stations**.

I can find them all over the library.

I can use them to search for books I want to read.

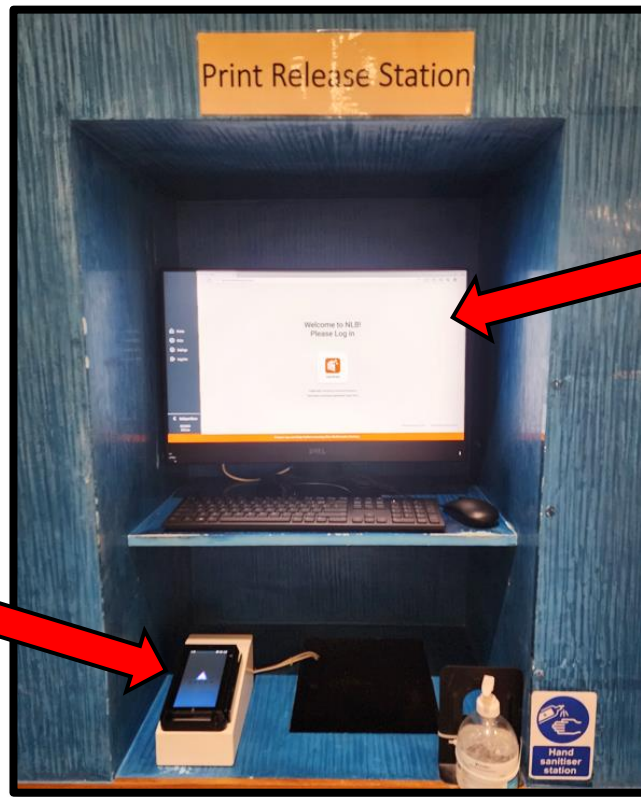


These computers are called **Multimedia Stations**.

I can find them at Level 3.

Logging in with myLibrary username allows me to use the computers to do many things!  
For example, I can read eNewspapers, eMagazines, print documents, or browse the internet.

I can pay for printing by using an EZ-Link card, credit card, Apple Pay or Samsung Pay.



I will log in first

## This is a **Printing Station**.

I can find this near the Multimedia Stations at Level 3.

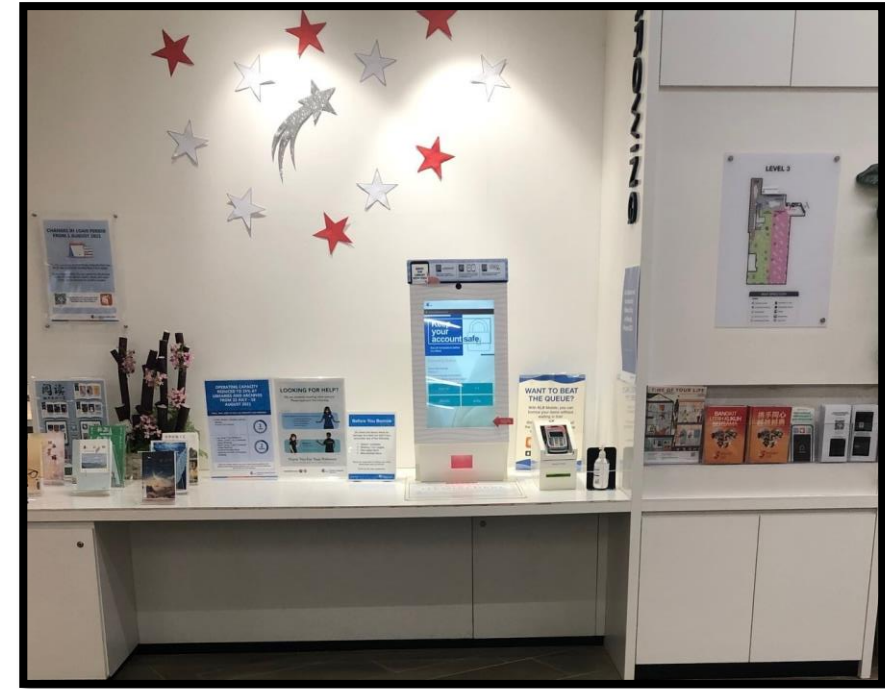
I can come here to pay and print my documents.

Before printing, I will use the Multimedia Station to submit the document for printing.





Level 4



Level 3

I found some interesting books I want to borrow.  
Before leaving, I can borrow them at the **Borrowing Stations** at  
Levels 3 or 4!

