

Prince George Public Library's Visual 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 6:00pm
Wednesday	10:00am to 6:00pm
Thursday	10:00am to 6:00pm
Friday	10:00am to 6:00pm
Saturday	10:00am to 4:00pm
Sunday	Closed

The library is closed on Sundays and on holidays.

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



Press **100** to ask about library cards.

Press **108** to talk to ask about child and
teen books or programs.

Press **141** to ask about adult books or
programs.

You can also email the library at
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.

You can choose to take the elevator or the stairs to the main floor.

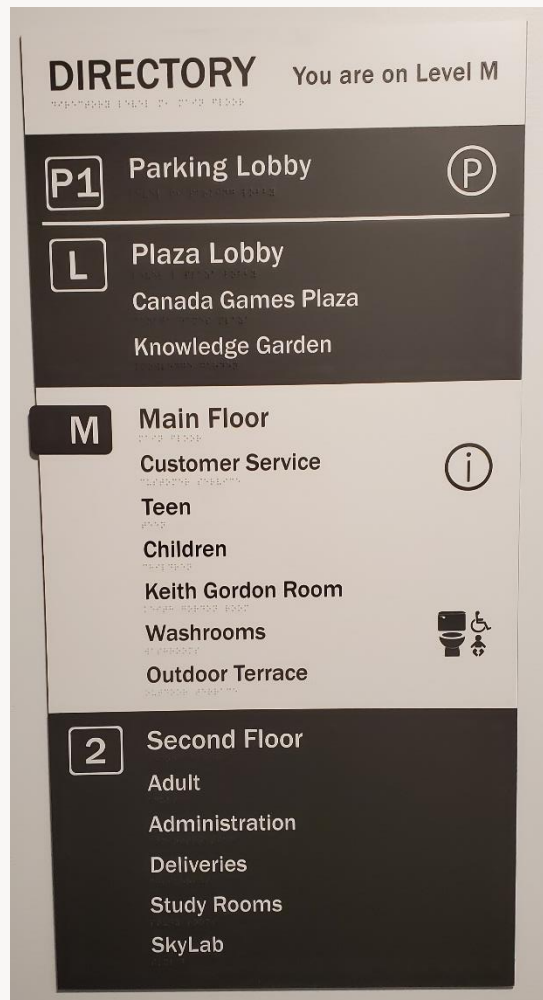


The elevator has glass doors.
It has a speaker that tells you what floor
you are on.

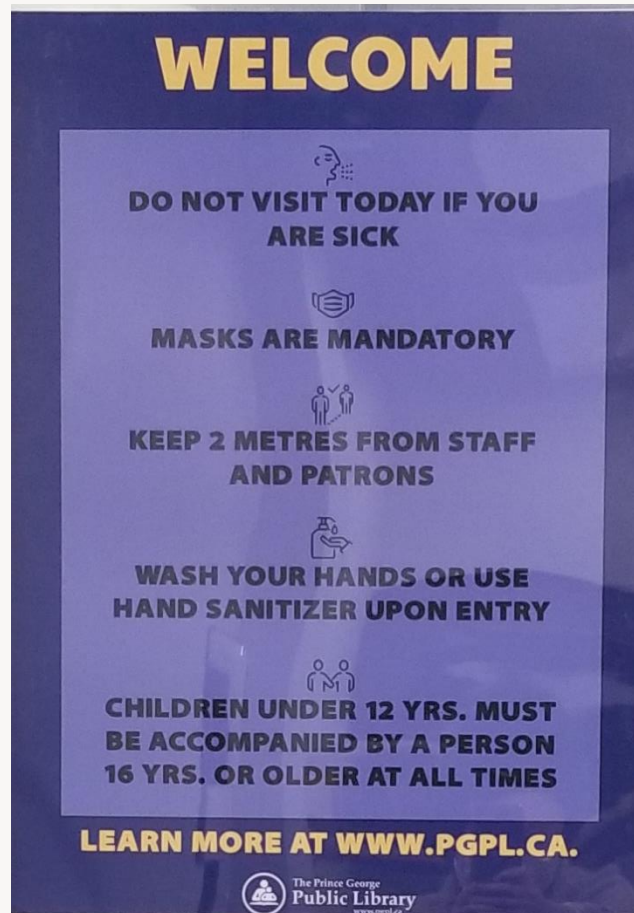
The staircase has many windows.
It can be loud when it is busy.



There is a sign outside the elevator.
It tells you what is on each floor of the
library.



