Arrivals by car – dedicated car parking and easy ramp up to new door.
Arrivals on foot, all gentle slopes, handrail up to top of drive
New automatic opening double door
Self Service book check in and check out, online catalogue search.

Large screen welcome and information sign.

Or just ask staff at the counter for help.
Access for all to courtyard, comfortable seating, meeting room with power points at waist height. Walkways wide enough for zimmer frames and rollators.
The all-important toilet area. Plenty of space means mothers and babies also benefit.
A platform lift accommodates wheelchairs, push chairs, bags of books or shopping or people with hip and knee replacements.
Audio books – important for elderly and partially sighted

Teenage corner with ‘Shelf Help’ selection of books on mental health issues for teens.
Regular and special events, including social events which are attractive to older people with mobility issues and people with learning disabilities.
Reaction from service users is good.

Staff attitude is mentioned over and over again.

Welcome Back. Wonderful space and staff.

Wonderful to have our library and welcoming staff back again. Good luck! A.W.

We have been very excited to see our local library re-open! Well worth the wait! Great new right spaces for all to enjoy. Congratulations to all of the team for their hard work in achieving this. Looking forward to spending time here again. Thank you for your hard work.

(Catherine)
Lessons from the Library

• **Staff attitude is number one.** Keeping an eye open for people who need help and offering it politely.
• **Including everyone.** People who are not traditionally library users are still getting value from their visit, for newspapers and tea on a Friday, a mindful colouring session, or to use the computers.
• **Accessible design can benefit more than the disabled.** Other people get benefit from wide walkways, room to manoeuvre, automatic doors and the platform lift.
• **Waist high power points** and controls in meeting room.
• **Thinking about service users** and what they might need but not want to ask for.
Libraries NI joined Every Customer Counts in February 2017 as part of its ongoing drive for equality and inclusiveness in the provision of services.

www.equalityni.org/EveryCustomerCounts