



# West End Library Users Guide

## Autism Friendly Version

The aim of this guide is to support children, young people and adults with autism in the access of the library and its services.

Turn a new page



Newcastle Libraries

Welcome to West End Library.



This is the staff desk.



Staff will wear a badge like this.



Sometimes I might not see a member of staff at the desk but if I wait here they will come to help me as soon as they can.

Sometimes there will be a queue at the desk so I will need to wait my turn.

Sometimes it might be noisy if there are lots of people.

This is the Calm Zone



The staff can help me find a book that I want.

I can choose items to borrow from the library shelves and displays.



The staff can help me issue the library items to my account and return my items at the desk.

The staff member will issue the items to my account and give me a slip of paper to tell me when my items are due back

I can also use the self-issue machine.



I can use a computer while I'm at the library.

The staff can reserve me a computer to use when one is available.



There are also toilets that I can use when I'm at the library.

The toilets can be used by anyone visiting the library.

I can try different times and different library branches to see which suits me best.

We hope you enjoy your visit to West End Library and we look forward to seeing you again.

If there's anything that would make your visit more enjoyable the staff would love to hear it.