

# Paisley Central Library Visual Storyboard November 2023



## About the library

I'm going to Paisley Central Library. I can enter the library on Paisley High Street. The doors will open automatically for me.

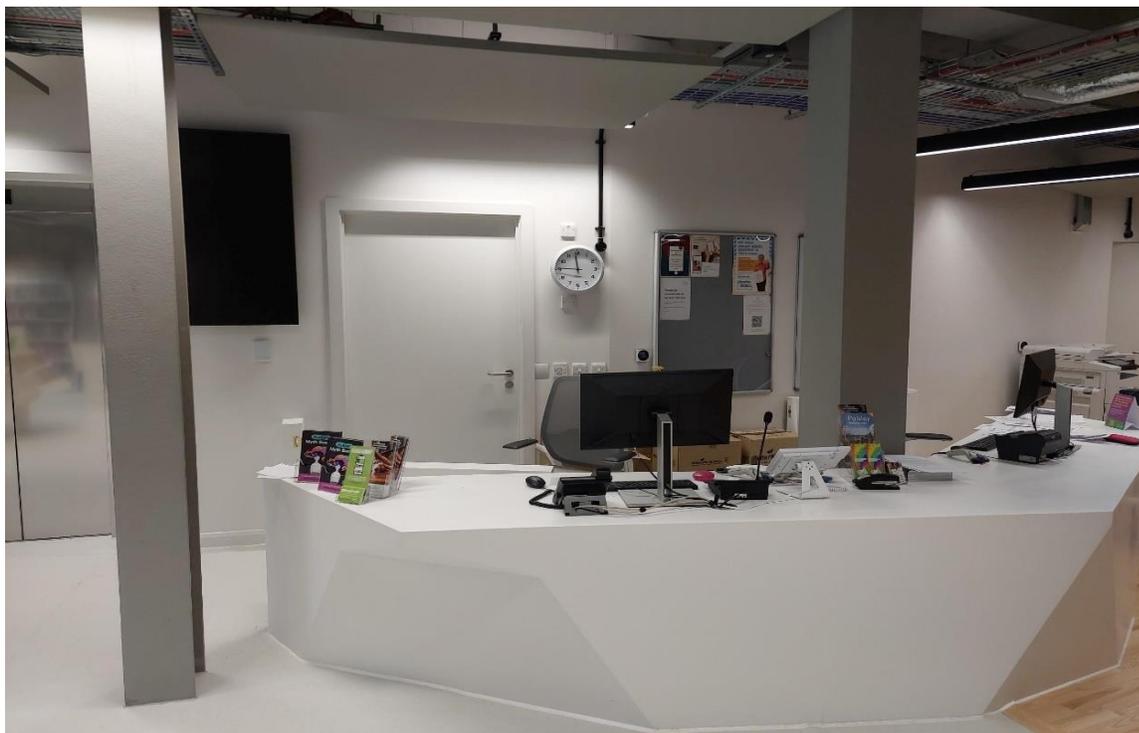
**The library opening hours are:**

- **Monday** 9.15am–5pm
- **Tuesday** 9.15–8pm
- **Wednesday** 9.15am–5pm
- **Thursday** 9.15am–5pm
- **Friday** 9.15am–5pm
- **Saturday** 9.15am–5pm
- **Sunday** closed

**I can check the library opening hours by phone on 0300 300 1188, or the website at, [www.renfrewshirelibraries.co.uk](http://www.renfrewshirelibraries.co.uk)**

**or on the OneRen Culture social media pages on Facebook, Twitter, and Instagram.**

**Inside the library, I will see a staff counter like this.**



**The library has 3 floors.**

**I can use the lift to take me to different floors.**



**Or, I can use the stairs.**



**On the ground floor there is a children's play area, computers for children and books on display.**



**On the first floor, there are shelves of adult fiction books and audio books.**



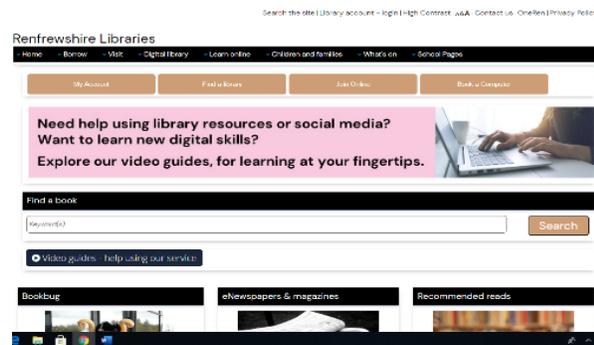
**On the second floor, there are shelves of adult non-fiction books.**



**I can borrow books or audio books and take them home with me.**

**If I would like to reserve books, I can go onto the library website at,**

**[www.renfrewshirelibraries.co.uk](http://www.renfrewshirelibraries.co.uk)**

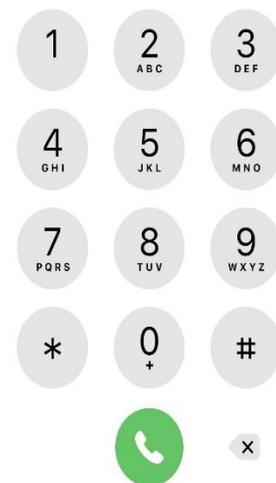


**I will select the books I would like, then choose my nearest library to collect them from. I will log on to the website with my library card number and PIN number.**

If I do not know these, I can contact the library by phone on 0300 300 1188 or by email at [libraries@renfrewshire.gov.uk](mailto:libraries@renfrewshire.gov.uk) and a member of staff will help me.

