ACCESS KEY

MELTON
CITY
LIBRARIES

CAROLINE SPRINGS LIBRARY & LEARNING HUB

193 Caroline Springs Boulevard
Caroline Springs 3023
Phone: 9747 5300 | Website

CITY OF MELTON

UPDATED OCTOBER 2019 V1.0

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AFFL	Above Finished Floor Level.
PIN	Personal Identification Number.
TGSI	Tactile ground surface indicators. A tactile ground surface to assist pedestrians who are visually impaired. Often found on footpaths, stairs and train station platforms.

GUIDELINES

MELTON CITY LIBRARIES

Thank you for choosing to use an Access Key for Caroline Springs Library and Learning Hub.

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

- Access Keys preferably to be obtained two weeks in advance of visit.
- Access Keys to be read calmly and confidently in an environment free of distractions.
- An adult/carer is to read the Access Key with the participant as often as required, to ensure the participant understands the Access Key.
- Help the participant comprehend the key points of the Access Key, consistently monitoring for level of understanding.
- If using the Access Key as a reflective tool, 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.
- Safety information is located on page 16.
- Download Access Key in its entirety, 16 pages in total.

Access Ability Australia

Access Keys are designed and developed by AccessAbilityAustralia.

To view the full range of free Access Keys available, go to AAA Library.
For Access Keys in Braille or audio, please Contact Us.
Please complete our short survey to help us ensure continuous improvement.

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COMMUNICATION BOARD

Take your Caroline Springs Library and Learning Hub Communication Board with you to ensure confident communication.
October 2019 V1.0

Accessible Toilet

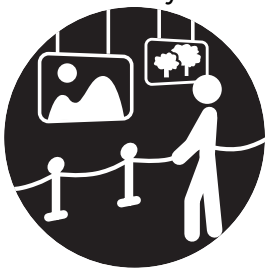
Toilet

No English

Book an Event

Membership

Gallery



Rest Area

Café

Time

Something is Wrong

First Aid

I Need Help

Write it Down

Phone

Taxi

Bus

How Much?

Yes

No

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DID YOU KNOW?

Welcome to Caroline Springs Library and Learning Hub.

We are open seven days a week with the exception of all public holidays.

For information on opening hours please refer to our website.

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

- Caroline Springs Library is proudly supported by the Melton City Council.
- View the Melton City Council Combined Disability Action Plan.
- A drinking fountain located near the meeting rooms.
- A Melton City Council customer service desk is located to the left of the library entrance.
- The CS Gallery can be easily accessed from the Caroline Springs Library. Please visit our website to find out more about what exhibits are on display.
- Membership is free.
- Follow us on Facebook.
- View our online collection.
- Our Home Library Service is for people who are unable to leave the home.
- Melton City Libraries App can be downloaded from the App Store or Google Play.
- A free Freegal music collection.
- A free Kanopy movie selection.
- Free Wi-Fi with membership.
- Find out What's On at the library.
- A range of spaces are available for booking online. Fees apply.
- Public telephone to the left of the entrance.
- Interpreter service available at Melton City Council. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Caroline Springs Library and Learning Hub on 9747 5300. Opening hours 8:30am-5pm - Monday – Friday.

GETTING THERE

Caroline Springs Library is located at
193 Caroline Springs Blvd, Caroline Springs.

For more information, visit Google Maps.

The nearest bus stop is approximately 100 metres away on Caroline Springs Boulevard.

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

PARKING

The most convenient parking is located off Lake Street within the library carpark.

There is:

- general parking with no restrictions
- two accessible parking bays approximately 30 metres from the library
- one 15-minute drop off parking bay.

Overflow parking can be found in the surrounding streets. No restrictions apply.

Bike racks are at the entrance to the library.

ENTRY

Entry into Caroline Springs Library is through two sets of double glass automated doors and then through security panels.

The library customer service desk is located to the right of the entrance, in the centre of the library.

For your comfort, a range of furniture options are available. These include chairs with backs and some with armrests as well as tables.

Wi-Fi is available with membership.