Experience the **revamped**

# NLB MOBILE APP

New look, improved navigation, and personalised recommendations

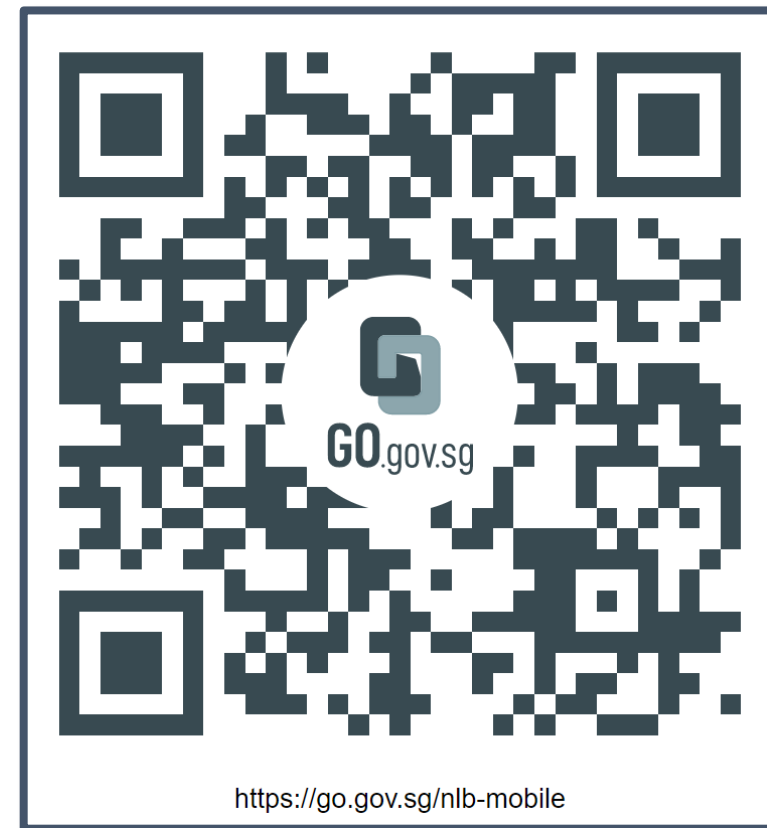


The diagram illustrates the NLB Mobile App interface and its key features. At the center is a smartphone displaying the app's home screen for user 'Hi Alicia'. The screen shows sections for 'Librarians' Pick', 'New eBooks', and 'New Books'. Surrounding the phone are four callout boxes with icons and descriptions of app features:

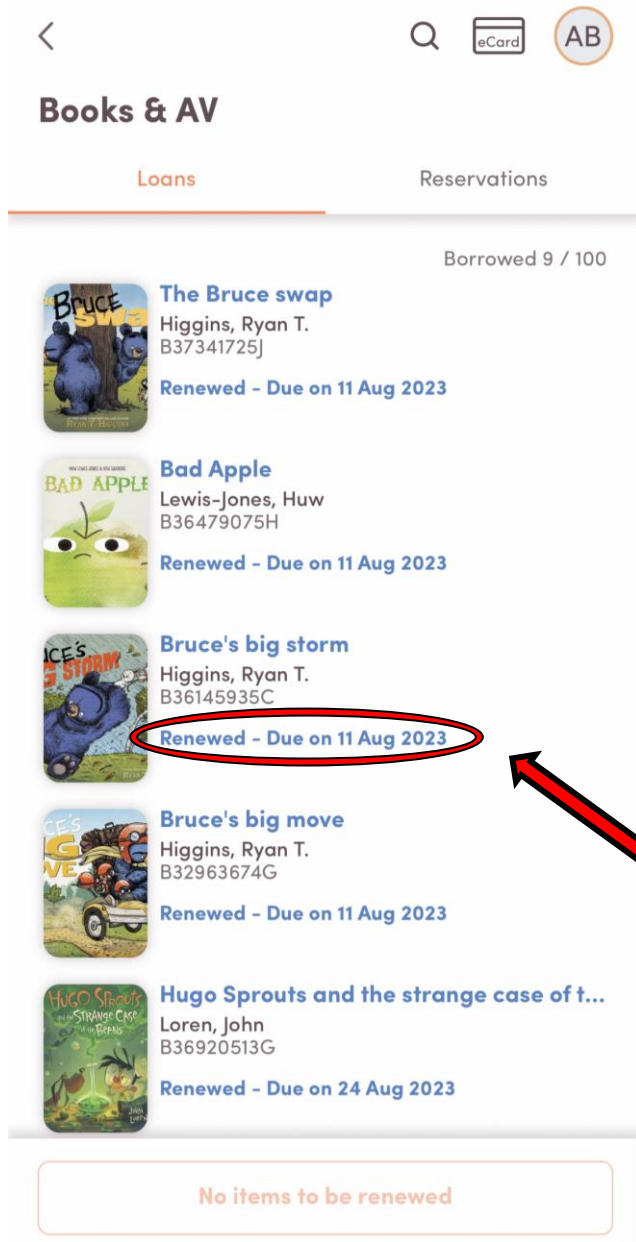
- Read eNewsletters and eMagazines:** Enjoy complimentary access to local (SPH) and international eNewsletters and eMagazines.
- Find a Title:** Browse and borrow a title. Choose from over 900,000 copies of eBooks and audiobooks.
- Scan and Borrow:** Beat the queue at the libraries! Scan and borrow physical materials easily.
- Manage Your Account:** Check your loan records, reservations, due dates of items, and pay outstanding fees.

At the bottom, there are QR codes for downloading the app from the App Store and Google Play, along with the text: "Don't miss out on these useful features and more! Scan the QR code or visit [go.gov.sg/nlb-mobile](https://go.gov.sg/nlb-mobile) to download." The NLB National Library Board Singapore logo is at the bottom right.

I can also borrow or reserve books using the **NLB Mobile app!**



If I don't have the app yet, I can scan this QR code to download the app using Google Play or Apple App Store.



After I borrow my book, I can view my loans and due date from the NLB Mobile app.

To look at the books I have borrowed, I need to tap on *Accounts* then *Loans*.

The **due date** for me to return the book I borrowed will be shown here.



If a book is unavailable, I can reserve it.  
I will come here another day to collect my reserved  
books from the **Reservation Lockers**.



This is the **Bookdrop**.

I have to return my borrowed books here by the due date.

I will push the books into the slot one at a time to return them.



Now I know where to go in the library.

I also know what I can find and do at each level.

If I want to read and listen to stories, I can always come back to visit the library!

If I need more help, I can send an email to [enquiry@nlb.gov.sg](mailto:enquiry@nlb.gov.sg).