



Living &
Learning
Libraries

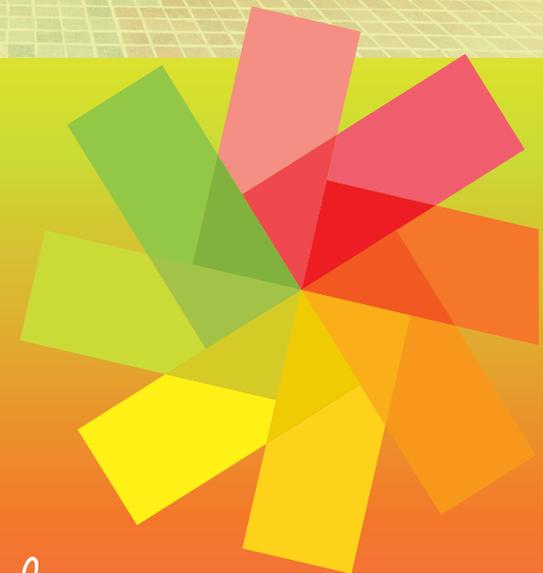
GREATER DANDENONG



City of Greater Dandenong Libraries
Dandenong Library

Access Key

Updated September 2021 V2



imagine, explore, discover

Levels 2 and 3, 225 Lonsdale Street, Dandenong VIC 3175
Phone: 1300 630 920
Website: www.greaterdandenonglibraries.com

Contents

Guidelines	3
Communication Board	4
Did You Know?	5
Getting There	6
Parking	7
Welcome	8
Entry	9
Map Level 2	10
Map Level 3	11
Staff	12
Library Toilet	13
Changing Places Toilet	14
Library Membership	15
Library Collection	16
Borrowing Items - Self-Checkout Machine	17
Borrowing Items - Green Service Desk	18
Program of Events	19
Library Services	20
Computers	21
Adding Credit to a Membership	22
Photocopying	23
Scanning	24
Returning Items	25
Accessibility	26
Safety	27

Glossary

Catalogue

A library catalogue is a register of items.

CBD

Central Business District.

Genre

A style or category of art, music, or literature.

Harmony Square

A generous and welcoming community square located outside the primary entrance to the Dandenong Library.

Libraries Victoria

Libraries Victoria (formerly the Swift Libraries 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.

MLAK

Master Locksmith Access Key. Required to access Changing Places.

PC

Personal Computer.

PIN

Personal Identification Number. Issued with every new library membership.

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

Thank you for choosing to use an Access Key for Dandenong 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 be read and shared in an environment free of distractions.
- Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.
- If sharing the Access Key with participant, help participant comprehend key points, consistently monitoring for level of understanding.
- If sharing the Access Key with participant, contextualised photographs can be used to summarise information and experiences.
- If using the Access Key as a reflective tool, make sure to 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.
- Accessibility information is located on page [26](#).
- Safety information is located on page [27](#).
- Download Access Key in its entirety - 27 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 City of Greater Dandenong Library Communication Board with you to ensure confident communication.
September 2021 V2

Changing Places



Accessible Toilet



Deaf / Hard Of Hearing



No English



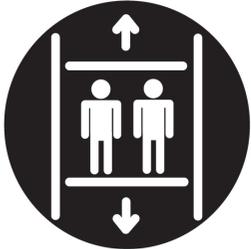
Write it Down



Recharge Station



Lift



Drinking Fountain



Phone



Toilet



Membership



Program / Event



Map



WiFi



Hearing Loop



Something is Wrong



First Aid



I Need Help



Taxi



Security



Did You Know?

- Dandenong Library is located within the Dandenong Civic Centre and is split across two levels; referred to as level 2 and level 3. Lift access is available to both levels.
- Membership to the library is free of charge and available to all Victorian residents and visitors.
- For information on policies and procedures, call 1300 630 920 or visit [About the Library](#) on the CGD Library website.

- Dandenong Library is a part of the Libraries Victoria Consortium. Members may borrow or return items to any library that is a part of the Consortium.

Library Services

- Borrowing of up to 40 items for up to 3 weeks.
- Holds can be placed on items free of charge.
- Collections are available in many languages.
- Free WiFi.
- Computers, printing and scanning services.

- A café located within the library on level 2.



Useful Links

- [Ask A Librarian](#)
- [CGD Disability Action Plan 2017 – 2023](#)
- [Contact Us](#)
- [Facebook | Instagram](#)
- [Mobile app](#)
- [Group Library Tours](#)
- [Home Library Services](#)
- [Language and Literacy Programs](#)
- [Library Strategy and Action Plan](#)
- [Tech Assist Sessions](#)
- [Library Catalogue](#)
- [Video Games](#)
- [What's On](#)

Getting There

Dandenong Library is located in the centre of Dandenong CBD, within the Dandenong Civic Centre, on the corner of Lonsdale Street and Walker Street.

