Boronia Library Access Key

Park Crescent

Boronia 3155

Phone: (03) 9800 6488

Website: www.yourlibrary.com.au

Version 2.0

Updated March 2021

Glossary

AFFL – Above Finished Floor Level.

ERL - Eastern Regional Libraries.

Genre - A style or category of art, music, or literature.

PIN - Personal Identification Number. Issued with every new library membership.

TGSI - Tactile Ground Surface Indicator. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.

Guidelines

Thank you for choosing to use an Access Key for Boronia Library.

For your Access Key to be successful, we recommend you follow these guidelines.

Access Keys are available online to help you prepare for your visit in advance.

Access Keys be read and shared in an environment free of distractions.

Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.

If sharing the Access Key with a participant, help the participant comprehend key points, consistently monitoring for level of understanding.

If sharing the Access Key with a participant, contextualised photographs can be used to summarise information and experiences.

If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has taken place.

Once the visit has taken place, revisit the Access Key to celebrate success.

Download Access Key in its entirety 34 pages in total.

Did You Know?

Boronia Library is proudly supported by Knox City Council.

Please click here to view Knox Community Access and Equity Implementation Plan 2017 – 2022.

http://www.knox.vic.gov.au/files/Community/Knox_Community_Access_and_Equity_Implementation_Plan_2017-2022.pdf

Boronia Library is located next to the Knox Basketball Stadium.

Membership is free of charge for all Victorian residents.

For information on policies and procedures, call the Eastern Regional Library Services on 1300 737 277.

Follow us on Facebook or Instagram.

https://www.facebook.com/EasternRegional/

https://www.instagram.com/yourlibraryerl/

To provide feedback please see (online feedback form – see website)

www.yourlibrary.com.au/contact-feedback/

Library Services

Unlimited borrowing available. Items may include books, magazines, DVDs, audio books, music CDs and large print books.

Reservations of up to 20 items.

Games for PlayStation, Xbox, Switch and Nintendo Wii U can be ordered for borrowing. See staff for assistance or visit the online library catalogue to place on hold.

https://erlc.ent.sirsidynix.net.au/client/en_GB/erlc/

An online collection. See our website for further details.

https://www.yourlibrary.com.au/online-resources/

Our Home Library Service is for people who have difficulty   visiting the library. For more information visit Home Library Service

https://www.yourlibrary.com.au/home-library-service/

Computers and colour printing services.

Free Wi-Fi is available with membership.

Download our 'What's on Booklet' here or pick up a copy in branch to learn more about our program of events.

https://www.yourlibrary.com.au/whats-on/

Members can browse the catalogue, renew items, place reservations, monitor due dates or extend loans all on the go, using the library app. Click here to learn more.

https://www.yourlibrary.com.au/2020/11/library-app/

Members may borrow and return library items to any ERL branch, mobile library or reading room. Boronia Library's Multipurpose room, with kitchenette, is available for hire. It is ideal for training, interviews and meetings. Please contact Boronia Library for bookings.

Getting There

Boronia Library is located at Park Crescent, Boronia.

See Google Maps reference here.

https://www.google.com.au/maps/place/Boronia+Library/@-37.8637696,145.2822722,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad63b629498d919:0x218c9f3ada53803c!8m2!3d-37.8637696!4d145.2844609

Boronia Library is conveniently located approximately a 650 metre walk from the Boronia Railway Station.

The station has a connecting bus service.

A taxi zone is located on Lupton Way, outside the station.

The nearest bus stop is located approximately 170 metres away from the library entrance, on Park Crescent.

For information on how to get to Boronia Library, visit Public Transport Victoria.

www.ptv.vic.gov.au/journey/

Parking

The most convenient parking for Boronia Library is located within a carpark directly outside the library.

This carpark is shared with the Knox Basketball Stadium.

No restrictions apply.

There is:

General parking.

Three accessible parking bays approximately 20 metres from the library.

Overflow parking approximately 150 metres located to the right of the parking bay entrance, on Park Crescent.

Additional parking is available in surrounding streets.

Welcome

Welcome to Boronia Library. We are open six days a week.

Or opening hours, please refer to our website or phone (03) 9800 6488.

https://www.yourlibrary.com.au/locations/boronia-library/

A small undercover area is available at the front of the library.

Entry

Entry into Boronia Library is through a double glass automated door and then through a small foyer.

Brochures are located in the entry foyer on either side of the entrance.

The customer service counter is located to the left of the foyer

There is a Visual Communication Board at the customer service counter to support confident communication.

Daily newspapers including the Herald Sun and The Age are available.

