# Hampton Park 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 Hampton Park 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?

**Hampton Park Library is operated by Casey Cardinia Libraries and proudly supported by City of Casey.**

**Hampton Park 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 Hampton Park Library can be arranged by prior appointment. Please call (03) 8788 8500 and enquire with the Library team.**

**Useful Links:**

**Book a Meeting Room**

[**https://www.cclc.vic.gov.au/services/meeting-room-booking/**](https://www.cclc.vic.gov.au/services/meeting-room-booking/)

**Book Groups**

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

**Casey Cardinia Library Events**

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

**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 and Conditions**

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

## Getting There

**Hampton Park Library is located at 22 Stuart Avenue, Hampton Park, behind Hampton Park Shopping Centre.**

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

[**https://www.google.com.au/maps/place/Hampton+Park+Library/@-38.0962856,145.1661782,12z/data=!4m5!3m4!1s0x6ad6111b7808f64d:0x37b51b176739d032!8m2!3d-38.034!4d145.264026**](https://www.google.com.au/maps/place/Hampton+Park+Library/@-38.0962856,145.1661782,12z/data=!4m5!3m4!1s0x6ad6111b7808f64d:0x37b51b176739d032!8m2!3d-38.034!4d145.264026)

**The nearest bus stop is located approximately 200 metres from the library, on Stuart Avenue.**

**For information on how to get to Hampton Park 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 Hampton Park Library is located directly outside the entrance.**

**There is:**

**General parking with no restrictions.**

**Two accessible bays approximately 15 metres from the entrance.**

**Overflow parking is located within the Hampton Park Shopping Centre.**

## Welcome

**Welcome to Hampton Park 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/**](https://www.cclc.vic.gov.au/branches/)

**There is an undercover area located directly outside the entrance.**

## Entry

**Entry into Hampton Park Library is via two sets of glass automated doors.**

**Enter the foyer via a set of double glass automated doors with a clearance of 1550mm.**

**Veer to the left and pass through two security panels with a clearance of 860mm.**

**Then, enter the library via a single glass automated door with a clearance of 1020mm.**

**There is a library customer service counter located directly to the right of the library entrance.**

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

### Sensory Guide Entry

#### Feel

* **Change in ground surfaces**

#### Sounds

* **Automated doors**
* **People**
* **Security panel alarm**
* **Traffic**

## 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 Hampton Park Library, there is one set of toilets.**

**Location: Within the foyer.**

**Includes:**

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

**Manual door opening inward. Door clearance of 870mm. Latch lock at 1200mm AFFL.**

**Cubicle space 2000mm x 1950mm.**

**Grab bar to the right and behind toilet.**

**Toilet height 470mm AFFL. Right hand transfer.**

**Sink height 760mm AFFL with lever tap at 880mm AFFL.**

**Baby change area.**

**Separate male and female toilet with sensor lighting.**

### Sensory Guide Toilets

#### Feel

* **Shared personal space**

#### Sounds

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

#### Sights

* **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

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

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

**View our catalogue online 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 all through our e-Collection. See 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/)

**A DAISY player 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:$002f$002fSD_ILS$002f0$002fSD_ILS:1356790/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 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/**](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 machines.**

**Hampton Park Library has two self-checkout machines located adjacent to the customer service counter.**

**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 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/**](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

**Hampton Park Library provide a program of 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/**](https://www.cclc.vic.gov.au/events/)

## Library Services

**Hampton Park 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.**

**Hampton Park Library has 16 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**](http://computers.cclc.vic.gov.au/ComputerReservation/session/login?ReturnUrl=%2fComputerReservation%2f)

**Bookings can also be made over the phone. Call (03) 8788 8500.**

**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**

## Adding Credit to a Membership

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

**It is located beside the printer within the public computer area.**

**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 Money Loader 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**

## Printing

**Printing incurs a fee.**

**Hampton Park Library has one printer.**

**It is located in the public computer area, next to the Money Loader machine.**

**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 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**
* **People**
* **Photocopier/Printer**

## Photocopying

**Photocopying incurs a fee.**

**Hampton Park Library has one photocopier.**

**It is located in the public computer area, next to the Money Loader machine.**

**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**

## 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.**

**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 once, please see staff for assistance.**

### Sensory Guide Scanning

**Feel**

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

#### Sounds

* **Computers**
* **People**
* **Photocopier/printer**

#### Sights

* **Bright lights**

## Returning Items

**Items can be returned in branch during opening hours. A return chute is located immediately upon entry into the library, at the customer service counter, on the right, at a height of 1000mm AFFL.**

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

**It is located outside the library, to the left of the entrance, at a height of 1200mm 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 900mm AFFL.**

**An additional low height customer service counter at a height of 750mm AFFL located to the left of the main customer service desk. Chairs with backrests are available here.**

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

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

**Printed information may be provided in large print. See staff for assistance.**

**Wide internal walkways.**

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

**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 1330mm AFFL.**

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

**Study desks are available. Clearance of 660mm x 800mm.**

**Computer desks with a clearance of 700mm x 420mm.**

**Drinking fountain located in foyer at a height of 1050mm AFFL.**

**Entrance to the meeting room from the library is via a set of manual double doors opening inward. Singular door clearance of 790mm. Double clearance of 1580mm.**

**Entrance to the meeting room from the foyer is via a set of manual double doors opening outward. Singular door clearance of 800mm. Double clearance of 1600mm.**

**We encourage visitors to park prams and mobility aids in the foyer if required - at owner’s own risk.**

**Interpreter Service available. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Hampton Park Library on (03) 8788 8500.**

**Hampton Park 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

**Contrast decals at 1290mm to 1390mm AFFL on double automated glass doors to enter the foyer from outside.**

**Two sets of contrast decals on single glass automated door to enter the library from the foyer. The first at 780mm to 880mm AFFL. The second at 1290mm to 1390mm AFFL.**

**Flat surface throughout library.**

**Terrain varies between carpet and tiling.**

**No contrast on internal window of emergency exit door.**

**Artificial and natural lighting throughout.**

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

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

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

**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

**Hampton Park Library**

**22 Stuart Avenue, Hampton Park VIC 3976**

**Phone: (03) 8788 8500**

**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**](mailto: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/**](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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