See Google Maps reference [here](#).

Dandenong Library is approximately a 600 metre walk from the Dandenong Railway Station. There is a taxi zone located on Foster Street, outside the station.

Bus interchanges are located on Langhorne Street, behind the Drum Theatre and the Dandenong Railway Station.

For information on how to get to Dandenong Library, visit [Public Transport Victoria](#).



Parking

Accessible Parking

There are three accessible parking bays on Thomas Street.

One is located across from the library, approximately 55 metres from the Harmony Square entrance (see image top right). Two more are located next to the library, approximately 100 metres from this entrance. No parking fees apply.

If a valid disabled parking permit is displayed, no parking fee applies in ordinary street parking bays.

In addition, another two accessible parking bays (see image bottom right) are located in the carpark underneath the library. To access from Thomas Street, turn onto Dunbar Lane, follow to the end and turn left onto Kingsbury Lane. Entry is found at the end of this laneway. Exit point for this carpark is on Garnar Lane.

General Parking

The most convenient parking is located in the surrounding streets.

- Six 15-minute parking bays on Thomas Street, adjacent to Harmony Square.
- Four 30-minute parking bays behind the library in Garnar Lane.
- 30-minute parking in Halpin Way, across Thomas St.
- A choice of multi-storey carparks located in Walker Street and Thomas Street. Fees and restrictions apply.

Visit Libraries Victoria [website](#) for more details.



Welcome

Welcome to Dandenong Library. We are open 7 days a week.

For further details and for holiday opening hours, please phone Dandenong Library on 1300 630 920 or refer to our [website](#).

An undercover area is available at the front of the library in Harmony Square.



Entry

The main entrance into Dandenong Library is via Harmony Square. Harmony Square is paved and accessible.

Access into the library is through a glass revolving door.

An accessible entrance is located to the left of the revolving door. This entrance is automated.

1. Press the green button to access.
2. The door will automatically open outward. Door clearance is 850mm.
3. Enter the library.
4. The door will automatically close behind you.

There is a green service desk located in the centre of the library on level 2. There is a visual Communication Board here to support confident communication.

Entry to the library can also be made through the Civic Centre which is located on Lonsdale Street.

Entry is via a double set of glass automated doors. To access the library on level 2, there is a lift on the left or stairs on the right of this entrance.



