Rowville Library Access Key

Stud Park Shopping Centre

Stud Road

Rowville 3178

Phone: (03) 9800 6443

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 Rowville 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 29 pages in total.

Did You Know?

Rowville Library is proudly supported by Knox City Council.

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

http://www.Rowville.vic.gov.au/files/Community/Rowville_Community_Access_and_Equity_Implementation_Plan_2017-2022.pdf

Rowville Library is located in Stud Park Shopping Centre, off Stud Road.

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. 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 is available.

A Chinese collection.

Games for PlayStation, Xbox, Switch and Nintendo Wii U.

An online collection. See our website for further details.

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 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.

Getting There

Rowville Library is located off Stud Road, within the Stud Park Shopping Centre.

See Google Maps reference here.

https://www.google.com/maps/place/Rowville+Library/@-37.9197085,145.2349171,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad63df85fb2aac3:0x39dbf65bfc0fa9b5!8m2!3d-37.9197085!4d145.2371058

Bus stops are conveniently located at the centre, approximately 40 metres from the library.

A taxi zone is located on the opposite side of the centre, nearest to the National Australia Bank.

Please refer to Stud Park Shopping Centre map for further information on location.

https://www.studparksc.com.au/centre-map

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

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

Parking

Rowville Library is located within Stud Park Shopping Centre.

The most convenient parking for Rowville Library is located within the shopping centre, off Stud Road.

There is:

General parking.

Two accessible parking bays approximately 12 metres from the library.

Three senior parking bays approximately 15 metres from the library.

Four parents with pram parking bays approximately 15 metres from the library.

Welcome

Welcome to Rowville Library.

We are open 7 days a week.

For opening hours please refer to our website or phone (03) 9800 6443.

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

An undercover area is available at the front of the library.

Entry

Entry into Rowville Library is through a wide glass automated door with a clearance of 1100mm.

Brochures are located in the entry foyer.

The customer service counter at height 935mm AFFL is located directly ahead of the entrance.

There is also a low height customer service counter at height 735mm AFFL with a chair and backrest.

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.

Magazines are located in the reading area next to the customer service counter.

For your comfort, a range of furniture options are available. These include cushioned bench seats, couches, chairs with backrests and armrests and some chairs with backrests only.

Chairs with backrests and seated workstations at 720mm AFFL are available. Power outlets are positioned on the top of the workstations. Standing tables are also available at 1000mm AFFL.

There are also two furnished courtyards to relax and read. The exterior courtyard is located nearest to the computer area and the interior courtyard is adjacent to the children's section.

Wi-Fi is available with membership.

Sensory Guide Entry

Feel

- Change in ground surfaces

Sounds

- **Automated door**
- **Echo**
- **People**

Sights

- **Glare**

Smells

- **Food/Drink**

Staff

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

Shirts are worn with black pants or a black skirt.

All staff wear a name badge.

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

Library Toilets

Toilets are conveniently located within the library.

Location: At the back of the library, past the children's section.

Sharp turning area outside accessible toilet.

Includes:

Unisex, accessible toilet.

Manual door opening outward. Door clearance of 770mm with easy-to-operate internal twist door lock.

Cubicle space 1550mm X 2620mm.

Grab bars on wall to the left and behind toilet.

Toilet height 530mm AFFL with left-hand transfer.

Separate male and female toilets.

Baby change within the accessible toilet.

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**

Stud Park Shopping Centre Toilets

Toilets are also conveniently located within the Stud Park Shopping Centre.

Location: Within Stud Park Shopping Centre, outside Kmart.

Includes:

Unisex. accessible toilet.

Automated sliding door. Door clearance of 930mm with an easy-to-operate automated door lock.

Cubicle space 2060mm x 2620mm.

Grab bars on wall to the right and behind toilet.

Toilet height 450mm AFFL with right-hand transfer.

Separate male and female toilets.

Separate parent room.

