# Bunjil Place Library Access Key

**Updated July 2019**

**Version 1.0**

## Glossary

**AFFL – Above Finished Floor Level.**

**DAISY Player - Digital Accessible Information System in a digital talking book format.**

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

**HHSH – Hand Held Shower Hose.**

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

**Swift – The Swift Library Consortium is a co-operative network of public, school and TAFE libraries across Victoria. Member libraries share a catalogue and provides library patrons access to over 3 million items - books, magazines, DVDs and much more - which can be requested from any participating library.**

**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 Bunjil Place 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 can be read independently, or discussed with a friend, family member or carer to prepare for the visit.**

**Access Keys can be used after your visit to reflect on your experience.**

**Download Access Key in its entirety – 47 pages in total.**

## Did You Know?

**Bunjil Place Library is operated by Casey Cardinia Libraries and proudly supported by City of Casey.**

**Bunjil Place Library can be found within Bunjil Place precinct and is split across 3 levels.**

**Lift access is available to all levels.**

**Bunjil Place Library is one of seven libraries and one mobile library operated by Casey Cardinia Libraries.**

**All Casey Cardinia Libraries are a part of the Swift Library Consortium in Victoria.**

**Members may borrow or return items to any Swift Library throughout Victoria.**

**Library Services:**

**4-Week loans with no limit on number of items for books, audiobooks, CD-ROMs and book/CD kits.**

**2-Week loans for unlimited magazines, up to 20 DVDs, up to 20 music CDs, up to 10 e-Books and up to 10 e-Audiobooks per member.**

**Unlimited downloads of e-Magazines.**

**Computers and colour printing services.**

**Free Wi-Fi.**

**Guided tours of the Bunjil Place Library can be arranged by prior appointment. Please call (03) 8782 3300 and enquire with the Library team.**

**Useful Links:**

**Book a Meeting Room**

[**https://www.bunjilplace.com.au/about/meeting-rooms**](https://www.bunjilplace.com.au/about/meeting-rooms)

**Book groups**

[**https://www.cclc.vic.gov.au/services/book-groups/**](https://www.cclc.vic.gov.au/services/book-groups/)

**Bunjil Place Access Keys**

[**https://www.bunjilplace.com.au/accessibility**](https://www.bunjilplace.com.au/accessibility)

**Bunjil Place Events**

[**https://www.bunjilplace.com.au/events**](https://www.bunjilplace.com.au/events)

**Casey Cardinia Library Events**

[**https://www.cclc.vic.gov.au/events/**](https://www.cclc.vic.gov.au/events/)

**City of Casey’s Diversity, Access and Inclusion Policy.**

[**https://www.casey.vic.gov.au/policies-strategies/diversity-access-inclusion-policy**](https://www.casey.vic.gov.au/policies-strategies/diversity-access-inclusion-policy)

**Code of conduct**

[**https://www.cclc.vic.gov.au/services/code-of-conduct/**](https://www.cclc.vic.gov.au/services/code-of-conduct/)

**Contact Us**

[**https://www.cclc.vic.gov.au/about/contact/**](https://www.cclc.vic.gov.au/about/contact/)

**Freegal**

[**https://www.cclc.vic.gov.au/online-resources/freegal/**](https://www.cclc.vic.gov.au/online-resources/freegal/)

**Home Library Service**

[**https://www.cclc.vic.gov.au/services/home-library-service-2/**](https://www.cclc.vic.gov.au/services/home-library-service-2/)

**Kanopy**

[**https://www.cclc.vic.gov.au/online-resources/kanopy/**](https://www.cclc.vic.gov.au/online-resources/kanopy/)

**Library Catalogue**

[**https://cclc.swft.ent.sirsidynix.net.au/client/en\_AU/cclc/**](https://cclc.swft.ent.sirsidynix.net.au/client/en_AU/cclc/)

**Membership Terms & Conditions**

[**https://www.cclc.vic.gov.au/services/joining-borrowing-returning/**](https://www.cclc.vic.gov.au/services/joining-borrowing-returning/)

## Getting There

**Bunjil Place Library is located at 2 Patrick Northeast Drive, Narre Warren, right next to Westfield Fountain Gate. See the following link to Westfield Fountain Gate.**

[**https://www.westfield.com.au/fountaingate**](https://www.westfield.com.au/fountaingate)