Sensory Guide



Feel

Change in ground surface
Heating/Cooling
Weather



Sounds

Birds
People
Revolving door
Television
Traffic



Sights

Birds
Glare
Flickering screen

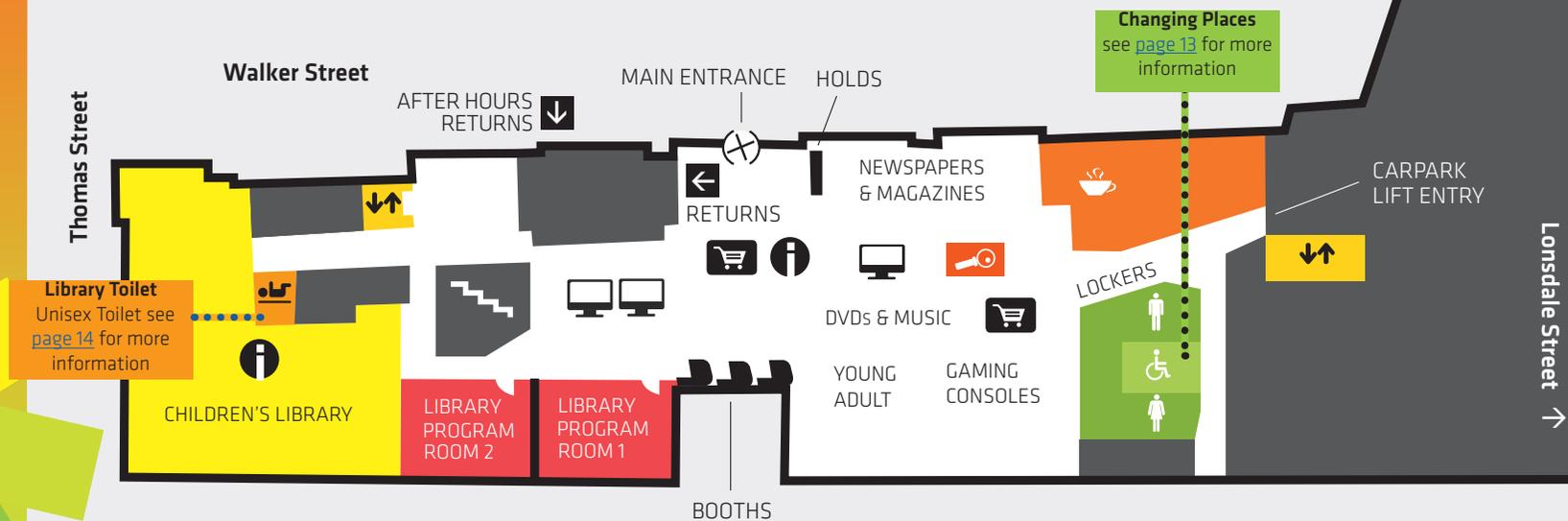
imagine, explore, discover

Level 2

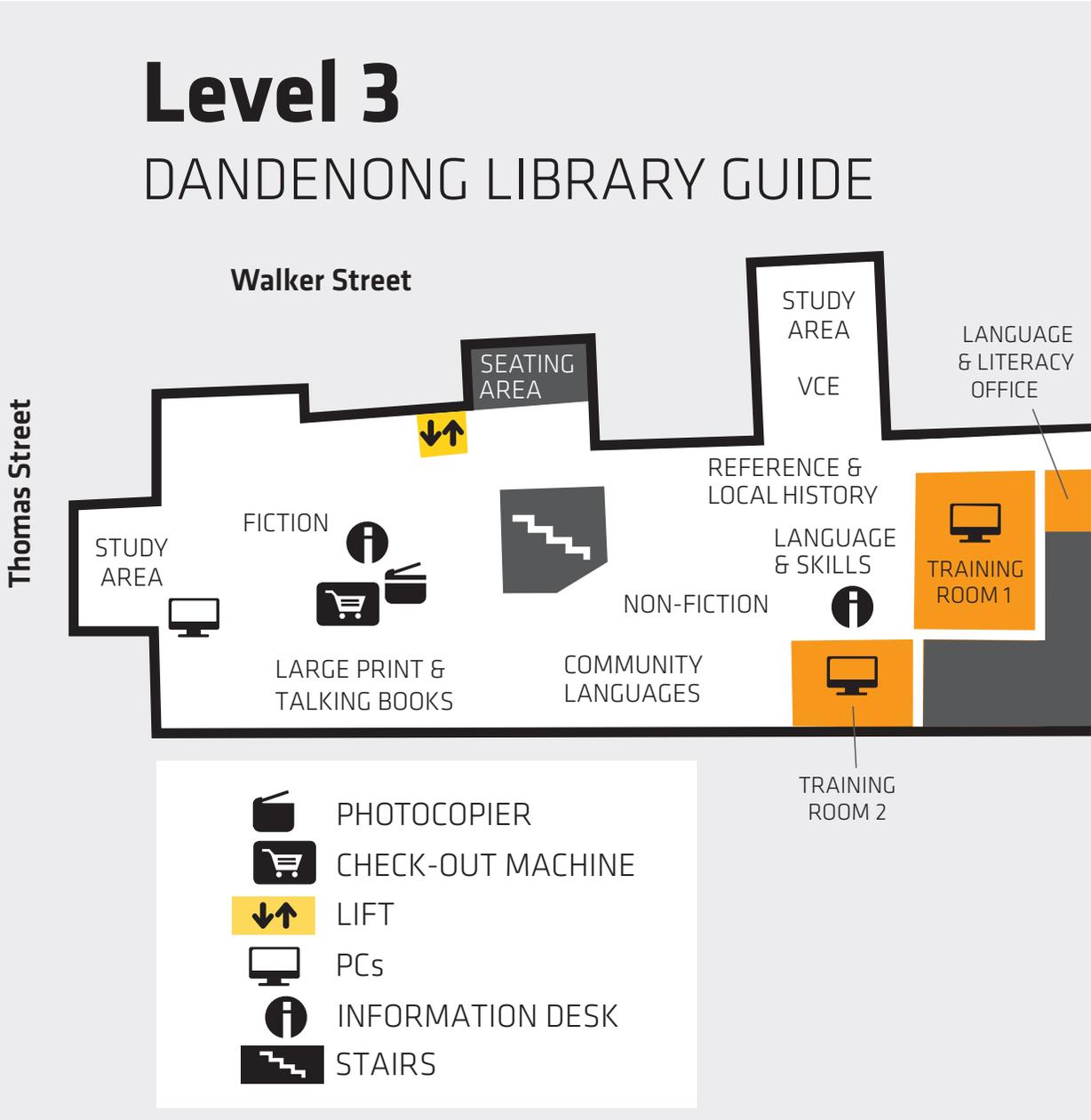
DANDENONG LIBRARY GUIDE



CAFE	INFORMATION DESK
STAIRS	CHECK-OUT MACHINE
LIFT	PUBLIC PCs
TOILETS	LIBRARY TECH ASSIST
PARENTS ROOM	RETURNS



Level 3 DANDENONG LIBRARY GUIDE



Staff

Library staff wear a multicoloured lanyard, with a name tag and communication radios and headsets.