Please refer to Stud Park Shopping Centre map for further information on locations.

https://www.studparksc.com.au/centre-map

Sensory Guide Toilets

Feel

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

Sounds

- **Echo**
- **Faint music**
- **Hand dryers**
- **People**
- **Toilet flushing**
- **Trolleys**
- **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

Rowville 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
- Chinese and Vietnamese collection
- Collection games for PlayStation, Xbox, Switch and Nintendo Wii U
- On-line resources available including eBooks, eAudio books and magazines

All items are catalogued.

A library catalogue is a register of items.

There are two catalogue computers to look up item availability. One is located after the entrance, on the right and the other is located nearest to the junior non-fiction section. They are both clearly signed and at an operating height of 1000mm AFFL. The library catalogue can also be accessed through the main public computers in 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.

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

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

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.

Rowville Library has three self-checkout machines at operating height 1050mm AFFL.

Two are located after the entrance and the other is located nearest to the children's area, on the left.

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).
3. Screen will display how many items are out on loan and what reservations (holds) are current.
4. To print a report, click 'Print Report'.

Borrowing Items - Customer Service Counter

Items can be borrowed at the customer service counter.

Membership details are required.

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.

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

Damaged or lost items incur a fee.

Program of Events

Rowville Library provide a program of events including:

- Storytimes
- Chinese Storytime
- After school and holiday activities
- Young adult events
- Author talks and book chats
- Technology and eLearning
- Family History
- Gardening and craft groups
- Health and well-being talks
- Writers' workshops and senior events
- 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

Rowville 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.

Rowville Library has twenty computers; all for 1-hour use with option to extend time.

Bookings are available online but are not required.

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

Bookings can also be made over the phone. Call (03) 9800 6443.

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

- Computers

- **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

- **Computers**
- **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 <u>face down</u> 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 1050mm AFFL.

Sensory Guide Photocopying

Feel

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

Sounds

- **Computers**
- **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 1050mm AFFL.

Sensory Guide Scanning

Feel

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

Sounds

- **Computers**
- **People**

- **Photocopier**

Sights

- **Bright lights**

Returning Items

Items can be returned in branch during opening hours. A return chute is located in the foyer at height 1150mm AFFL.

Items can also be returned out of hours. An electronic out of hours return chute is located outside the library, to the left of the entrance door, at height 1230mm AFFL.

To operate the external return chute:

1. **Unlock the chute by placing an item on scanner. This is labelled 'Return Chute'. This scanner is located on the right of the chute at 1400mm AFFL.**
2. **Place item face up in slot.**
3. **Slowly push spine of item against door flap.**
4. **When door is released, push item into chute.**

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

Storytime

Rowville 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.

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

All Storytimes are run during school terms only.

Tiny tots: 0 – 12 months

Toddlers: 1 – 3 years

Pre-schoolers: 3 – 6 years

Storytime takes place in the children's area at the rear of the library. Pram parking is available outside this room. Please ensure access to the toilets is not blocked.

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 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.

Sensory Guide Storytime

Feel

Heating/Cooling

Shared personal space

Sounds

Children participating

People

Sights

Bright lights

Accessibility

Protection from weather directly outside library entrance.

Clear signage indicating entrance to the library.

Wide automated library entrance door.

Low height 735mm customer service counter.

Printed Rowville Library Access Key available at customer service counter.

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.

Accessible tables at computer desks. See staff for assistance.

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

Availability of quiet areas throughout the library.

Exterior courtyard manual door opening inward with clearance of 800mm. Can also be made into a double door.

Interior courtyard manual door opening inward with clearance of 830mm. Can also be made into a double door.

Adequate pram parking throughout library and outside 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 Rowville 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

Doormat in library entrance foyer.

Flat carpeted surface throughout with exception of foyer, toilets and small wet area in children's area.

Artificial and natural lighting throughout.

Objects throughout and on floor including book display cabinets, cd racks, furniture, steel pillars, rubbish bins and rug in children's section. Book trolleys may also be placed at the end of some fixed aisles.

Courtyard glass doors with no contrast.

Courtyard entry/exits with small raised edge.

Available signage for wet floors may be displayed.

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. Members and visitors to please note, there are no electronic audible nor visual alert systems for emergencies.

An evacuation map is displayed in the library. It is located above the catalogue computer, after the entrance, on the right.

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.