**See Google Map reference on the following link.**

[**https://www.google.com/maps/place/Bunjil+Place/@38.0199387,145.2993299,15z/data=!4m5!3m4!1s0x0:0x54dcbf109b3971f0!8m2!3d38.0199387!4d145.2993299**](https://www.google.com/maps/place/Bunjil%2BPlace/%4038.0199387%2C145.2993299%2C15z/data%3D%214m5%213m4%211s0x0%3A0x54dcbf109b3971f0%218m2%213d38.0199387%214d145.2993299)

**Coming from Melbourne**

**If you're driving, you can get to Bunjil Place via the Monash and South Gippsland Freeways and the Princes Highway, with links from other major arterials.**

**Bunjil Place is no more than half an hour from most southern and eastern metro hubs including Frankston, Ringwood, Pakenham and the middle-ring suburbs, and an easy 40-minutes on the M1 from the CBD.**

**If you’re using public transport, board the train on the Pakenham line to Narre Warren station.**

**Bunjil Place is a 15-minute walk or a short local bus ride to Westfield Fountain Gate.**

**The nearest bus stop is located at the Westfield Fountain Gate Bus Interchange, approximately 450 metres from the Bunjil Place.**

**There is a 5-minute drop off zone located on Patrick Northeast Drive, directly outside Bunjil Place.**

**For information on how to get to Bunjil Place Library, please visit Public Transport Victoria on the following link.**

[**www.ptv.vic.gov.au/journey/**](http://www.ptv.vic.gov.au/journey/)

## Parking

**Please click the following link to view parking availability for Bunjil Place.**

[**https://www.bunjilplace.com.au/parking-at-bunjil-place**](https://www.bunjilplace.com.au/parking-at-bunjil-place)

**The nearest accessible parking is located on the opposite side of Patrick Northeast Drive and is represented on the map in yellow with the universal accessible parking symbol.**

**There are 31 accessible parking bays in the area shown on the map.**

**The closest bays are approximately 80 metres away from Bunjil Place with the furthest bays being approximately 115 metres away.**

**Pedestrian crossings available.**

**Overflow parking can be found within Westfield Fountain Gate.**

## Welcome

**Welcome to Bunjil Place Library.**

**We are open 7 days a week with the exception of public holidays.**

**For information on opening hours please visit our website on the following link.**

[**https://www.cclc.vic.gov.au/branches/bunjil-place/**](https://www.cclc.vic.gov.au/branches/bunjil-place/)

**There is an undercover area located within the Bunjil Place foyer.**

**If outside shade/shelter is required, it is recommended visitors use the cover from the roofline.**

## Entry

**Entry into Bunjil Place precinct is paved and accessible.**

**Visitors to cross a walkway bridge with handrails.**

**There are two sets of glass automated doors.**

**Entry into Bunjil Place Library is through a set of security panels with a clearance of 900mm.**

**Library doors are always open during library opening hours.**

**There is a library customer service counter located ahead of the entrance to the left, on the ground floor.**

**An additional customer service counter is located on level 1.**

**There is a visual Communication Board at both customer service counters to support confident communication.**

### Sensory Guide Entry

#### Feel

* **Change in ground surfaces**
* **Weather**

#### Sounds

* **Audio presentations**
* **Automated doors**
* **Echo**
* **People**
* **Security panel alarm**
* **Traffic**

#### Sights

* **Installations**
* **Glare**

#### Smells

* **Food/Drink**

## Staff

**All staff wear lanyards, name badges and communication radios with headsets.**

**A team of library staff are available to assist with any enquiries, bookings or to provide assistance.**

## Library Toilet

**Bunjil Place Library has one public toilet.**

**Location: Within the library, on level 1, near the computer section.**

**Includes:**

**One unisex, accessible toilet with artificial lighting.**

**Manual door opening inward. Door clearance of 870mm. Latch lock at 1160mm AFFL.**

**Cubicle space 4200mm x 2340mm.**

**Grab bars to the left and behind toilet.**

**Toilet height 460mm AFFL with left hand transfer.**

**Sink height 800mm AFFL with lever tap 910mm AFFL.**

**Baby change area.**

### Sensory Guide Library Toilet

#### Feel

* **Change in ground surfaces**
* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Echo**
* **Hand dryers**
* **Toilet flushing**
* **Water running**