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



Library Toilet

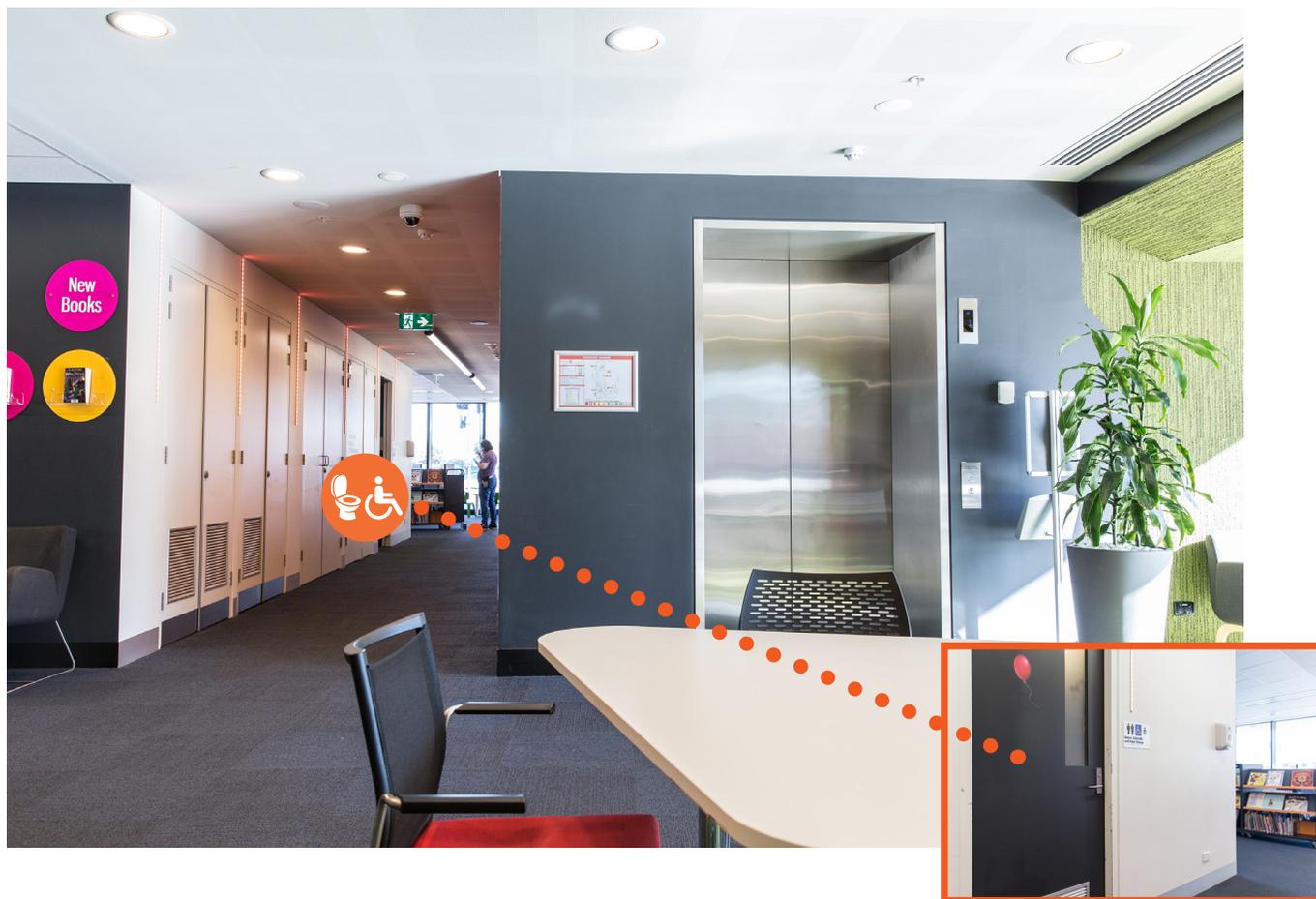
In Dandenong Library, there is an additional accessible toilet.

Location: To the right-hand side of the main entrance, past the lift.

