

# **Prince George Public Library's Social Story**



**Bob Harkins Branch  
888 Canada Games Way  
Prince George, B.C., V2L 5T6**

The library is usually open during these hours:

Monday	10:00am to 6:00pm
Tuesday	10:00am to 8:00pm
Wednesday	10:00am to 8:00pm
Thursday	10:00am to 8:00pm
Friday	10:00am to 6:00pm
Saturday	10:00am to 5:00pm
Sunday	Closed

The library is closed on Sundays and on holidays.

**Call 250-563-9251 if you have questions  
before you visit the library.**

When you hear the automated voice, press  
“100”.

A staff member will answer the phone.



If there is no answer, you may leave a  
message.

You can also email the library at  
[ask@pgpl.ca](mailto:ask@pgpl.ca).

The library is located in downtown Prince George, in Canada Games Plaza.



You can enter the library from the plaza.

The parking lot is located under the library.  
If you are driving, you can park in the  
parking lot.



You can enter the library from the parking  
lot.

There is a return slot in the parking lot.



You can return items here if the library is closed.

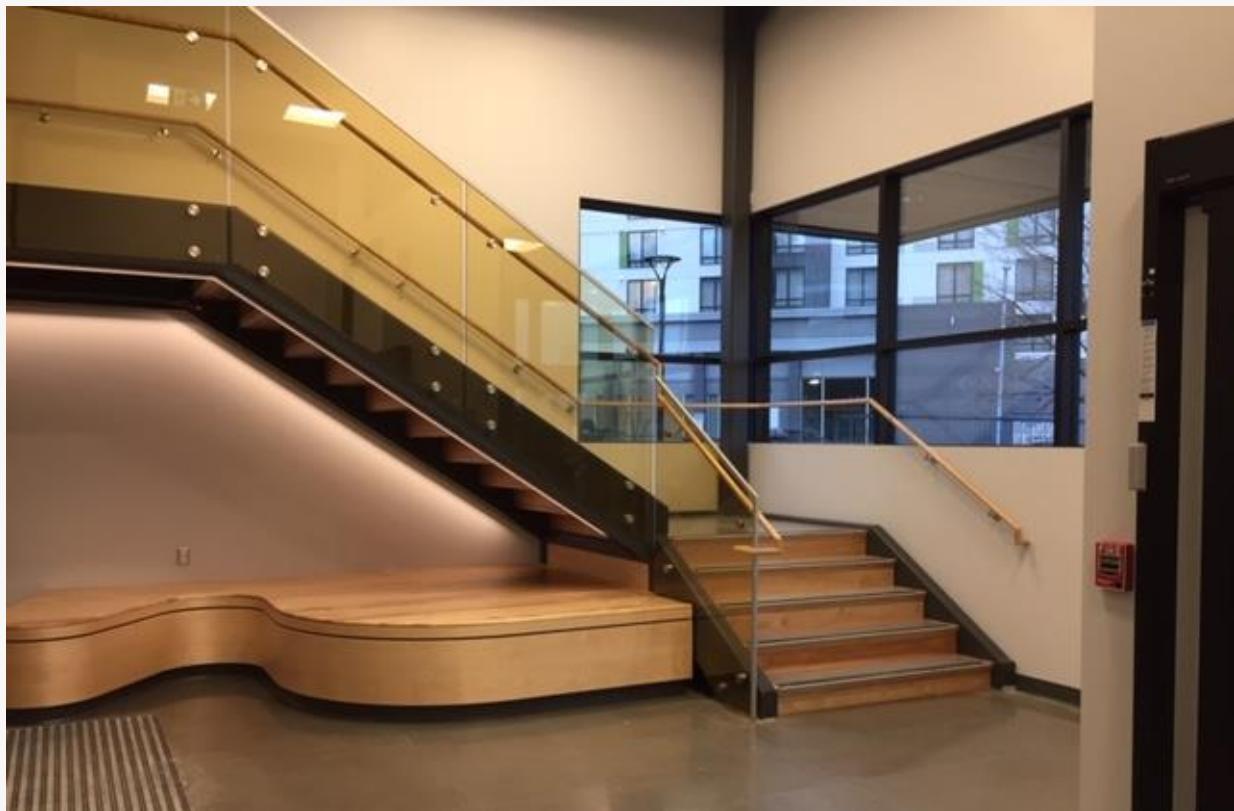
When you enter the library, you can choose to take the elevator or the stairs to the main floor.



The elevator has glass doors.  
It has a speaker that tells you what floor  
you are on.

