# Ferntree Gully Library Access Key

**1010 Burwood Hwy**

**Ferntree Gully 3156**

**Phone: (03) 9800 6455**

**Website:** [**www.yourlibrary.com.au**](http://www.yourlibrary.com.au)

**Version 1.0**

**Updated August 2019**

## Glossary

**AFFL – Above Finished Floor Level.**

**ERL - Eastern Regional Libraries.**

**FTG - Ferntree Gully Library.**

**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 Ferntree Gully Library.**

**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.**

**Download Access Key in its entirety - 37 pages in total.**

## Did You Know?

**Ferntree Gully Library is proudly supported by Knox City Council.**

**Please click the following link to view Knox Community Access and Equity Implementation Plan 2017 – 2022.**

[**http://www.knox.vic.gov.au/files/Community/Knox\_Community\_Access\_and\_Equity\_Implementation\_Plan\_2017-2022.pdf**](http://www.knox.vic.gov.au/files/Community/Knox_Community_Access_and_Equity_Implementation_Plan_2017-2022.pdf)

**FTG Library is located next to Wally Tew Reserve with access off Burwood Hwy. The library adjoins the Ferntree Gully Community Arts Centre.**

**Wally Tew Reserve offers a nice retreat, gardens and an accessible playground.**

**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 on the following links.**

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

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

**To provide feedback please see online feedback form by clicking the following link.** [**www.yourlibrary.com.au/contact-feedback/**](http://www.yourlibrary.com.au/contact-feedback/)

**Library Services include:**

**Unlimited borrowing. Items may include books, magazines, DVDs, audio books, music CDs and large print books.**

**Reservations of up to 20 items is available.**

**Games for PlayStation, Xbox, Switch and Nintendo Wii U can be ordered for borrowing. See staff for assistance or visit the online library catalogue to place on hold by clicking the following link.**

[**https://erlc.ent.sirsidynix.net.au/client/en\_GB/erlc/**](https://erlc.ent.sirsidynix.net.au/client/en_GB/erlc/)

**An online collection. See our website on the following link for further details.**

[**www.yourlibrary.com.au/online-resources/**](http://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** **on the following link.**

[**https://www.yourlibrary.com.au/home-library-service/**](https://www.yourlibrary.com.au/home-library-service/)

**Computers and colour printing services available.**

**Free Wi-Fi is available with membership.**

**Download our ‘What’s on Booklet’ on the following link or pick up a copy in branch to learn more about our program of events.**

[**https://events.yourlibrary.com.au/?searchLocation=8&searchCategory=all&searchMonth=02&searchYear=2019**](https://events.yourlibrary.com.au/?searchLocation=8&searchCategory=all&searchMonth=02&searchYear=2019)

**Members may borrow and return library items to any ERL branch, mobile library or reading room.**

## Getting There

**FTG Library is located off Burwood Highway within the Ferntree Gully Community Arts Centre.**

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

[**https://www.google.com.au/maps/place/Ferntree+Gully+Library/@-37.8899026,145.2884858,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad63cea4a2af627:0xce2267fac6ad8730!8m2!3d-37.8899026!4d145.2906745**](https://www.google.com.au/maps/place/Ferntree%2BGully%2BLibrary/%40-37.8899026%2C145.2884858%2C17z/data%3D%213m1%214b1%214m5%213m4%211s0x6ad63cea4a2af627%3A0xce2267fac6ad8730%218m2%213d-37.8899026%214d145.2906745)

**FTG Library is a convenient 15-minute walk from FTG Railway Station.**

**There is a taxi zone directly outside the station.**

**Bus stops are conveniently located on Burwood Hwy outside the centre.**

**For information on how to get to Ferntree Gully Library, visit Public Transport Victoria on the following link.**

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

## Parking

**Parking is conveniently located within the grounds.**

**By car**

**First, enter from Burwood Highway (sign posted ‘Ferntree Gully Community Arts Centre & Library’). Next, cross a two-way wooden bridge to enter the carpark. Then, follow the road around to the left to the main carpark.**

**There is;**

**General parking.**

**One accessible parking bay approximately 40-metres from the library.**

**A drop off zone directly outside the front of the library.**

**An overflow carpark is available.
Continue past the Ferntree Gully Community Arts Centre and Library and turn left.
This carpark adjoins the Wally Tew sport grounds.**