Please ask staff at the customer service counter for assistance.

For your comfort, a range of furniture options are available. These include cushioned bench seats, couches, chairs with backrests as well as tables.

Wi-Fi is available with membership.

Sensory Guide Entry

Feel

- Change in ground surfaces
- Heating/Cooling
- Shared Personal Space

Sounds

- Automated Doors
- Echo
- People
- Traffic

Staff

Library staff wear grey or purple shirts with an ERL logo.

Youth Service staff wear bright green or red shirts.

Shirts are worn with black pants or a skirt.

All staff wear a name badge.

Library staff are available to assist with any enquiries and bookings.

Toilets

Toilets are conveniently located to the right of the entry, through the foyer.

Includes:

Unisex, accessible toilet.

Manual sliding door. Door clearance of 750mm with a latch lock.

Cubicle space 1700mm x 1700mm.

Grab bar to the left of toilet.

Toilet height 470mm AFFL with a left-hand transfer.

Separate male and female toilets.

Baby change area within the accessible toilet.

If you require access to the unisex accessible toilet, please see staff at customer service desk for a key.

Sensory Guide Toilets

Feel

- Change in ground surfaces

- Heating/Cooling

- Shared personal space

Sounds

- Echo

- Hand dryers

- People

- Toilet flushing

- Water running

Sights

- Bright lights

- Mirror/Reflection

Smells

- Bathroom smells

- Disinfectants

Membership

Memberships can be used at all branches within Knox, Maroondah and Yarra Ranges.

Applications can be processed in branch at the customer service counter or online.

https://www.yourlibrary.com.au/join-the-library/

Identification is required. Photo identification is preferred.

Children under the age of 18 require membership to be signed by a parent/guardian.

A library barcode number will be given with each membership.

PIN numbers are generated with each new membership. PIN numbers can be changed. See staff for assistance.

To learn more about conditions of membership, visit our website.

https://www.yourlibrary.com.au/conditions-of-membership/

Library Collection

Boronia Library has an extensive range of items available for loan including:

- Books (fiction and non-fiction)

- **Large print books**
- **Audio books**
- **Magazines**
- **DVDs and music CDs**
- **Collection of games for PlayStation, Xbox, Switch and Nintendo Wii U on demand.**
- **Online resources available including eBooks, eAudio books and magazines https://www.yourlibrary.com.au/online-resources/**
- **Specialised literacy collection including fiction books for people learning to read, books on writing and reading, maths and grammar as well as tools for teachers and tutors.**

All items are catalogued.

A library catalogue is a register of items.

There are two catalogue computers available to look up item availability.

They are located in the centre of the library.

The library catalogue can also be accessed through the main public computers in the library.

Members can search required items by author, title, subject or series.

Large print books are identified with an 'LP' label on the spine.

All book genre areas are categorised into sections throughout the library and displayed with clear signage at the end of each aisle.

Items can be placed on hold using the catalogue computer and pick up locations can be selected accordingly.

Items that have been reserved are held in the library on the reservations shelf for 10 days.

Borrowing Items Self-Checkout Machine

Members can independently borrow items using the touch pad self-checkout machines.

Boronia Library has two self-checkout machines at 1030mm AFFL. Both are located next to each other at the front of the library.

To <u>borrow</u> items:

1. Tap checkout.
2. Place membership card down with barcode facing up (ensure the red line is aligned with membership barcode).
3. Place item on the pad, facing either way. If borrowing multiples, place all items on pad together (4 maximum at one time).
4. Tap finished.
5. Choose selection to print receipt, email receipt or no receipt.

To <u>renew</u> items;

1. Tap renew.
2. Place membership card down with barcode facing up (ensure the red line is aligned with membership barcode).
3. Items that are currently on loan will be displayed on screen.
4. Tap the box next to item required to extend loan.
5. Tap 'Renew Selected'. If item is able to be renewed, item will be displayed on screen with a green tick. If item cannot be renewed, item

will be displayed on screen with a red cross indicating item cannot be renewed. This may occur due to item being on hold for another member or item has been renewed maximum number of times.

All items will be renewed twice automatically (a total of 9 weeks) unless they are reserved by another member.

Items can also be renewed online through our website.

https://www.yourlibrary.com.au/

Membership details are required. Items can be renewed twice if there is no reservation on the item.

These machines can also be used to check the status of a membership account.

To **check** account;

1. Tap account.
2. Place membership card down with barcode facing up (ensure the red line is aligned with membership barcode).