#### Sights

* **Bright lights**
* **Mirror/Reflection**

#### Smells

* **Bathroom smells**
* **Disinfectants**

## Bunjil Place Changing Places Toilet

**In Bunjil Place foyer, on ground level, a Changing Places toilet is available.**

**Changing Places toilets have extra features and more space to meet the needs of people with severe and profound disabilities.**

**Location: To the left of the café.**

**Includes:**

**A unisex, fully accessible toilet and adult change facility with artificial lighting.**

**Automated sliding door. Door clearance of 1 metre. Automated lock 1160mm AFFL.**

**Cubicle space 4080mm x 2750mm.**

**Flip up grab bars on either side of toilet.**

**Toilet height 450mm with left- or right-hand transfer.**

**Sink height 800mm AFFL with automatic tap 800mm AFFL.**

**Shower with HHSH, grab bars and shower bench.**

**Adult change table – electronically height adjustable and manual foldable table with maximum load 200kg.**

**Prizm motorised traverse ceiling hoist with hoist/carry bar with maximum load 284kg.**

**Please remember to bring your own sling and ensure it is compatible with the hoist.**

**If there is any uncertainty, please do not use hoist.**

### Sensory Guide Bunjil Place Changing Places Toilet

#### Feel

* **Change in ground surfaces**
* **Heating/Cooling**

#### Sounds

* **Echo**
* **Hand dryer**
* **Toilet flushing**
* **Water running**

#### Sights

* **Bright lights**
* **Mirror/Reflection**

#### Smells

* **Bathroom smells**
* **Disinfectants**

## Bunjil Place Toilets

**In Bunjil Place foyer, on ground level, there are additional toilets available.**

**Gender-Neutral Accessible Toilet and Female Toilets**

**Location: To the right of the Box Office.**

**Includes: One gender-neutral accessible toilet with artificial lighting.**

**Manual door opening inward. Door clearance of 850mm. Latch lock at 1060mm AFFL.**

**Cubicle space 3600mm x 2400mm.**

**Grab bars to the left and behind toilet.**

**Toilet height 450mm AFFL with left hand transfer.**

**Sink height 800mm AFFL with lever tap 950mm AFFL.**

**Baby change area.**

**Separate female toilets including ambulant.**

**Parent Room and Male Toilets**

**Location: To the left of café.**

**Includes:**

**Separate parents’ room with microwave, sink with lever tap and baby change facilities.**

**Separate male toilets including ambulant.**

### Sensory Guide Bunjil Place Toilets

#### Feel

* **Change in ground surfaces**
* **Heating/Cooling**
* **Shared personal space**

#### Sounds

* **Echo**
* **Hand dryers**
* **Toilet flushing**
* **Water running**

#### Sights

* **Bright lights**
* **Mirror/Reflection**

#### Smells

* **Bathroom smells**
* **Disinfectants**

## Library Membership

**Joining the library is free and open to anyone.**

**Membership to this library also entitles you to use your library membership at other participating Swift Libraries throughout Victoria.**

**Look for the Swift Libraries logo at other participating branches.**

**You can sign up online or visit us in branch for a full library membership.**

**Online Membership**

**Online membership allows you to place holds online, however, it does not allow you to borrow or use library computers.**

**Click the following link to sign up for online membership.**

[**https://cclc.swft.ent.sirsidynix.net.au/client/en\_AU/cclc/?rm=CC-REGISTRATION0%7C%7C%7C1%7C%7C%7C0%7C%7C%7Ctrue**](https://cclc.swft.ent.sirsidynix.net.au/client/en_AU/cclc/?rm=CC-REGISTRATION0%7C%7C%7C1%7C%7C%7C0%7C%7C%7Ctrue)

**Full Library Membership**

**Full library membership is issued in branch.**

**Identification, which contains your name and home address, is required.**

**Limited membership, which restricts borrowing, is available for those who cannot provide identification.**

**Applicants under the age of 18 must have their membership application signed by a parent/guardian.**

**A library card will be given with each membership.**

**PIN numbers are generated with each new membership.**

**PIN numbers can be changed. See staff for assistance.**

## Library Collection

**Bunjil Place Library has an extensive range of items available for loan including books (fiction and non-fiction), large print books, audio books, magazines, music CD’s and DVDs.**

