

We're going to Downend Library



Before we go to the library

If I am nervous about going, we can talk to someone and ask questions first.

We can call 01454 868006 and ask to be put through to Downend Library.

We can email downend.library@southglos.gov.uk



Before we go to the library

We can ask for a tour of the library.



About the library

There are people who work at the library who we can talk to.



About the library

People who work at the library wear a lanyard.



About the library

Sometimes the library is a quiet place where people talk quietly, relax and read books.



About the library

Sometimes it can be a little noisier when people do different fun activities. If it is too noisy, we can talk to library staff who can help us with this.



About the library

There is a toilet we can use. We can ask a member of staff if we want to use the toilet.



How we join the library

When we get to the library we will see a reception desk.



How we join the library

We will talk to someone who works there to join the library.



How we join the library

My parents or carer will help me join the library.

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

It is free to join the library.



INSPIRING ACTIVE LIFESTYLES
JOIN US AND GET ACTIVE!
 Your route to an Active mind
 in an Active body – Leisure
 and Library Services
 If you want discounts and vouchers,
 regular newsletters and information on
 events in your area, get your Active
 Card today for FREE!

About You

Title: First Name:

Surname:

Address:

Postcode:

Mobile: Date of Birth:

Home: Age:

Email:

How Did You Find Out About Us?

friend/family banner word of mouth web leaflet email
 social media text newspaper

More About You

To help us understand the needs of all people
 please select your ethnicity from the list supplied:

Do you consider yourself to have a disability? Yes No Decline

If yes please ask a member of staff about possible concessionary discounts or specific services we offer.

Please complete if this is a child's application

If applicant is under 16, print parent/guardian name:

If you do not wish your child to use the internet in the libraries tick here:

Please tell us the name of your child's school:

Customer signature
 (or signature of parent/guardian if member is under 16):

Date:

We will contact you to administer and deliver services relevant to your membership such as information about bookings and reserved items. Please let us know how you would like to be contacted below:
 Please contact me by: Email Mobile Post

We would like to contact you with other information and services that are relevant to your membership of the Active Partnership. Are happy for us to provide this information? Yes No

Information is shared with the Active Partners who are South Gloucestershire Council, Libraries West Consortium and Creative Trust (who operate the Active Lifestyle Centres). Further details about how we manage your data can be found in our Privacy Notice which can be found online at www.activecentres.org

0300 333 0300 01454 868006
www.activecentres.org www.southglos.gov.uk/libraries

Active Lifestyle Centre
 INSPIRING ACTIVE LIFESTYLES

How we join the library

My parents or carer will sign a form, this makes me a member of the library and I will be given a library card.



When we visit the library

When we visit the library we are calm.



When we visit the library

In the library there will be shelves of books and DVDs



When we visit the library

We can sit in a chair to read a book.



When we visit the library

We can borrow a book or DVD and take it home.

It is free to borrow books.

There is a charge to borrow DVDs.