The staircase has many windows and sturdy glass railings.

There are 24 steps.

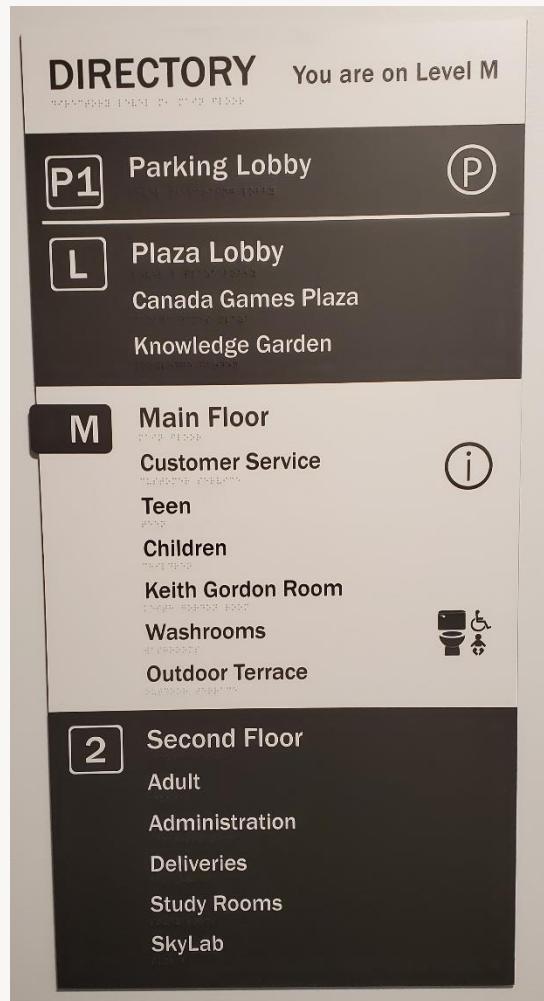


This space can be loud when it is busy.

You do not need to be quiet in the library.

There is a sign outside the elevator.

It tells you what is on each floor of the library.



The entrance to the main floor has many glass walls and bright lights.



To the right are slots where you can return your borrowed materials.

There are hand sanitizer stations throughout the building.  
The hand sanitizer has a strong smell.

The teen area is near the entrance.  
It has tables, chairs, computer stations,  
and books.



This is a special place just for teens and  
their friends and families.

Visitors between the ages of 8 and 18 can play video games on the TVs in the teen area.



You will need a library card to borrow a controller from the main service desk.

This is the main service desk.

Sometimes there is a lineup at this desk.  
Staff will call and wave to you when it is  
your turn.



Staff at this desk can help you find books,  
DVDs, and other library materials.

Staff can also help you get a library card.

This is what a library card looks like:



You must have a piece of ID to get a library card.

Your ID must have your legal name on it.

Children under 12 years old need a parent or guardian with them to get a library card.

Staff members wear silver badges with "Staff" written on them.



The library has many staff.  
You may see different staff at each visit.

Staff like to answer your questions and can help you find things in the library.

The washrooms are on the first floor.



There is a men's washroom and a women's washroom.

There is 1 universal washroom. Anybody can use this washroom.

The soap in the bathrooms has no smell.

The Junior and Easy areas have picture books and materials for children.

There are toys, chairs, tables, and books.



There are comfortable places to sit, read, and play.

This space can be very loud and busy.

Children should have an adult with them when they visit the library.

The Youth Desk is in the Junior area.  
Staff at this desk can help you find books  
and answer your questions.



Sometimes there is nobody at this desk.  
You can go to any other desk to ask the  
staff for help.

Behind this desk there is a fish tank with  
large fish in it.

You may choose to take the stairs or the elevator to get to the second floor.



If you go up the stairs, you will see the service desk when you reach the top.



Staff at this desk can answer your questions and help you find things in the library.

Sometimes the staff are not at the desk.  
They will be back soon.

If you take the elevator to the second floor, you will see a hallway with bookshelves on both sides.



Turn right at the end of the hallway to find the service desk.

The second floor has many comfortable places to sit.

There is a lot of natural light.



**Anyone can use a library computer for 30 minutes every day.**



**You can print, fax, scan, and photocopy in the computer lab.**

**You can ask about how to use a computer at any service desk.**

The Skylab is located over the computer lab.



You can take the stairs to the Skylab.

This staircase looks like it has open risers.  
There is plexiglass at the back of each riser.

The Skylab is a place to study and work.



The Skylab is often very warm.