**Book, magazine and newspaper collections are also available in a range of languages. View our catalogue on the following link or see staff to check if your language is available.** [**https://cclc.swft.ent.sirsidynix.net.au/client/en\_AU/cclc/**](https://cclc.swft.ent.sirsidynix.net.au/client/en_AU/cclc/)

**E-Books, e-Magazines, e-Audiobooks, online movies, music and learning resources are also all available through our e-Collection. Click the following link.**

[**https://www.cclc.vic.gov.au/resources-category/audiobooks-ebooks-magazines/**](https://www.cclc.vic.gov.au/resources-category/audiobooks-ebooks-magazines/)

**Two DAISY players are available for loan and reservation.**

**Reservations can be made with library staff or online via the following link.**

[**https://cclc.swft.ent.sirsidynix.net.au/client/en\_AU/cclc/search/detailnonmodal/ent:$002f$002fSD\_ILS$002f0$002fSD\_ILS:1356790/ada?qu=daisy+player&lm=CCLC-S**](https://cclc.swft.ent.sirsidynix.net.au/client/en_AU/cclc/search/detailnonmodal/ent%3A%24002f%24002fSD_ILS%24002f0%24002fSD_ILS%3A1356790/ada?qu=daisy+player&lm=CCLC-S)

**A Sustainable Home Audit Kit is also available for loan.**

**All items are catalogued.**

**A library catalogue is a register of items.**

**There are touch screen catalogue computers available to look up item availability placed throughout the library.**

**See staff for assistance.**

**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 and adult non-fiction are categorised into sections.**

**Large print books are identified with an ‘LP’ on the book spine.**

**Book genre signage is displayed at the end of aisles on the shelving units.**

**Items can be placed on hold using the catalogue computer, online on the following link or with a library staff.**

[**https://cclc.swft.ent.sirsidynix.net.au/client/en\_AU/cclc/**](https://cclc.swft.ent.sirsidynix.net.au/client/en_AU/cclc/)

**Pick up locations can be selected accordingly.**

## Borrowing Items Self-Checkout Machine

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

**Bunjil Place Library has six self-checkout machines located on the ground floor.**

**Multiple languages are available.**

**To borrow items:**

**1. Tap the screen.**

**2. Scan your library 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. Loan is confirmed with a green tick. If a red circle with an error message is displayed, see staff for assistance.**

**5. Select ‘Finish without receipt’ or ‘Finish with receipt’.**

**To renew items:**

**1. Tap the screen.**

**2. Scan your library barcode.**

**3. Tap’ View Account’.**

**4. Tap the yellow circle next to each item you wish to renew. A ‘Renew all’ button is available at the bottom of the screen.**

**5. Renew is confirmed with a green tick. If a red circle with an error message is displayed, see staff for assistance.**

**6. Select ‘Finish without receipt’ or ‘Finish with receipt’.**

**Items can also be renewed online through the library catalogue. Click the following link.** [**https://cclc.swft.ent.sirsidynix.net.au/client/en\_AU/cclc/**](https://cclc.swft.ent.sirsidynix.net.au/client/en_AU/cclc/)

**Membership details are required.**

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

**To check account**

**1. Tap the screen.**

**2. Scan your library barcode.**

**3. Tap ‘View account’ to view items which are currently out on loan.**

**4. Tap ‘View reserved items’ to view items that are currently placed on hold for you.**

## Borrowing Items Customer Service Counters

**There are two customer service counters; one on ground level and the other on level one.**

**Items can be borrowed at both customer service counters.**

**Membership details are required.**

**For information on borrowing, please click the following link.**

[**https://www.cclc.vic.gov.au/services/joining-borrowing-returning/**](https://www.cclc.vic.gov.au/services/joining-borrowing-returning/)

**Items can be renewed twice unless they are reserved by another member.**

**Members who have overdue items will have their borrowing rights restricted.**

**Damaged or lost items incur a fee.**

## Program of Events

**Bunjil Place Library provide a program of regular events including:**

**Pre-school programs.**

**After school and holiday activities.**

**Young adult events.**

**Technology and e-Learning.**

**Craft groups.**

**English as a Second Language groups.**

**Staff are on hand to provide assistance.**

**To find out what’s on, members can pick up a Seasonal Events booklet in branch or visit our events page on our website on the following link.**