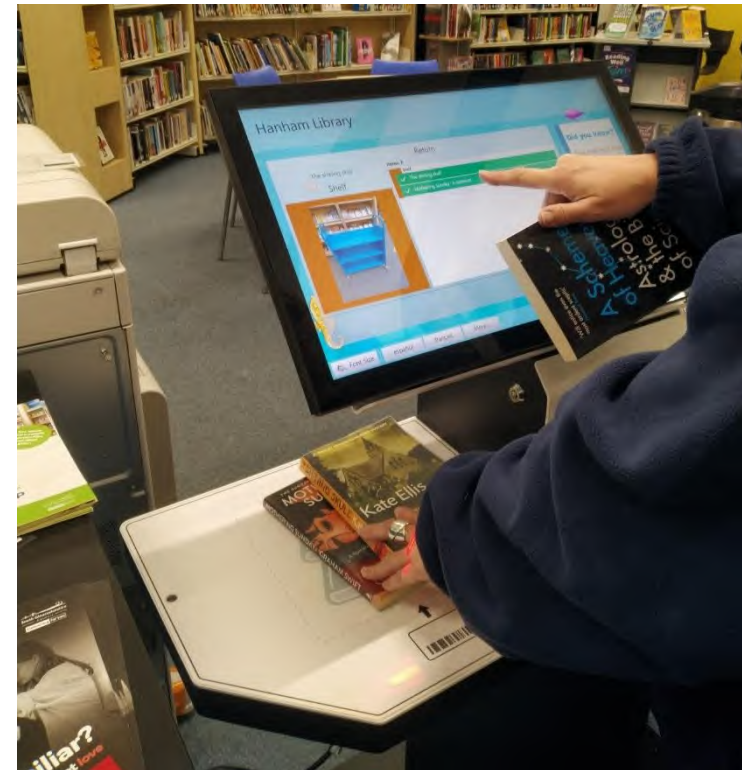
When we visit the library

If we want to borrow a book we will talk to a member of the library staff.



When we visit the library

Staff will show us how to borrow the book or DVD and tell us when we need to bring it back to the library.



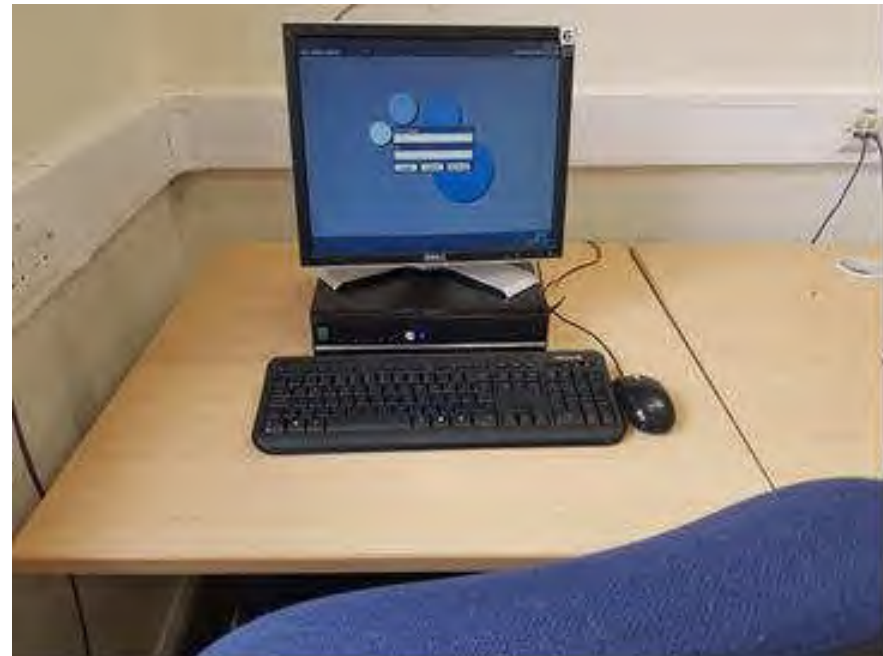
When we visit the library

The library will also have some computers.



When we visit the library

The computers are free to use.



When we visit the library

To use the computers for the first time we talk to a member of staff and get my PIN number.



When we visit the library

We can go to free activities at the library:

Lego Club
Rhyme Time
Holiday Activities
Chatterbooks Reading Group

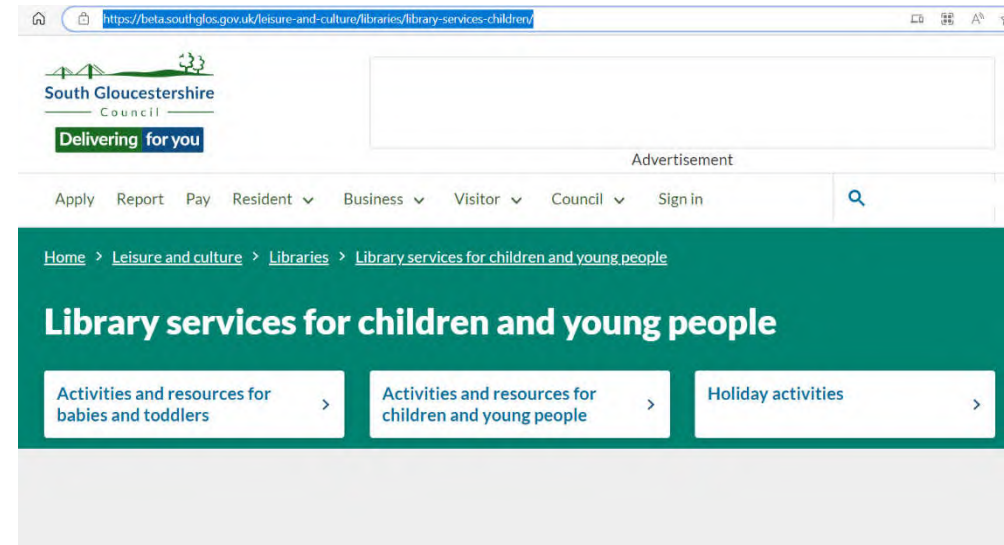
The library can be a little noisier and it can be busier during these fun activities.



When we visit the library

We can ask a member of staff about the activities at the library.

You can find [details of activities](#) on our website.

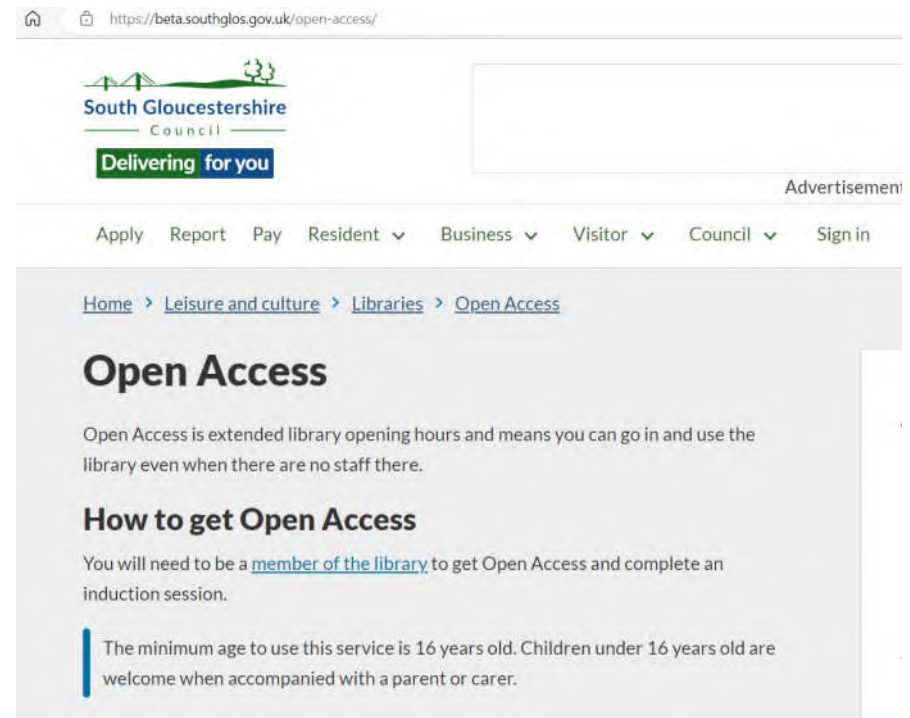


When we visit the library

Now we have joined the library we can ask staff about using the library on days when there are no staff working at the library to help us.

The library is quieter on these days.

We can [find out more](#) on the website.



The screenshot shows the website for South Gloucestershire Council. The URL is <https://beta.southglos.gov.uk/open-access/>. The page features the council's logo and the slogan "Delivering for you". A navigation menu includes links for "Apply", "Report", "Pay", "Resident", "Business", "Visitor", "Council", and "Sign in". The main content area is titled "Open Access" and explains that it is extended library opening hours. It also includes a section "How to get Open Access" which states that users need to be a member of the library and complete an induction session. A note specifies that the minimum age is 16 years old, with children under 16 welcome when accompanied by a parent or carer.

When we visit the library

When we have finished we will leave the library.