**No restrictions apply in either carpark.**

## Welcome

**Welcome to Ferntree Gully Library.**

**We are open six days a week.**

**For opening hours, please refer to our website on the following link or phone (03) 9800 6455.**

[**https://www.yourlibrary.com.au/locations/ferntree-gully-library/**](https://www.yourlibrary.com.au/locations/ferntree-gully-library/)

**An undercover area is available at the front of the library as well as seating to the right of the entrance.**

## Entry

**Entry into the Ferntree Gully Library is via a gently sloped access ramp.**

**This 10-metre access ramp is 1750-mm wide offering a clear path of travel.**

**To access the centre, enter through a set of glass accessible automated doors.**

**The library is located on the right of the entrance doors.**

**The customer service counter is located on the far left-hand wall of the library.**

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

**Newspapers and magazines are located on the rear window wall of the library.**

**Brochures are located in the foyer and at the customer service counter.**

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

**Wi-Fi is available with membership.**

## 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 for the library are located within the Ferntree Gully Community Arts Centre.**

**Includes:**

**Unisex, accessible toilet.**

**Manual door opening inward. Door clearance of 900mm with easy-to-operate internal door lock.**

**Cubicle space 3270mm x 1880mm.**

**Grab bar on wall to the left and behind toilet.**

**Toilet seat with colour contrast and height at 460mm AFFL with left-hand transfer.**

**Separate male and female toilets.**

**Baby change area (within the accessible toilet).**

**There is an area to sit and wait within the library.**

### Sensory Guide Library Toilets

#### Feel

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

#### Sounds

* **Automated doors**
* **Creaking doors**
* **Echo**
* **Hand dryers**
* **People**
* **Toilet flushing**
* **Water running**

#### Sights

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

#### Smells

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

## Wally Tew Reserve Toilets with Changing Places

**Only a short stroll from the library, there are additional toilets located within Wally Tew Reserve. These include a Changing Places.
Changing Places toilets have extra features and more space to meet the needs of people with severe and profound disabilities.**

**Includes:**

**Unisex, fully accessible toilet and adult change facility.**

**Door clearance of 950mm.**

**Cubicle space 3650mm x 4740mm.**

**Grab rails wall mounted behind.**

**Wall mounted fold down grab bar fitted to either side of the toilet.**

**1 x adult change table – electronically height adjustable foldable table – Max load 200kg.**

**CHS Healthcare Ceiling lift system & Stellar 440F hoist with hoist – max load 200kg.**

**1 x washbasin with lever operated tap.**

**Please remember to bring your own sling and ensure it is compatible with hoist. If there is any uncertainty, please do not use hoist.**

**Entry method: To access the Changing Places, you will require the MLAK key.**

**Alternatively, eligible users can borrow a MLAK key from the Ferntree Gully Library during library hours.**

**Also includes:**

**• Separate unisex, accessible toilet.**

**• Automated sliding door. Door clearance 800mm with easy-to-operate internal door lock.**

**• Grab-bar on wall beside toilet.**

**• Separate male and female toilets.**

**• Baby change area (within female toilets).**

### Sensory Guide Wally Tew Toilets

#### Feel

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

#### Sounds

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

#### Sights

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

#### 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 on the following link.**

[**https://www.yourlibrary.com.au/join-the-library/**](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 on the following link.**

[**https://www.yourlibrary.com.au/conditions-of-membership/**](https://www.yourlibrary.com.au/conditions-of-membership/)

## Library Collection

**FTG 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**

**• Collection of games for PlayStation, Xbox, Switch and Nintendo Wii U on demand.**

**• Online resources available including eBooks, eAudio books and magazines. Available on the following link.**

[**https://www.yourlibrary.com.au/online-resources/**](https://www.yourlibrary.com.au/online-resources/)

**All items are catalogued.
A library catalogue is a register of items.
In the library there are two catalogue computers to look up item availability.
They are located in the centre of the library and are clearly signed.**

**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.
FTG Library has two self-checkout machines at 1500mm AFFL.
They are located in the centre of the library area, nearest the entrance.**

**To borrow 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 renew 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 on the following link.**

[**https://erlc.ent.sirsidynix.net.au/client/en\_GB/erlc/**](https://erlc.ent.sirsidynix.net.au/client/en_GB/erlc/)

**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, what reservations (hold) are current and whether there are any fees overdue.**

**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 loans are for 3 weeks and will be renewed twice automatically (a total of 9 weeks), unless they are reserved by another member.**

**Items can also be renewed online on the following link.**

[**https://erlc.ent.sirsidynix.net.au/client/en\_GB/erlc**](https://erlc.ent.sirsidynix.net.au/client/en_GB/erlc)