[**https://www.cclc.vic.gov.au/events/**](https://www.cclc.vic.gov.au/events/)

**Online bookings can also be made on the following link.**

**<https://www.cclc.vic.gov.au/events/>**

## Library Services

**Bunjil Place Library offers a range of services for members.**

**Membership is required to access most of these 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, printing, photocopying and scanning.**

## Computers

**Computer use with internet access is free with membership.**

**Bunjil Place Library has 18 computers for a maximum use of 4 hours per day.**

**Bookings are available online but are not required.** **Please click the following link.**

**<http://computers.cclc.vic.gov.au/ComputerReservation/session/login?ReturnUrl=%2fComputerReservation%2f>**

**Bookings can also be made over the phone. Call (03) 8782 3300.**

**Computer chairs with backrests are available.**

**Two Microsoft Surface computers are available.**

**They are located on level 1 next to the young adult section.**

**Bookings are required and can be made online or via phone on (03) 8782 3300 or with staff. See the following link.**

[**http://computers.cclc.vic.gov.au/ComputerReservation/session/login?ReturnUrl=%2fComputerReservation%2f**](http://computers.cclc.vic.gov.au/ComputerReservation/session/login?ReturnUrl=%2fComputerReservation%2f)

**Stools with backrests at Microsoft Surface desks.**

**Computer Use:**

**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.**

**To log into the free Wi-Fi:**

**1. Select Public\_Wifi**

**2. You will be directed to the Terms and Conditions page.**

**3. Tick the box which says you agree to the Terms and Conditions.**

**4. Select ‘Connect’.**

**Basic computer support can be provided.**

### Sensory Guide Computers

#### Feel

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

#### Sounds

* **Computers**
* **Echo**
* **People**
* **Photocopier/Printer**

#### Smells

* **Food/Drink**
* **People**

## Adding Credit to a Membership

**The Money Loader machine is used to add credit to a membership card.**

**It is located on the ground floor at the entrance to the lift, next to the photocopier.**

**This machine accepts cash only.**

**If paying by card, please see staff.**

**To add money to your membership card:**

**1. Scan your card on the Money Loader.**

**2. Insert cash. Please note that change will not be given.**

**The Money Loader machine does not accept 5 cent coins.**

### Sensory Guide Adding Credit to a Membership

#### Feel

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

#### Sounds

* **Computers**
* **Echo**
* **People**
* **Photocopier/Printer**

#### Smells

* **Food/Drink**
* **People**

## Printing

**Printing incurs a fee.**

**Bunjil Place Library has 2 printers.**

**The first is located on the ground floor at the entrance to the lift.**

**The second is located on level 1 within the computer section.**

**Every computer is linked to a library printer.**

**Documents can also be printed from a USB.**

**If printing from a library computer:**

**1. Scan your card at the printer.**

**2. Select the document you would like to print. If your document does not appear, see staff for assistance.**

**3. Select ‘Print’ to print the document.**

**If printing from a USB:**

**1. Scan your card at the printer.**

**2. Insert your USB on the side of the printer and wait a few seconds for the USB menu to appear.**

**3. Select ‘Print a document from external memory’.**

**4. Select the document you would like to print.**

**5. Select ‘Print’.**

**6. Select the print colour (black or white/colour), the paper size (A3 or A4) and the number of copies (using the keypad).**

**7. Press the start button to print the document.**

**Remember to remove your USB when you have completed your printing.**

### Sensory Guide Printing

#### Feel

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

#### Sounds

* **Computers**
* **Echo**
* **People**
* **Photocopier/Printer**

#### Smells

* **Food/Drink**
* **People**

## Photocopying

**Photocopying incurs a fee.**

**Bunjil Place Library has two photocopiers.**

**The first is located on the ground floor at the entrance to the lift.**

**The second is located on level 1 within the computer section.**

**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 library card.**

**3. Select copy.**

**4. Position your document face down on the glass.**

**5. Select the print colour (black or white/colour), the paper size (A3 or A4) and the number of copies (using the keypad).**