Includes:

- Unisex, accessible toilet with artificial lighting.
- Manual door opening inward. Door clearance of 870mm. Door lock at 1050mm AFFL.
- Cubicle space 3000mm x 2320mm.
- Grab bars to the right and behind toilet.
- Contrast toilet seat at height 480mm AFFL with right-hand transfer.
- Sink at height 830mm AFFL with lever tap 930mm AFFL.
- Baby change area.

An accessible cubicle is also available in both the male and female public toilets between Council Customer Service and the library.



Sensory Guide



Feel

Change in ground surface
Heating/Cooling



Sounds

Echo
Hand dryer
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

Changing Places Toilet

In the Dandenong Civic Centre, on level 2, 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.

To access you will require a MLAK key. Please see library staff for more information.

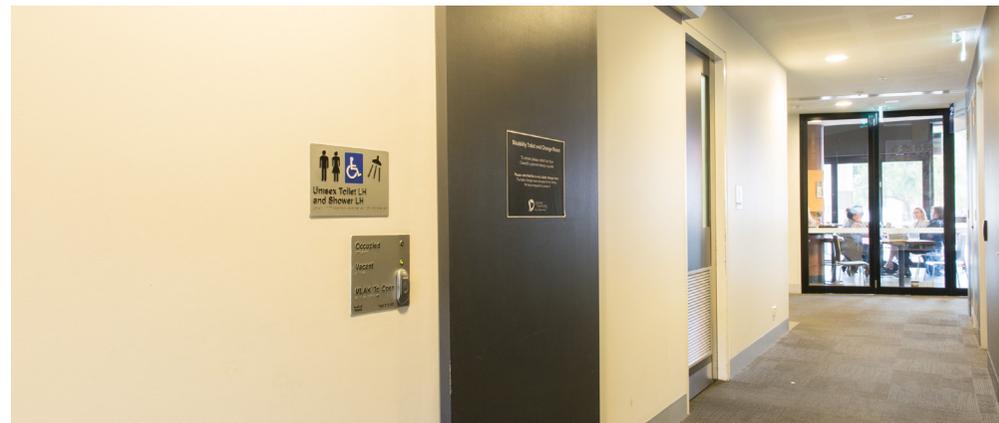
Location: In between the Council Customer Service and library entrance, near the café.

Includes:

- A unisex, fully accessible toilet and adult change facility with sensor lighting.
- Automated sliding door. Door clearance of 970mm. Automated lock 1180mm AFFL.
- Cubicle space 3150mm x 3930mm.
- Wall mounted fold down grab bar fitted to either side of first toilet.
- Grab rails wall mounted behind and to the left of second toilet.
- Shower at right rear corner with fixed wall bench style seat with adjustable shower curtain openings.
- Adult change table – electronically height adjustable and manual foldable table – maximum load 180kg.
- Waverley Glen C-625 motorised traverse ceiling hoist with hoist/grab bar – maximum load 283kg.
- Electronically height adjustable sink/basin 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.

Separate male and female toilets (including ambulant) are also located here. For further information please phone 8571 1000.



Sensory Guide



Feel

Change in ground surface
Heating/Cooling



Sounds

Echo
Hand dryer
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

Library Membership

Memberships can be used at both Dandenong and Springvale libraries. You can also use your library membership at other participating libraries throughout Victoria that are part of the Libraries Victoria Consortium (formerly Swift). Visit the Libraries Victoria [website](#) for more details.

Membership applications can be processed in branch or [online](#).

Online temporary membership provides three months of free access to some e-Resources and enables members to place holds online.

Full library membership is issued in branch. Current photo identification, with residential information (e.g. driver's licence) is required for a permanent membership card to be issued.

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

A library card number will be given with each membership. The number is located on the card below the barcode.

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](#).



Borrowing Items Self-Checkout Machine

Dandenong Library has six self-checkout machines for members to independently borrow items.

Five are located on level 2 and one is located on level 3.

Larger text is available by clicking the 'larger text' icon at the bottom of screen. Machines are available in multiple languages.

To borrow, renew or access account, card number and PIN can be manually entered by tapping 'Manual Entry' at the bottom of the screen.

See staff to retrieve your card number and PIN, otherwise you can use your physical library card by following the steps below.

To borrow items

1. Tap the screen to begin.
2. Place membership card down with barcode facing up (ensure the red line is aligned with membership barcode).
3. Tap to 'Borrow Items'.
4. Place item on the pad, facing either way. If borrowing multiples, place all items on pad together (5 maximum at one time).
5. Tap finished.
6. Choose selection to print receipt, email receipt or no receipt.

