

**Eltham Social Story – A Visit to Eltham Library**

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| I am going to visit Eltham library today. There is an access ramp that wraps around the building. | Photo of outside Eltham library |
| There is an after-hours chute for book returns on the right hand side of the entrance. | The after hours returns chute |
| When I walk inside the automatic doors, I will see a gallery space. There are usually artworks hung on the wall. The library entrance is at the top of the stairs. There is another access ramp here that goes along the walls to the left. | The gallery space with steps leading up to the library |
| Public toilets are down the corridor to the right of the stairs. These toilets are female, male and accessible/family change. | Sign showing where the public toilets are |
| To return books I can put them through the wall chute as I enter the library. | A librarian is feeding a book through the returns chute |
| I will pass through the security gates, and they may beep and light up red if I have a library item. Staff are happy to help if this happens. | The security gates |
| A librarian can help me at the front desk. I can ask questions here or become a library member. If I require communication tools, I can request these, too. | A librarian at the desk smiling at the camera |
| There is a printing area near the front desk. The catalogue computer can help you find the books you want to borrow. | The printing station with two computers nearby, one being the catalogue computer |
| I can also access public computers. We have a high-vis keyboard and mouse available by request. | One of the public computer areas that look out to the green grass and trees outside |
| I can sit by the fire with a book to read and a cup of herbal tea. | The tea table with the fireplace in the background |
| The children’s area can get very busy and sometimes noisy during storytimes. An accessible toilet and change table are on the left as I enter this space. | The children's area, empty |
| The entrance to the garden can be found at the children’s area if I want to go outside. Water taps are available here. | The garden area |
| Reservations for patrons can be collected from a special area. | A row of shelving that has the sign 'holds' on a wall nearby |
| There are lots of shelves of books to browse. | Rows of shelves and column display units |
| There are lots of study areas, too. | Study area with some desks looking out windows to the outside |
| There is a quiet study area upstairs but can only be accessed by steps. | A room with desks and chairs  Description automatically generated |
| I can check out my own books at the self-serve kiosk. | A self-serve checkout kiosk |