It has sturdy glass railings.

There are chairs, tables, and electrical outlets.

The library has 2 study rooms.  
The study rooms have glass walls and  
adjustable lighting.



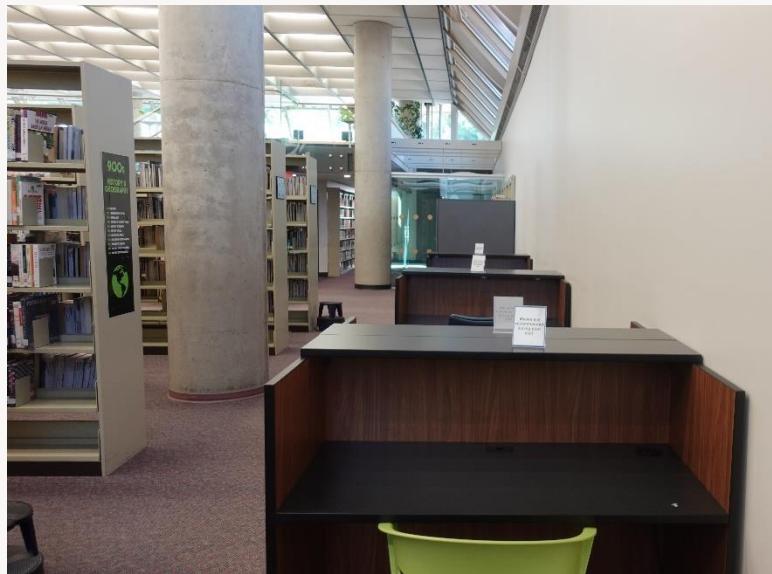
You can lock the door when you are using a  
study room.

You may reserve a study room by phoning  
the library or asking at a service desk.

The second floor of the library has many desks.

These desks fit one person.

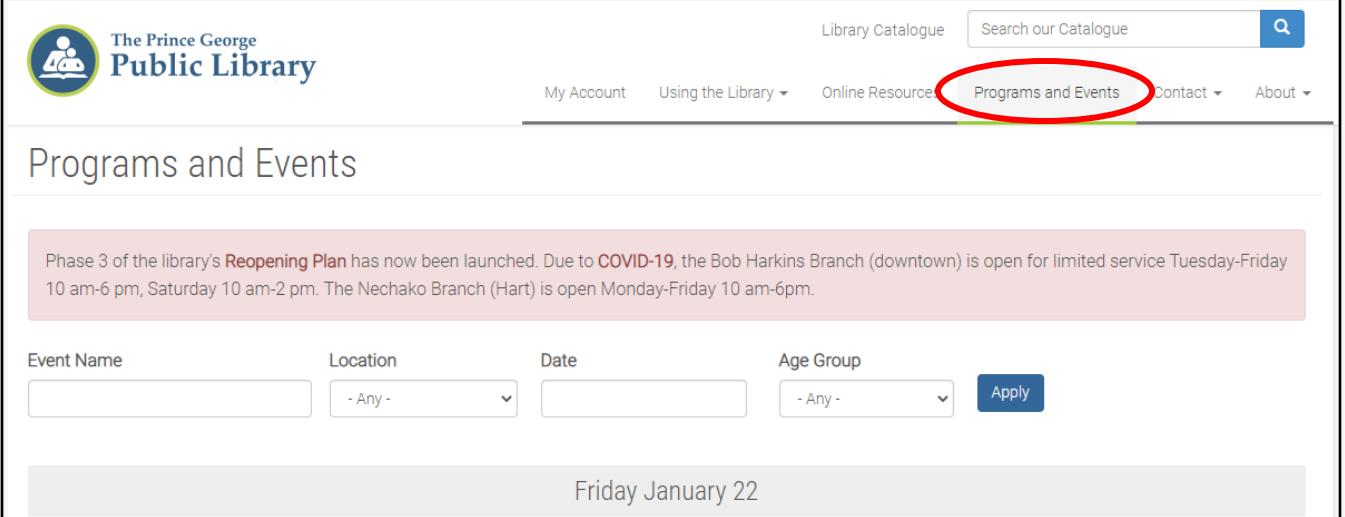
Most of the desks have an electrical outlet nearby.



The library offers many programs.

All programs are free.  
You may need to register for some  
programs.

You can see the upcoming programs at  
[pgpl.ca/events](http://pgpl.ca/events).