If I do not have Internet access, I can contact the library by phone on 0300 300 1188. I can talk to a member of staff who will be able to order books for me.

0300 300 1188



When my items are available to collect, I will be contacted by the library either by phone or e-mail.

If I prefer, I can also use the Libraries Direct home delivery service. People who are over 70 or who have a disability qualify to have their books delivered. Families with children are also eligible.



I can request books to be delivered to my home. I can request books by phone or e-mail. When my books are ready, a member of library staff will contact me.

I can also borrow eBooks and eAudiobooks online through Libby and BorrowBox. Newspapers and magazines are available to read online on PressReader. I can do this from home. Details are available through the Renfrewshire Libraries website. [www.renfrewshirelibraries.co.uk](http://www.renfrewshirelibraries.co.uk).

## How do I become a member of the library?

I will talk to someone who works there to become a member of the library. Staff will wear a lanyard like this.

I will show them two forms of identification. One must have my address on it, the other my signature. For example, a driving licence has both my address and signature on it. If I am under the age of 16, a parent or guardian will do this for me.



**I will sign a form. This makes me a member of the library. I will be given a library card.**



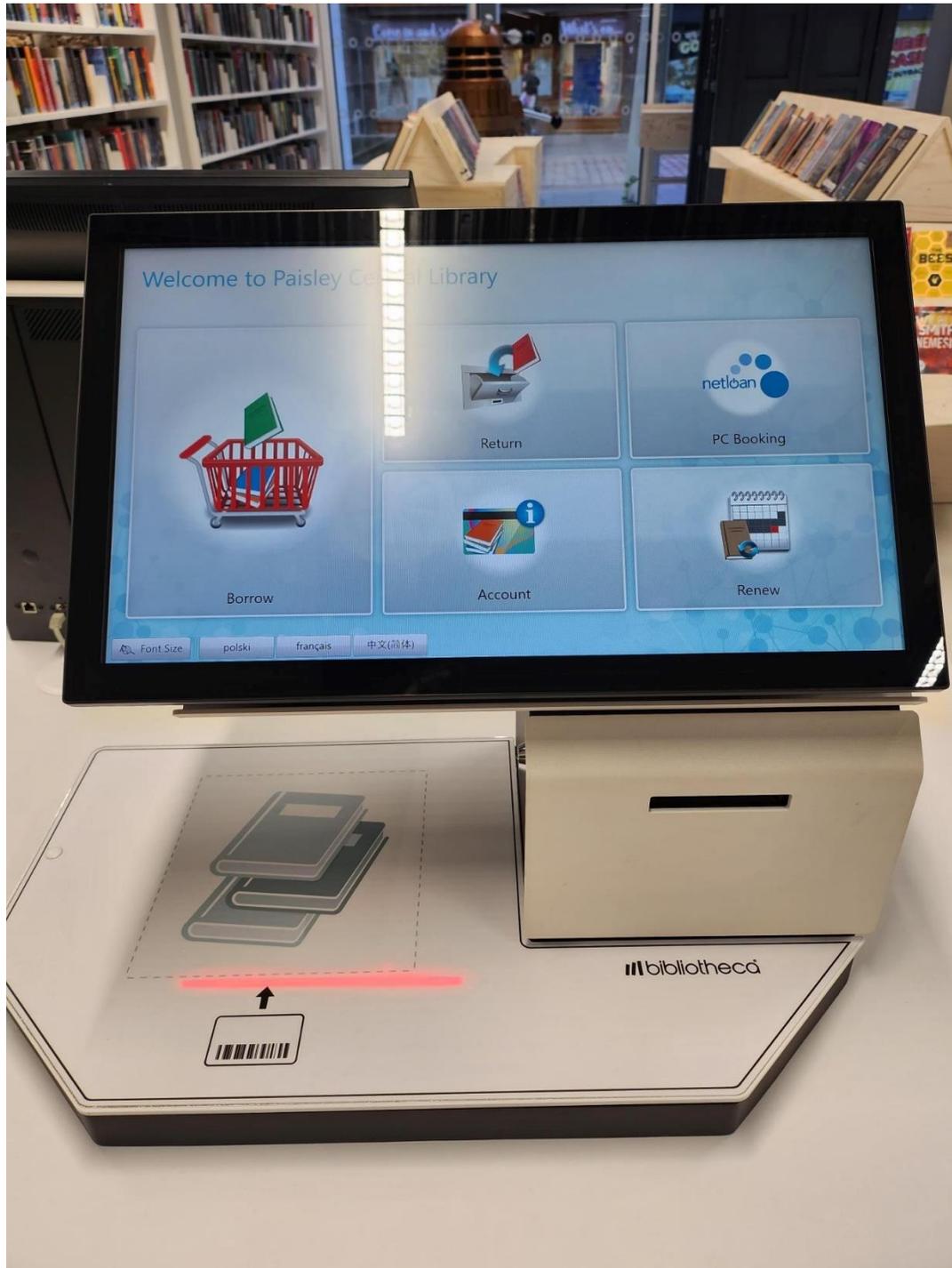
**I can also join the library online or over the phone. If I want to borrow any items, I will talk to a member of the library staff.**