**Overdue fines apply.**

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

## Program of Events

**FTG Library provide a range of program of events including:**

**• Storytimes**

**• After school and holiday activities**

**• Author talks and book chats**

**• Technology and eLearning**

**• Family History**

**• Knitting for Charity group**

**• Weekly talks (eg travel, health & wellbeing, collectables and craft)**

**• Adult colouring group**

**• Variety of festivals**

**• 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.
Click the following link.**

[**https://www.yourlibrary.com.au/whats-on/**](https://www.yourlibrary.com.au/whats-on/)

**Online bookings are available.** **For more information click the following link.**

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

## Library Services

**Ferntree Gully Library offer 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 and scanning.**

## Computers

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

**FTG Library has eleven computers; ten for 1-hour use and one for 10-minute use.**

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

[**https://web.erl.vic.gov.au/web/pcbookings.php?m=5**](https://web.erl.vic.gov.au/web/pcbookings.php?m=5)

**Bookings can also be made over the phone.**

**Call (03) 9800 6455.**

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

**Seats with backrests are available.**

**Computer desks are wheelchair accessible.**

**See staff for assistance.**

**First, members are required to log into computers with their library barcode number and PIN number.**

**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

* **Automated doors**
* **Computers**
* **Photocopier**

#### Sights

* **Bright lights**

## Adding Credit to a Membership

**The Papercut Smartloader machine is used to add credit to a membership.
The machine accepts cash only.**

**It is located in the right of the library entrance, next to the photocopier.
If paying by credit card, please see staff.**

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

**1. Scan your card on the Papercut Smartloader.**

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

**The Papercut Smartloader machine does not accept 5 cent coins.**

**The Papercut Smartloader is1400mm AFFL.**

### Sensory Guide Adding Credit to a Membership

#### Feel

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

#### Sounds

* **Automated Doors**
* **Computers**
* **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 face down 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

* **Automated Doors**
* **Computers**
* **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

* **Automated Doors**
* **Computers**
* **Photocopier**

#### Sights

* **Bright lights**

## Returning Items

**Items can be returned in branch during opening hours.**

**A return chute is located at the customer service counter, on the left-hand side.**

**Items can also be returned out of hours.**

**An out of hours return chute at a height of 1100mm AFFL is located at the front of the centre, on the right-hand side of the entry door.**

**Items can also be returned to any ERL branch, mobile library or reading room.**

## Storytime

**FTG Library run Storytime sessions every week.**

**The duration of Storytime will vary depending upon the age of the children.
Please refer to our website on the following link for session times.**

[**https://www.yourlibrary.com.au/storytimes/**](https://www.yourlibrary.com.au/storytimes/)

**All Storytimes are run during school terms only.**

**Tiny tots: 0 – 12 months**

**Pre-schoolers: 3 – 6 years**

**Family: 1 – 6 years**

**Storytime takes place in the Ferntree Gully Community Arts Centre.**

**First, on arrival, families are welcomed into the children’s area by library staff.
Staff will then guide families to the Storytime area. 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 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 Family 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**
* **Children clapping**
* **Children feet stomping**
* **Children singing**
* **People**

#### Sights

* **Bright lights**
* **Glare**

#### Smells

* **Timber**

## Accessibility

**Protection from weather directly outside library.**

**Clear signage indicating entrance to the library.**

**Automated centre entrance doors.**

**Low height 710mm customer service counter.**

**Printed FTG Library Access Key available at customer service counter.**

**Hearing Awareness Card at customer service counter to support hard of hearing or deaf visitors/members.**

**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.**

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

**Availability of quiet areas throughout the library.**

**Adequate pram parking available. See staff for guidance.**

**Home services available to household residents within Knox, Maroondah and Yarra Ranges.**

**Assistance animals welcome.**

**Acceptance of Companion cards.**

**FTG Library is Relay Service Friendly. Go to National Relay Service and give the number (03) 9800 6455 you want to call.**

**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

**Access ramp offering shoreline for visually impaired users.**

**TGSI installed prior to access ramp.**

**Handrail on access ramp.**

**Flat carpeted surface throughout library.**

**Solar outside lighting on access pathway and electric tower light in carpark.**

**Objects throughout and on floor including book display cabinets, furniture and concrete pillars. Book trolleys may also be placed at the end of some fixed aisles.**

**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.**

**Available signage for wet floors may be displayed.**

**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.**

**An evacuation map is displayed in the library next to the printer.**

## 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/**](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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**End of document.**