When you enter, you will see signs with rules to keep everyone safe during the COVID-19 pandemic.



One of the rules is to wear a mask.

Staff can give you a mask if you do not have one.

If you are unable to wear a mask, you do not have to.

There can only be 20 visitors in the library
at one time.

If the library is full when you arrive, you
will have to wait.



When someone else leaves, you can enter.

The Service Desk is on the main floor.
Staff at this desk can help you get a library
card.

They can also help you find books, DVDs,
and other library materials.



Sometimes there is a lineup at this desk.
The stickers on the floor show you where
to stand when you are in the lineup.

To get a library card, you will need to show staff a piece of identification.
It must have your legal name on it.

This is what a library card looks like:



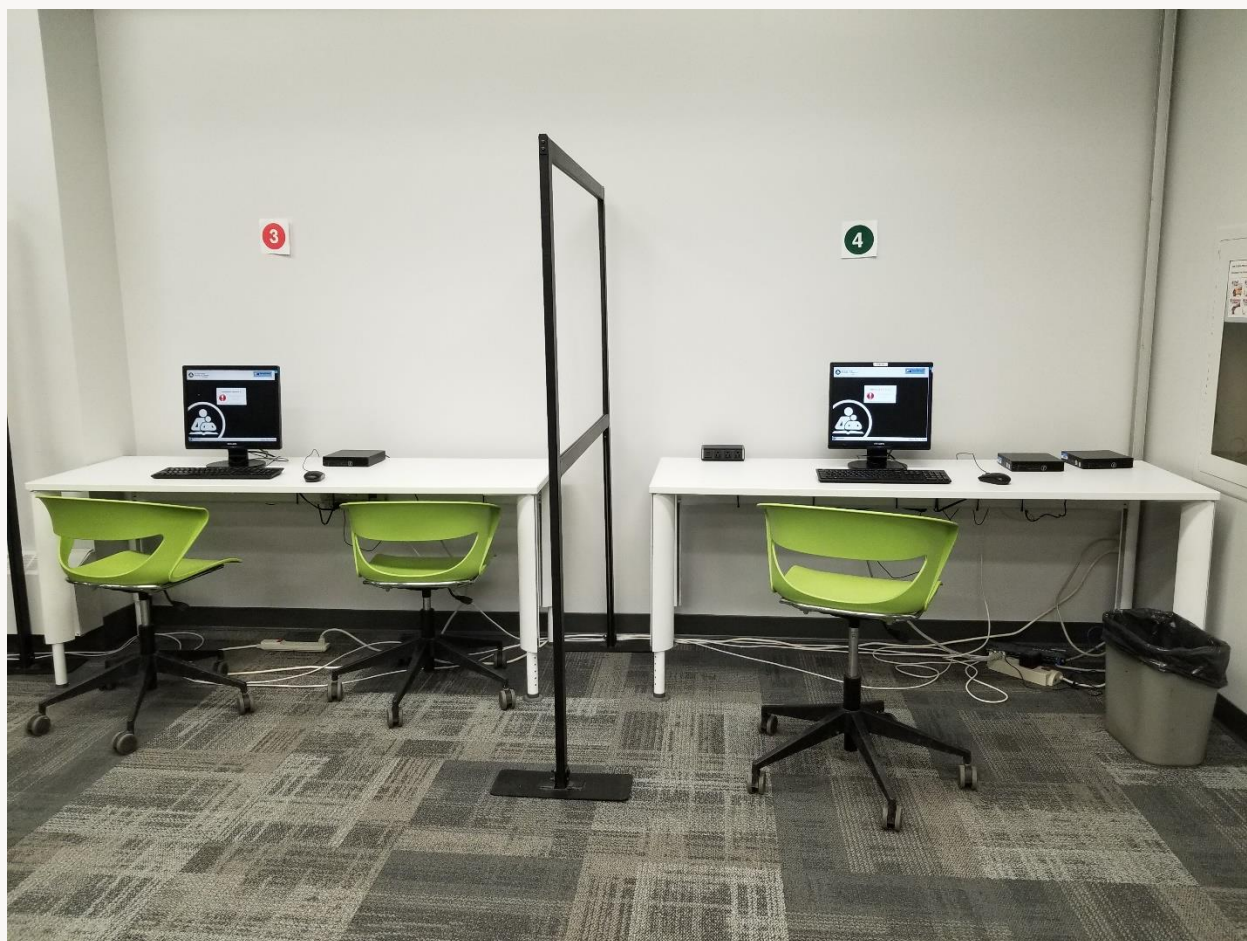
Children under 12 years old need a parent or guardian with them to get a library card.