To renew items

1. Tap screen to begin.
2. Place membership card down with barcode facing up (ensure the red line is aligned with membership barcode).
3. Tap 'View Account'.
4. Items that are currently on loan will be displayed on screen.
5. Tap the yellow tick next to item required to renew individual items.
6. Tap 'Renew All' to renew all items. 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. This may occur due to item being on hold for another member or item has been renewed maximum number of times.

Items can also be renewed online through our [website](#), via the app, or by phoning the library on 1300 630 920. 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 screen to begin.
2. Place membership card down with barcode facing up (ensure the red line is aligned with membership barcode).
3. Screen will display an account summary of how many items are out on loan, what reservations (Holds) are current and whether there are any fees owing.

Staff are available to provide assistance.



Borrowing Items

Green Service Desk

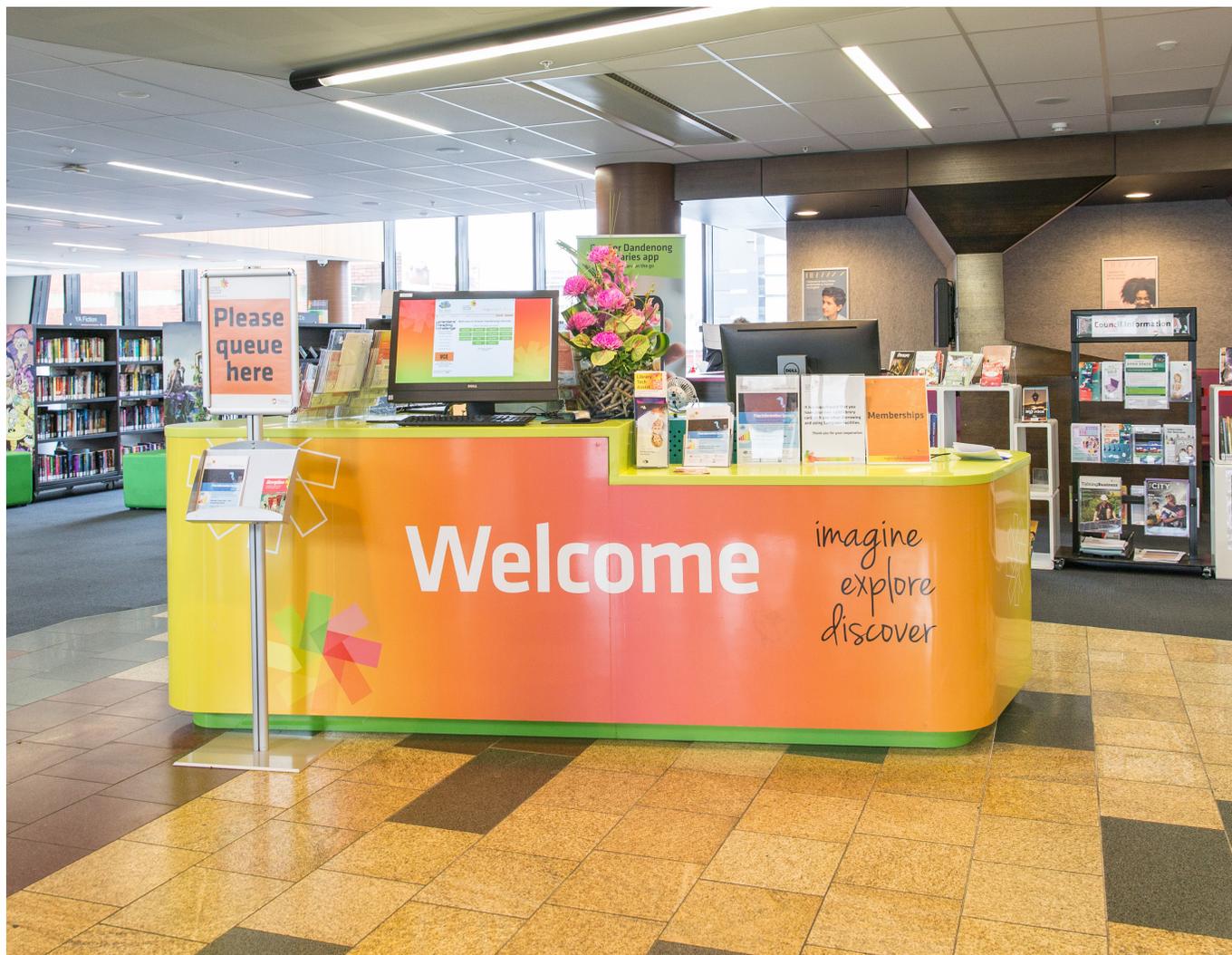
There are five customer service desks. Three are located on level 2. Two smaller desks are located on level 3.

Membership details are required and can be retrieved with valid identification.