**If I have requested books, they will be available for collection on the ground floor.**



The library staff can help me borrow and return books at the library counter.

Or I can use the self-issue and return machines on the ground floor.



I can also return my books by posting them through the slot next to the self-issue and return machines.



**There are toilets on the first floor that can be used by anyone visiting the library.**



**Accessible toilets are also located on the ground and second floor.**

**When I'm in the library, I can sit and read in a quiet area on the first or second floor.**



**On the third floor, there are books for teenagers and cushioned seating areas.**



**The library has computers for adults to use on the first and second floor.**

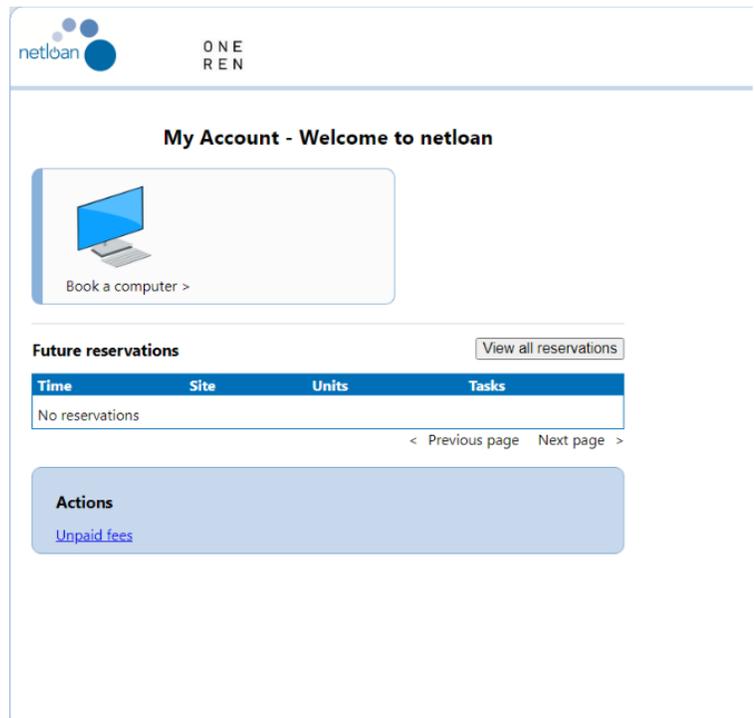


**I can print pages from the computers if I need to. There is a charge for this. I can collect these from the counter on the ground floor at the end of my session.**

**It is better to use Microsoft Edge if printing from the Internet or an e-mail.**

**If I need help using the computers, I can look at the help sheets which are beside each computer, or I can ask a member of staff.**

To use the computers, I will need to reserve a time. I can do that at the library, online or by phone.



The screenshot shows the 'netloan' website interface. At the top left is the 'netloan' logo, and at the top right is the text 'ONE REN'. The main heading is 'My Account - Welcome to netloan'. Below this is a button with a computer icon and the text 'Book a computer >'. Underneath is a section titled 'Future reservations' with a 'View all reservations' link. A table with columns 'Time', 'Site', 'Units', and 'Tasks' is shown, containing the text 'No reservations'. Navigation links '< Previous page' and 'Next page >' are present. At the bottom, there is an 'Actions' section with a link for 'Unpaid fees'.

When I am finished, I can exit the library on the ground floor. The doors will open automatically for me.



# ONE REN

This document reflects the current arrangements for using Paisley Central Library as of November 2023.

For more information, please contact the library on 0300 300 1188, [libraries@renfrewshire.gov.uk](mailto:libraries@renfrewshire.gov.uk) or through our website [www.renfrewshirelibraries.co.uk](http://www.renfrewshirelibraries.co.uk).

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[libraries@renfrewshire.gov.uk](mailto:libraries@renfrewshire.gov.uk)

[oneren.org](http://oneren.org)