**6. Press the start button to copy the document.**

**7. When finished, remember to remove copies and originals and log out.**

**Instructions are displayed on the control panel.**

### Sensory Guide Photocopying

#### Feel

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

#### Sounds

* **Computers**
* **Echo**
* **People**
* **Photocopier/Printer**

#### Smells

* **Food/Drink**
* **People**

## Scanning

**The photocopier 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.**

**If scanning to a USB:**

**1. Members must have a credit balance on their membership.**

**2. Scan library card.**

**3. Insert USB on the side of the printer screen and wait a few seconds for the USB menu to appear.**

**4. Select ‘Save document to external memory’.**

**5. Position your document face down on the glass.**

**6. Select the scan colour (black or white/colour), the document size (A3 or A4) and the file type (for example, PDF).**

**7. Press the start button to scan document.**

**Remember to remove your USB when you have completed your scanning.**

**If scanning to email:**

**1. Members must have a credit balance on their membership**

**2. Scan library card.**

**3. Select ‘Scan’.**

**4. Select ‘Email’.**

**5. Enter the email address you would like the scanned document to be sent to. Please note, press the SHIFT button to access the @ symbol.**

**6. Select ‘OK’.**

**7. Position your document face down on the glass.**

**8. Select the scan colour (black or white/colour), the document size (A3 or A4) and the file type (for example, PDF).**

**9. Press the start button to scan the document.**

**Instructions for use can also be found on the wall next to the printer/scanner on the ground floor and level 1.**

**If scanning multiple items at one time, please see staff for assistance.**

### Sensory Guide Scanning

#### Feel

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

#### Sounds

* **Computers**
* **Echo**
* **People**
* **Photocopier/Printer**

#### Smells

* **Food/Drink**
* **People**

## Returning Items

**Internal Return Chutes**

**Available during opening hours.**

**Two return chutes are located within the children’s section at a height of 1220mm AFFL.**

**External Return Chute**

**Available 24 hours a day, 7 days a week.**

**It is located outside, on the corner of the building, on Patrick Northeast Drive.**

**The chute is at a height of 1300mm AFFL.**

**To access the external return chute, proceed up a 25 metre ramp at a gradient of 1:20.**

**To operate the external return chute:**

**1. Scan any item being returned by holding the item on the pad. The pad is located below the return chute.**

**2. The return chute will unlock.**

**3. Members can pull the handle to open the return chute.**

**4. All items to be returned are to be placed in return chute.**

**5. Close the return chute when finished.**

**If registered to receive notifications, Casey Cardinia Libraries will send an SMS or email reminder prior to the due date to help you.**

**Items can also be returned to any Casey Cardinia Library or a library belonging to the Swift Consortium Network.**

## Accessibility

**Phone and internet booking system.**

**Pen and paper for exchange of information available at customer service counters.**

**Staff available to read information to patrons if required.**

**Wide internal walkways.**

**Clear space between furniture to manoeuvre a mobility aid.**

**Seating with colour contrast to walls and floor.**

**Assistance animals welcome.**

**Acceptance of Companion cards.**

**Self-checkout machines 900mm AFFL.**

**Audio-enabled lift access to all levels. Lift on ground level located to the left of children’s section. Raised tactile buttons at 1020mm AFFL. Lift door clearance of 1 metre. Internal space 2000mm x 1400mm.**

**A wheelchair is available for loan. Please speak to concierge within Bunjil Place foyer.**

**Electric scooters and prams may be parked against walls within the library where space is available - at owners’ own risk.**

**Infrared receivers and headphones are available in all meeting rooms. Please see library staff for issue and instructions.**

**AV equipment is available in Library meeting rooms.**

**Bunjil Place Library can sometimes attract large volumes of people, especially during after school hours, school holidays and while events are on. If you start to feel overwhelmed by levels of noise, please see staff who will be happy to assist you in finding a quiet place.**

**Ground Floor:**

**Customer service counter at a height of 1010mm AFFL.**

**Chairs with backrests and armrests, couches, stools and children’s furniture.**

**Study tables with a clearance of 690mm x 570mm.**

**Computer chairs located at computer desks. Desk clearance 690mm x 410mm.**

**Exit into reading garden located on ground floor next to children’s section. Exit via manual door opening outward. Door clearance of 980mm.**

**Level 1:**

**Customer service counter at a height of 900mm AFFL.**

**Two drinking fountains located next to computer section. The first at a height of 700mm. The second at a height of 1000mm.**