SENSORY GUIDE

Feel
Change in ground surface
Cooling
Heating

Sounds
Automated doors
Cooling system
Heating
People

TOILET

Location: Past the library customer service desk and opposite the café.

Entry to the toilet area is via a manual door opening inward with a door clearance of 860mm. All toilets are located off a hallway within this area.

Includes:

- a unisex, accessible toilet with artificial lighting
- manual door opening inward
- door clearance of 860mm
- cubicle space 3210mm x 2420mm
- grab bars on wall to the right and behind toilet
- toilet with right-hand transfer
- baby change area within accessible toilet
- separate male and female toilets.

SENSORY GUIDE

Feel
Change in ground surface
Cooling
Heating
Shared personal space

Sounds
Echo
Hand dryer
Toilets flushing
Water running

Sights
Bright lights
Mirror : Reflection

Smells
Bathroom smells
Disinfectants

MEMBERSHIP

You can apply for membership online or in the branch and requires proof of identity.

Applicants under 18 years require membership to be signed by parent or guardian.

A library barcode and PIN are generated with each membership.

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

LIBRARY COLLECTION

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

- books (fiction and non-fiction)
- large print books
- audio books
- magazines
- DVDs
- magazine and newspaper collections in a range of languages; see staff to check if your language is available.
- online resources including e-Books, e-Magazines, movies, music and learning resources all through our e-Collection.

The catalogue is available via touch screen computers in the library, online and through the library app.

Using the catalogue, members can search for items, place a hold and select the pick-up location. Reservations are held on the shelf for ten days.

Members can borrow up to thirty items at a time.

Reservations can be put on items that are currently on loan.

BORROWING KIOSKS

You can borrow items using the Borrowing Kiosks. These kiosks are located at the entry exit door.

Members can also renew items and check their account details using the Borrowing Kiosks.

Text on the Borrowing Kiosks is available in a range of languages.

There are always library staff members available to provide assistance as required.

PROGRAM OF EVENTS

Caroline Springs Library provides a range of fun, free and exciting program of events including:

- storytimes for children
- young adult events
- author talks and book chats
- technology and eLearning
- Family History help
- cooking, gardening and craft groups
- health and well-being talks
- writers' workshops
- events for seniors
- school holiday programs.

Staff are on hand to provide assistance.

To find out more about what's on, members can view our 'What's On' brochure.