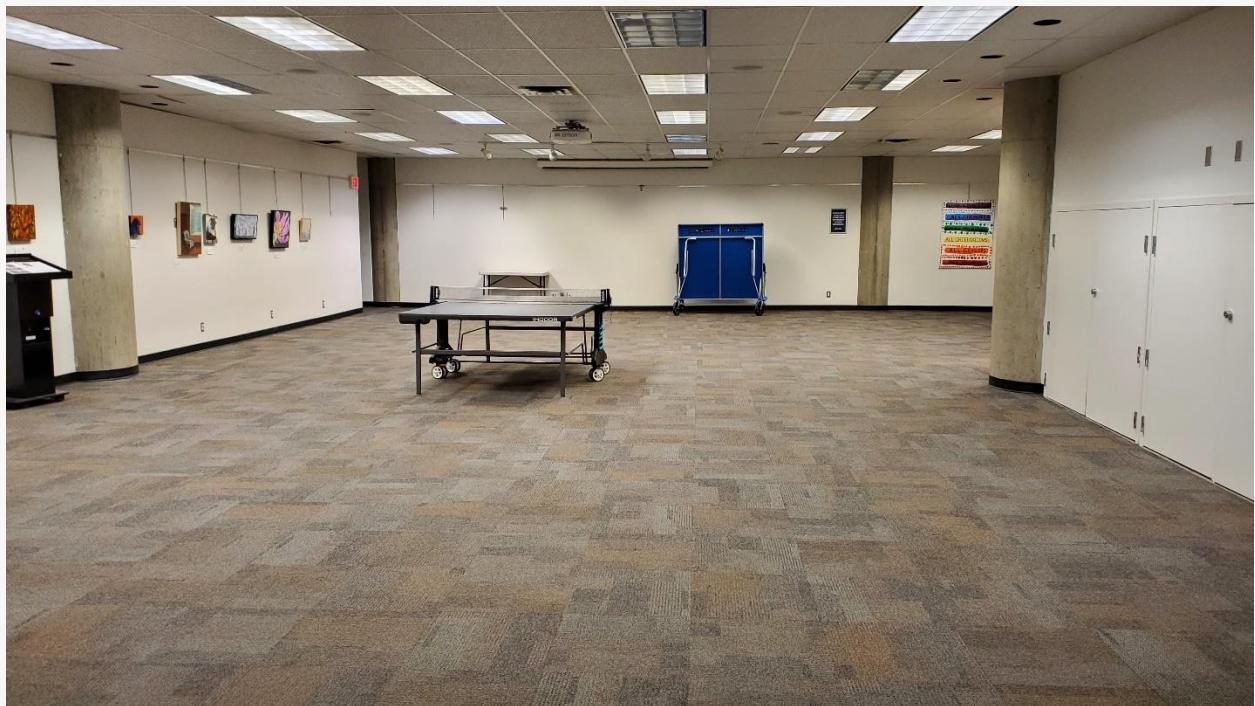


The screenshot shows the homepage of The Prince George Public Library. At the top, there is a navigation bar with links for 'Library Catalogue', 'Search our Catalogue', 'My Account', 'Using the Library', 'Online Resources', 'Programs and Events' (which is circled in red), 'Contact', and 'About'. Below the navigation bar, the main content area features a heading 'Programs and Events'. A pink banner below the heading provides information about the library's reopening plan, stating: 'Phase 3 of the library's Reopening Plan has now been launched. Due to COVID-19, the Bob Harkins Branch (downtown) is open for limited service Tuesday-Friday 10 am-6 pm, Saturday 10 am-2 pm. The Nechako Branch (Hart) is open Monday-Friday 10 am-6pm.' Below the banner, there are search filters for 'Event Name', 'Location' (set to '- Any -'), 'Date' (set to an empty field), and 'Age Group' (set to '- Any -'). A blue 'Apply' button is located to the right of these filters. At the bottom of the content area, a grey bar displays the date 'Friday January 22'.

Ask a staff member if you have a question  
about a program.

Library programs usually happen in the Keith Gordon Room.

The Keith Gordon Room is on the main floor of the library.



The lights are bright and may make a humming noise.

You can ask staff to dim the lights.

Library programs can be very loud and busy.



Materials from the sensory kit are available for anyone to use during busy library programs.

The location of furniture and programs in the library can change frequently.



If you have questions, you can call library staff at **250-563-9251 extension 100** or visit the library website [www.pgpl.ca](http://www.pgpl.ca).

If you notice anything missing from this visual story, you can email [ask@pgpl.ca](mailto:ask@pgpl.ca).  
Or call 250-563-9251 extension 141.