# **Doveton 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.

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.

## Guidelines

Thank you for choosing to use an Access Key for Doveton 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 - 34 pages in total.

## Did You Know?

Doveton Library is operated by Casey Cardinia Libraries and proudly supported by City of Casey.

Doveton 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 school tours of the Doveton Library can be arranged by prior appointment. Please call (03) 9792 9497 and inquire with the Library team.

Useful Links:

Book a Meeting Room

<https://www.bunjilplace.com.au/about/meeting-rooms>

Book groups

<https://www.cclc.vic.gov.au/services/book-groups/>

Casey Cardinia Library Events

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

Code of Conduct

<https://www.cclc.vic.gov.au/services/code-of-conduct/>

Contact Us

<https://www.cclc.vic.gov.au/about/contact/>

Freegal

<https://www.cclc.vic.gov.au/online-resources/freegal/>

Home Library Service

<https://www.cclc.vic.gov.au/services/home-library-service-2/>

Kanopy

<https://www.cclc.vic.gov.au/online-resources/kanopy/>

Library Catalogue

<https://cclc.swft.ent.sirsidynix.net.au/client/en_AU/cclc/>

Membership Terms & Conditions

<https://www.cclc.vic.gov.au/services/joining-borrowing-returning/>

## Getting There

Doveton Library is located at 24 Autumn Place, Doveton within the Autumn Place Complex.

See Google Map reference on the following link.

[https://www.google.com/maps/place/Doveton+Library/@-37.9947849,145.2362567,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad616b220383043:0xc55694e89402ffff!8m2!3d-37.9947891!4d145.2384454](https://www.google.com/maps/place/Doveton%2BLibrary/%40-37.9947849%2C145.2362567%2C17z/data%3D%213m1%214b1%214m5%213m4%211s0x6ad616b220383043%3A0xc55694e89402ffff%218m2%213d-37.9947891%214d145.2384454)

The nearest bus stop is approximately 70 metres from the library, on Frawley Road.

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

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

## Parking

The most convenient parking for Doveton Library is located directly outside the entrance.

There is:

General parking with 1-hour restrictions.

One accessible bay approximately 5 metres from the entrance.

Overflow parking with 2-hour restrictions is located within the Autumn Place Complex and outside the Autumn Place Community Hub.

## Welcome

Welcome to Doveton Library.

We are open 6 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/>

There is a small undercover area located directly outside the entrance.

## Entry

Entry into Doveton Library is via a manual door opening outward with a clearance of 900mm.

Then, through two security panels with a clearance of 865mm.

There is a library customer service counter located in the centre of the library.

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

### **Sensory Guide Entry**

#### **Feel**

* Change in ground surfaces
* Heating/Cooling

#### **Sounds**

* People
* Security panel alarm
* Traffic

#### **Sights**

* Glare

## Staff

All staff wear name badges.

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

## Toilets

At Doveton Library, there are two sets of toilets.

Set One:

Location: Within the meeting room.

1. Enter the toilet foyer.

2. Turn right.

3. Enter the toilet cubicle.

Includes:

One unisex accessible toilet with manual artificial lighting. Light switch located to the right of entrance into the toilet cubicle.

Toilet foyer manual door opening inward. Door clearance of 920mm.

Toilet cubicle manual door opening inward. Door clearance of 920mm. Twist lock at 1200mm AFFL.

Cubicle space 2360mm x 2280mm.

Grab bars to the right and behind toilet.

Toilet height 450mm AFFL. Right hand transfer.

Sink height 780mm AFFL with lever tap at 930mm AFFL.

Baby change area.

Set Two:

Location: To the right-hand side of the customer service counter, next to the printer.

1. Enter toilet foyer.

2. Turn right.

3. Enter toilet cubicle.

Includes: One unisex ambulant toilet with artificial lighting.

Toilet foyer manual door opening outward. Door clearance of 850mm.

Toilet cubicle manual door opening inward. Door clearance of 720mm.

Grab bars to the left and right of the toilet.

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

### **Sensory Guide Toilets**

#### **Feel**

* Change in ground surfaces
* Heating/Cooling

#### **Sounds**

* Echo
* Fan
* 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>

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**
Doveton Library has an extensive range of items available for loan including books (fiction and non-fiction, large print books, audio books and magazines.

Book, magazine and newspaper collections in a range of languages are also available.

View our catalogue online or see staff to check if your language is available. 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/%E2%80%A2)

E-Books, e-Magazines, e-Audiobooks, online movies, music and learning resources all through our e-Collection. See the following link.