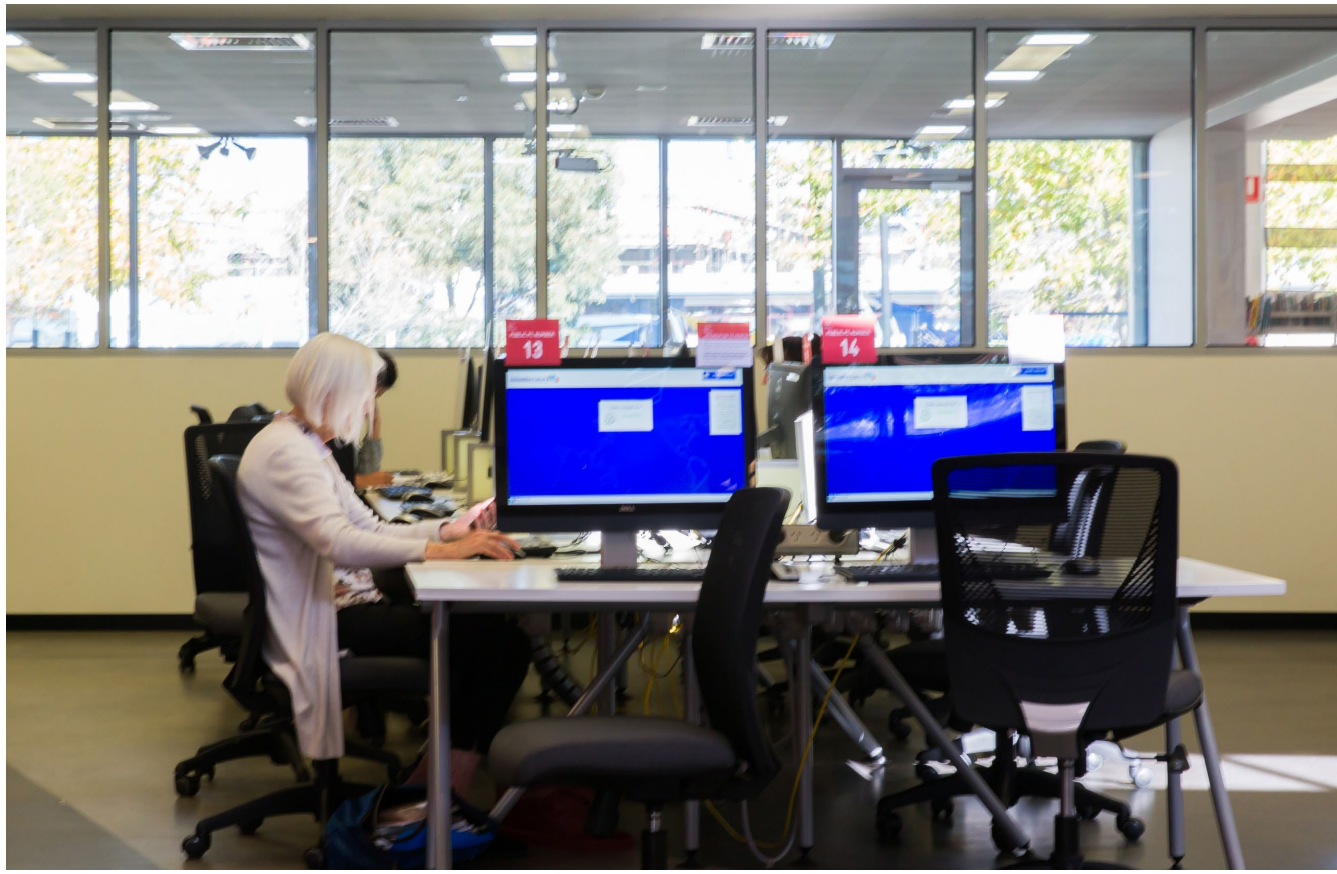
Bookings are essential for most events. Bookings can be made online or over the phone by calling 9747 5300.

For convenient access to our event bookings, sign up to our monthly e-Newsletter.

LIBRARY SERVICES

Caroline Springs Library and Learning Hub provides a range of services including:

- computers: free
- computer with NVDA (non-visual desktop access) assistive technology
- one computer with modified large print keyboard and modified joystick mouse
- Wi-Fi: free
- printing and photocopying: (small charge applies)
- scanning: free
- Playstations: free
- library membership is required to use all services
- credit can be added to library card using the Smartloader machine. The machine takes both cash and card payments allowing customers to load and top up credit for photocopying and printing purposes. The machine is located near the computers. For any assistance required with the machine, library staff members are available to assist.



SENSORY GUIDE

Feel
Cooling
Heating
Shared personal space

Sounds
Computers
People
Photocopier

Sights
Bright lights

RETURNS

A return chute is located outside the library, to the left of the entrance, at a height of 1400mm AFFL. Items can be returned at any hour of the day.

Items can also be returned at any other library in the consortium.

SAFETY

- Wide solid contrast glazing band at 910mm AFFL to 990mm on glass entry doors.
- Door mat located at entry.
- Transparent security panel located in the centre of entry, after second set of automated doors.
- Flat surface throughout library.
- Terrain varies between carpet, vinyl and tiling.
- Artificial and natural lighting throughout.
- Objects throughout include book display cabinets, furniture, bins, concrete pillars and book trolleys.
- Decals at 720mm AFFL on windows in children's section.
- Floor to ceiling windows in teenage section and cafe' with no contrast.
- Clear illuminated exit signage.
- If first aid is required, please see staff at the customer service desk.
- There is an emergency evacuation map located on the wall to the right of toilet entry.
- In the event of an emergency, staff will help and direct members and visitors.