**Computer desks with a clearance of 700mm x 380mm.**

**Chairs with backrests and armrests, couches, bean bags and stools available throughout.**

**Study tables with a clearance of 690mm x 570mm.**

**Study desks with a clearance of 690mm x 490mm.**

**Microsoft surface computer desk at a height of 830mm AFFL.**

**Stools with backrests at Microsoft Surface desks.**

**Meeting rooms 1 and 2 entry via manual door opening inward with a door clearance of 870mm.**

**Chairs with backrests and tables available in meeting rooms. Table clearance of 690mm x 520mm.**

**Level 2:**

**Meeting rooms 3, 4, 5 and 6 entry via manual door opening inward with a door clearance of 870mm.**

**Chairs with backrests and tables available in meeting rooms. Table clearance of 690mm x 520mm.**

**Chairs with backrests and armrests available throughout.**

**Study tables with a clearance of 690mm x 500mm.**

## Safety

**Wide solid glazing contrast band at 1000mm to 1290mm AFFL on entrance doors into Bunjil Place.**

**Wide solid glazing contrast band at 1000mm to 1290mm AFFL on library entry doors and library reading garden door.**

**Flat surface throughout the library.**

**Terrain varies between carpet, floorboards and vinyl.**

**Artificial and natural lighting throughout.**

**Ground level couches surrounding base of staircase with overhead hazard.**

**All staff have Working with Children Checks.**

**Children must be supervised at all times.**

**Objects throughout include book display cabinets, furniture, bean bags and book trolleys.**

**Scattered furniture within children’s section.**

**Scattered bean bags can be found on level 1 and 2.**

**Stairs with handrail on both sides leading up to level 1. TGSI at the top and bottom.**

**Amphitheatre on level 1 with stairs including handrail positioned in the centre of staircase. TGSI’s at the top and bottom.**

**No TGSI at the top or bottom of amphitheatre seats.**

**Viewing areas on level 1 and 2 with barrier extending 1250mm AFFL with handrail.**

**Wide solid glazing contrast band at 1090mm to 1190mm AFFL on entrance to meeting room 4.**

**No contrast on windows.**

**Windows with dividing metal window frames.**

**Ground level with windowsills at 150mm AFFL and 250mm deep.**

**Level 1 with windowsills at 250mm AFFL and 360mm deep.**

**Level 2 with windowsills at 390mm AFFL and 310mm deep.**

**Access ramp to external return chute with no handrail or curb rail.**

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

**If first aid is required see library staff at the customer service counter on ground floor or level one, or go directly to Roving Concierge staff in the Bunjil Place foyer.**

**A defibrillator is located in the Bunjil Place foyer near Council’s Customer Service entrance. Please notify staff if you need help.**

**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.**

**An evacuation map is located on the wall on level one outside the lift.**

## Contact Us

**Bunjil Place Library**

**2 Patrick Northeast Drive, Narre Warren Victoria 3805**

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**Enquiries:** [**www.cclc.vic.gov.au/about/contact/**](http://www.cclc.vic.gov.au/about/contact/)

**Website:** [**www.cclc.vic.gov.au**](http://www.cclc.vic.gov.au)

**Facebook**

[**https://www.facebook.com/BunjilPlaceLibrary/**](https://www.facebook.com/BunjilPlaceLibrary/)

**Instagram** [**https://www.instagram.com/caseycardinialibraries/**](https://www.instagram.com/caseycardinialibraries/)

**YouTube** [**https://www.youtube.com/channel/UC2i9T4cx7vDpqmiRGbVse0g**](https://www.youtube.com/channel/UC2i9T4cx7vDpqmiRGbVse0g)

## Access Ability Australia

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**Access Keys are designed and developed by Access Ability Australia.**

**To view the full range of free Access Keys available, go to the following link.**

[**https://accessabilityaustralia.com/access-keys-2/**](https://accessabilityaustralia.com/access-keys-2/)

**For Access Keys in braille or audio, please contact us on the following link.**

[**https://accessabilityaustralia.com/contact-us/**](https://accessabilityaustralia.com/contact-us/)

**Please complete our short survey on the following link to help us ensure continuous improvement.**

[**https://www.surveymonkey.com/r/F666XYK**](https://www.surveymonkey.com/r/F666XYK)

**We really appreciate your feedback.**

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