Screen will display how many items are out on loan and what reservations (holds) are current

4. To print a report, click 'Print Report'.

Customer Service Counter

Items can be borrowed at the customer service counter. Membership details are required.

All loans are for 3 weeks and will be renewed twice automatically (a total of 9 weeks), unless they are reserved by another member.

Items can also be renewed online.

https://www.yourlibrary.com.au/

Damaged or lost items incur a fee.

Program of Events

Boronia Library provide a range of vibrant and engaging program of events including:

- **Storytimes**
- **After school and holiday activities**
- **Young adult events**
- **Author talks and book chats**
- **Technology and eLearning**

- Family History

- Cooking, gardening and craft groups

- Health and well-being talks

- Senior events

Staff are on hand to provide assistance.

To find out more about what's on, members can pick up a printed copy of our 'What's On' booklet available in branch or an electronic calendar version is available online.

https://www.yourlibrary.com.au/whats-on/

Online bookings are available.

https://events.yourlibrary.com.au/

Library Services

Boronia Library offers a range of services for members.

Membership is required to access most services.

Printing and photocopying incur a fee.

These services are paid for using library membership with a credit balance. Library services include:

Computers.

Adding Credit to a Membership.

Photocopying.

Scanning.

Computers

Computer use with internet access is free with membership.

Boronia Library has eleven computers; 10 for 1-hour use and 1 for 10-minute hire.

Bookings are available online but are not required.

Bookings can also be made over the phone. Call (03) 9800 6488.

https://web.erl.vic.gov.au/web/pcbookings.php?m=5

Every computer is linked to the library printer.

Seats with backrests are available.

Computer desks are wheelchair accessible. See staff for assistance.

1. Members are required to log into computers with their library barcode number and PIN number.
2. Members are requested to read and accept computer Terms and Conditions prior to use.
3. A convenient timer will be displayed on the home screen to advise how much time is left.

Basic computer support can be provided.

Sensory Guide Computers

Feel

- **Heating/Cooling**
- **Shared personal space**

Sounds

- **Automated Doors**
- **Computers**
- **Cooling system/Air flow**
- **People**
- **Photocopier**

Sights

- **Bright lights**

Adding Credit to a Membership

Members can add credit to a membership online.

https://www.yourlibrary.com.au/

Alternatively, staff can assist in branch.

Sensory Guide Adding Credit to a Membership

Feel

- **Heating/Cooling**
- **Shared personal space**

Sounds

- **Automated Doors**
- **Computers**
- **Cooling system/Air flow**
- **People**
- **Photocopier**

Sights

- **Bright lights**

Photocopying

A black and white or full colour photocopying service is available.

Library paper only to be used.

1. Members must have a credit balance on their membership.
2. Scan your library card through the card reader.
3. Place originals face down on the screen
4. When finished, remember to remove copies and originals and log out.

Instructions are displayed on the control panel.

The photocopier is 700mm AFFL.

Sensory Guide Photocopying

Feel

- **Heating/Cooling**
- **Shared personal space**

Sounds

- **Automated Doors**
- **Computers**
- **Cooling system/Air flow**
- **People**

- **Photocopier**

Sights

- **Bright lights**

Scanning

The photocopier machine is used to scan documents. There is no fee to scan, however the library card needs a small credit balance to activate the scanner. Staff will be able to advise the minimum credit balance required.

1. **Members must have a credit balance on their membership.**
2. **Scan your library card through the card reader.**
3. **Choose destination. Documents can be scanned to an email address or a USB.**
4. **Place originals face up in the top of the photocopier tray. If multiple pages are to be scanned, place all together in top of tray facing up, ensuring all staples are removed prior to scanning.**

5. A notification will be displayed on screen once documents have been delivered to chosen destination.

6. When finished, remember to remove originals and log out.

Instructions are displayed on the control panel.

The photocopier is 700mm AFFL.

Sensory Guide Scanning

Feel

- **Heating/Cooling**
- **Shared personal space**

Sounds

- **Automated Doors**
- **Computers**
- **Cooling system/Air flow**
- **People**
- **Photocopier**

Sights

- **Bright lights**

Returning Items

Items to be returned via the return chute outside the library.

This chute is located to the left-hand side of the entrance.

Items can be returned 24 hours a day.

The return shoot is at a height of 1120mm AFFL.

Items can also be returned to <u>any</u> ERL branch, mobile library or reading room.

Youth Services

Boronia Library run Storytime sessions every week.

The duration of Storytime will vary depending upon the age of the children. Please refer to our website for session times.