<https://www.cclc.vic.gov.au/resources-category/audiobooks-ebooks-magazines/>

A DAISY player is available for loan and reservation. Reservations can be made online or with library staff. Click 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 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 are categorised into sections.

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

Book genre signage is placed 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 library staff. <https://cclc.swft.ent.sirsidynix.net.au/client/en_AU/cclc/>

Pick up locations can be selected accordingly.

## Borrowing Items Self-Check Out Machine

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

Doveton Library has one self-checkout machine opposite the internal returns chute.

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/>

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 Counter

Items can be borrowed at the customer service counter.

Membership details are required.

For information on borrowing, please click the following link.

<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

Doveton 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/>

Online bookings can also be made on the following link.

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

## Library Services

Doveton 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, printing, photocopying and scanning.

## Computers

Computer use with internet access is free with membership.

Doveton Library has 12 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) 9792 9497.

Chairs with backrests are available.

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
* People
* Photocopier/Printer
* Video games

## Adding Credit to a Membership

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

It is located within the computer section, next to the photocopier.

The 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 Moneyloader machine does not accept 5 cent coins.

### **Sensory Guide Adding Credit to a Membership**

#### **Feel**

* Heating/Cooling
* Shared personal space

#### **Sounds**

* Computers
* People
* Photocopier/Printer
* Video games

## Printing

Printing incurs a fee.

Doveton Library has one printer.

It is located within the computer section.

Every computer is linked to the 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 you 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
* People
* Photocopier/Printer
* Video games

## Photocopying

Photocopying incurs a fee.

Doveton Library has one photocopier.

It is located 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
* People
* Photocopier/Printer
* Video games

## 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.

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

### **Sensory Guide Scanning**

#### **Feel**

* Heating/Cooling
* Shared personal space

#### **Sounds**

* Computers
* People
* Photocopier/Printer
* Video games

## Returning Items

Items can be returned in branch during opening hours.

A return chute is located at the customer service counter at a height of 930mm AFFL.

An external return chute is available 24 hours a day, 7 days a week.

It is located to the right-hand side of the main entrance doors at a height of 1500mm AFFL

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.

Customer service counter at a height of 910mm AFFL.

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

Staff available to read information to patrons if required.

Information may be made available in large print. See staff for assistance.

Varying width between book aisles between 630mm - 800mm.

Space for persons in a wheelchair to sit with friends.

Acceptance of Companion cards.

Assistance animals welcome.

Self-checkout machine at an operating height of 1230mm AFFL.

Couches, stools, chairs with backrests, beanbags and children’s furniture available for seating.

Computer desks located in the centre of the library with a clearance of 700mm x 540mm. Chairs with back rests are available here.

Additional computer desks are available at the entrance to the meeting room with a clearance of 640mm x 640mm. Chairs with backrests are also available here.

Entrance to the meeting room is via a set of double sliding doors with a clearance of 1480mm.

Study/meeting tables are available in the meeting room. Clearance of 690mm x 380mm. Chairs with backrests are available within the meeting room.

Electric scooters and prams may be parked against walls within the library where space is available.

Interpreter service available. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Doveton Library on (03) 9792 9497.

Doveton 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 speak to a staff member who will be happy to assist you in finding a quiet place.

## Safety

No contrast on library entry door.

Contrast decals displaying opening hours at 1100mm to 1700mm AFFL on window next to library entry door.

Flat surface throughout the library.

Terrain varies between carpet and vinyl.

Contrast in the form of children’s art displayed on internal windows.

Artificial and natural lighting throughout.

Seating with colour contrast to walls and floor.

All staff have Working with Children Checks.

Children must be supervised at all times.

Objects throughout include book display cabinets, book trolleys, rubbish bins and furniture.

Unsecured rug within children’s section.

Scattered furniture within children’s section.

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

If first aid is required, please see staff. Please note, a defibrillator is not available.

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.

Evacuation maps are placed throughout the library.

## Contact Us

Doveton Library

Autumn Place, Doveton VIC 3177

Phone: (03) 9792 9497

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/)

## Access Ability Australia

Eastern Innovation Centre, 5a Hartnett Drive, Mulgrave, 3170.

Mobile: 0403 670 942

Mobile: 0412 206 923

Email info@accessabilityaustralia.com

Website [www.accessabilityaustralia.com](http://www.accessabilityaustralia.com)

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/>

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

<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>

We really appreciate your feedback.

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