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



Staff like to answer your questions and can give you a tour of the library.

You can use an internet computer for 45 minutes.



Ask at the Service Desk if you would like to use a computer.

There are washrooms on the main floor.
One is for men and one is for women.



There is a private washroom with 1 toilet.
Anybody can use this washroom.

The soap in the bathrooms has no smell.
The hand sanitizer has a strong smell.

Sometimes there are few people in the library and it is quiet.



When there are lots of people in the library, it can be loud.

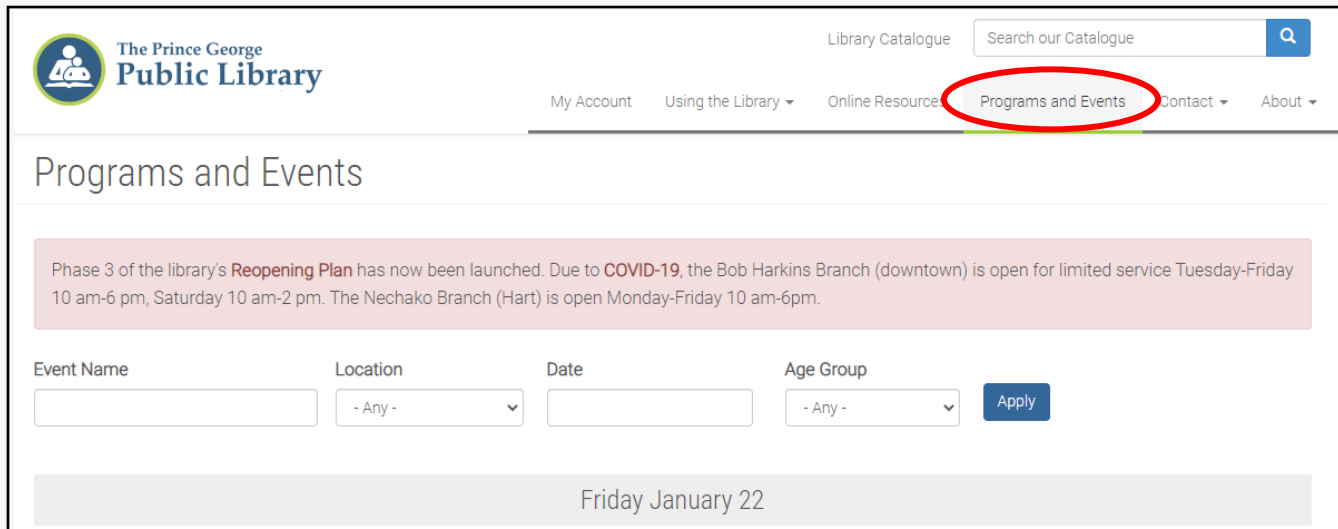
The lights are very bright and make a humming noise.

The library offers many virtual programs.
All programs are free.

You can attend programs from home.
You will need a computer, tablet, or phone
connected to the internet.

You will have to register for some
programs.

You can register for programs at
pgpl.ca/events.



The screenshot shows the website for The Prince George Public Library. At the top left is the library's logo. To the right is a search bar labeled 'Library Catalogue' with the text 'Search our Catalogue' and a magnifying glass icon. Below the logo and search bar is a navigation menu with links: 'My Account', 'Using the Library', 'Online Resources', 'Programs and Events' (which is circled in red), 'Contact', and 'About'. Below the navigation menu is a section titled 'Programs and Events'. Inside this section is a pink banner with text about the library's reopening plan. Below the banner are four input fields: 'Event Name', 'Location' (with a dropdown menu showing '- Any -'), 'Date', and 'Age Group' (with a dropdown menu showing '- Any -'). To the right of these fields is a blue 'Apply' button. At the bottom of the section is a grey bar with the text 'Friday January 22'.

Ask a staff member if you need help
registering for a program.

Parts of the library are closed during the COVID-19 pandemic.



Ask a staff member if you need something from a closed area of the library.

The library may change often during the pandemic.

You can phone the library before you visit to ask about any recent changes.



If you have questions, you can call library staff at **250-563-9251 extension 100** or visit the library website www.pgpl.ca.

If you notice anything missing from this visual story, you can tell Amy.
Call her at 250-563-9251 extension 128 or send her an email at adhanjal@pgpl.ca.