All Storytimes are run during school terms only.

https://www.yourlibrary.com.au/storytimes/

Tiny tots: 0 – 12 months

Toddlers: 1 – 3 years

Pre-schoolers: 3 – 6 years

Storytime takes place in the multi-purpose room located on the right-hand side of entry, past the children's section.

First, families are welcomed into the children's area by library staff. Library staff request Storytime to be a screen free zone. Please switch all personal devices to silent or off.

Next, children are encouraged to sit in front of the library staff, on the floor.

Parents/carers can sit with their children or if they prefer, seating is available.

Then, activities will start. Activities include library staff reading stories to children, singing, rhyming and music. Families are encouraged to join in with the songs and rhymes and to encourage children's participation. Pre-schoolers and Toddler groups will have a simple craft activity or puzzles at the end of the session.

If children become restless or distracted, families are free to come and go throughout the session. To minimise disruption, we encourage all families to

arrive on time and to explain the need to your child for them to sit quietly during the stories so that others can see and hear.

After-School STEAM Club

This club provides children aged 7-12 with fun, exciting and educational activities. Please refer to our website for session times.

https://events.yourlibrary.com.au/

There is a maximum number of 15 children in each session and operates out of the multi-purpose room. Children should be accompanied by a parent at all times.

First, on arrival, families are welcomed into the multipurpose room by library staff.

Next, children are invited to gather around the 'daily activity'. Parents/carers can sit with their children or if they prefer, seating is available.

Then, the daily activity will commence. Activities can range from fun science experiments, building projects, technology to play with and engineering

ideas to explore. Parents are encouraged to join in or enjoy the library.

Sensory Guide Youth Services

Feel

- **Heating/Cooling**
- **Shared personal space**

Sounds

- **Children participating**
- **People**
- **Cooling system airflow**
- **Children feet stomping**
- **Children singing**
- **Echo**

Sights

- **Bright lights**
- **Glare**

Smells

- **Craft materials**
- **Food/drink**

Accessibility

Clear signage indicating entrance to the library.

Automated open library entrance.

Low height customer service counter.

Printed Boronia Library Access Key available at customer service counter.

Hearing Awareness Card at customer service counter to support hard of hearing or deaf visitors/members.

Pen and paper for exchanging information available at customer service counter.

Staff available to read information to members if required.

Wide clear internal walkways.

Clear spaces between furniture for a person to manoeuvre a mobility aid.

Spaces for a person using a wheelchair to sit with friends.

Large print and audio books. Computer font can be enlarged.

Availability of quiet areas throughout the library.

Online and phone booking system.

Adequate pram parking throughout library and within children's area.

Accessible parking for scooter users throughout library.

Home services available to household residents within Knox, Maroondah and Yarra Ranges.

Assistance animals welcome.

Acceptance of Companion Cards.

Use the National Relay Service to contact Boronia Library on (03) 9800 6498. Find the right contact number or access point for your NRS channel of choice at communications.gov.au/accesshub/nrs. For help using the NRS, contact the NRS helpdesk: communications.gov.au/helpdesk.

Interpreter service available at Knox City Council. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Knox City Council on 03 9298 8000. Opening hours 8:30am-5pm - Monday – Friday.

Safety

Flat carpeted surface throughout library.

Artificial lighting throughout.

Objects throughout and on floor including book display cabinets, furniture, concrete pillars, pot plants and rubbish bins. Book trolleys may also be placed at the end of some fixed aisles. Internal poles and furniture do not offer any contrast to floor colours.

Signage for wet floors may be displayed.

Clear newspaper stands are scattered throughout the library. Please be aware.

Staff with Working with Children Checks.

Children under 12 years of age must be accompanied by an adult.

Visible illuminated exit signs.

Please keep volume level to a minimum and respect personal space of others.

It is requested all visitors and members move through the library in an orderly manner, walking only.

If first aid is required, please see staff.

In the event of an emergency, staff will help and direct members and visitors. If there is to be an evacuation, members and visitors will be directed to the nearest exit and designated assembly area. There are two evacuation maps displayed in the library. One is on the grey doors leading into the multipurpose room. The other is in the foyer, nearest to the community noticeboards and the passage way to the public toilets.

Access Ability Australia

Access Keys are designed and developed by Access Ability Australia.

To view the full range of free Access Keys available, go to AAA Library.

https://accessabilityaustralia.com/access-keys-2/

For Access Keys in Braille or audio, please Contact Us.

https://accessabilityaustralia.com/contact-us/

Please complete our short survey to help us ensure continuous improvement.

https://www.surveymonkey.com/r/F666XYK

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The End.