All loans are for 3 weeks and items can be renewed twice unless they are reserved by another member.

Items can also be renewed [online](#), via the library's app, or by phoning the library 1300 630 920.

Damaged or lost items incur a fee.



Program of Events

Dandenong Library offers a wide program of events and activities for the whole community including:

- [Children's Programs](#)
- [Youth Programs](#)
- [Adult Programs](#)

Staff are on hand to provide assistance.

To learn more, visit our website [What's On](#) page.

To keep updated regarding the library's upcoming programs, you may subscribe to the library's monthly [e-newsletter](#).



Library Services

Dandenong Library offers a range of services for members.

Membership is required to access all services.

Members may borrow a maximum of 40 items including 10 CDs and 10 DVDs. Items may include books, magazines, DVDs, audio books, music CDs and large print books. The borrowing period is 3 weeks.

Printing and photocopying services 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.
- Scanning.

The following services are also available - please see staff for more information.

- Justice of the Peace.
- Learning help for adults - drop in sessions.
- Library Tech Assist - drop in sessions.

EFTPOS is available.



Computers

Computer use with internet access is free with membership.

Dandenong Library has more than 40 computers, including 3 scanning PCs.

- 2-hour PCs - level 3.
- 1-hour PCs - level 2.
- Five 30-minute PCs - level 2.

Patrons can access a PC for a maximum of 2 hours per day.

Bookings can be made over the phone.
Call 1300 630 920.

Computer seating with backrests are available.

Every computer is linked to the library printer.
Please see staff for assistance with altering the printing from black and white to colour.

Computer Use

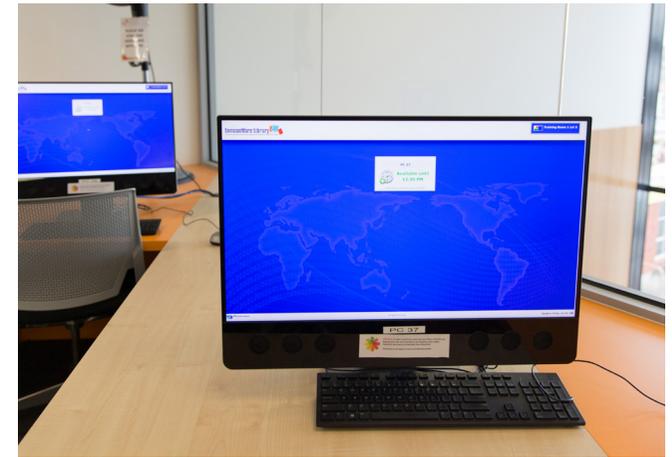
Basic computer support can be provided.

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 let members know how much time is left.

Free WiFi

Free Council WiFi allows users to access WiFi up to 2 hours.

1. Select Free Council WiFi.
2. You will be directed to the Terms and Conditions page.
3. Tick the box which says you agree to Terms and Conditions.
4. Select 'Log In'.



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Computers
People
Photocopier



Sights

Bright lights
Glare

Adding Credit to a Membership

The printing top up machine is used to add credit.

This machine accepts cash only.

It is located on level 3.

To add money to your membership card

1. Swipe your card on the Money Loader at the right side of the machine.
2. Insert cash. Please note that change will not be given.

The Money Loader machine does not accept 5 cent coins.

See staff for assistance.



Feel

Heating/Cooling
Shared personal space



Sounds

People
Photocopier



Sights

Bright lights
Glare

Sensory Guide

Photocopying

Photocopying incurs a fee. A list of fees and chargers are located above the photocopiers and [online](#).

Dandenong Library has two photocopiers, one on level 2, and one on level 3.

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. Swipe 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.

Staff are available for assistance.



Feel

Heating/Cooling
Shared personal space



Sounds

People
Photocopier



Sights

Bright lights
Glare

Sensory Guide

Scanning

The photocopier is used to scan documents.

Documents can be scanned to a USB.

1. Insert USB.
2. Scan your library card through the card reader.
3. Click on 'Use Other Functions' to access the scanner function.
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. Click on the # key if you have completed scanning your documents, before clicking 'Store' to save it to the USB.
6. A notification will be displayed on screen once documents have been saved.
7. When finished, remember to remove originals and log out.

Remember to remove your USB and original documents when you have completed your scanning. Instructions are displayed on the control panel. Staff are available for assistance.



Feel

Heating/Cooling
Shared personal space



Sounds

People
Photocopier



Sights

Bright lights
Glare

Sensory Guide

Returning Items

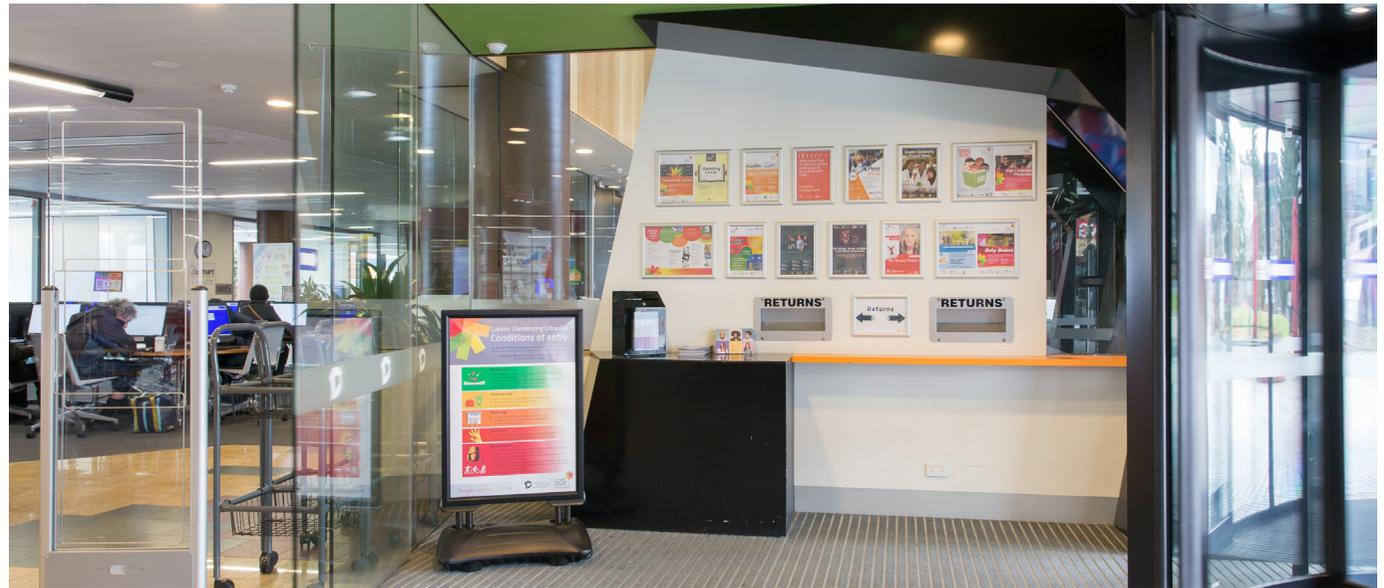
Items can be returned in branch during opening hours.

There are two return chutes located in the foyer of the main entrance at a height of 1120mm AFFL.

Items can also be returned out of hours.

An external return chute is available 24 hours a day, 7 days a week. It is located at the front of the library, on the right-hand side of the main entrance, at a height of 1100mm AFFL.

Items can also be returned to Dandenong or Springvale libraries or any other library belonging to the Libraries Victoria Consortium.



Accessibility

- Internet and phone booking system.
- Clear signage indicating accessible entrance on Harmony Square.
- Floor tiles at main entry and in library toilet. Flat carpeted surface throughout remainder of library.
- Lift or step access to all levels.
- Staff available to read information to members if required.
- Pen and paper for exchanging information at green service desk.
- Services to cultural and linguistic diverse members.
- Wayfinding signage using large print, simple language and universal symbols.
- Audio enabled lift with raised tactile buttons to both levels of the library.
- Wide internal walkways for manoeuvrability of mobility aids with accessible circulation space within library.
- Large print and audio books.
- Self-Checkout machine text can be enlarged.
- Computer font can be enlarged.



- Accessible drinking fountain located opposite Café in Civic Centre hallway.
- Seating with backrests and armrests throughout library.
- Hearing loops are available for use within Community Meeting Rooms and Computer Training Room 1. Portable hearing loops can also be provided. See staff for assistance.
- Dandenong Library is a Recharge Scheme member providing an accessible electric scooter charging station. Charging station is signed and is located on library wall, adjoining the café.
- Companion cards accepted.
- Assistance animals welcome.
- Dandenong Library is Relay Service Friendly. Contact the National Relay Service on 1300 555 720 and give the number 1300 630 920 for them to contact the library.
- Interpreter service available at City of Greater Dandenong. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Dandenong Library on 1300 630 920.



Safety

- Handrails and TGSi on steps within Civic Centre.
- No contrast on automated accessible glass door at main entrance.
- Wide solid glazing contrast band at 930mm AFFL to 1005mm AFFL on glass revolving door at main entrance.
- Minimal use of safety contrast on glass windows on level 2 or 3.
- Staff with Working with Children's Checks.
- Artificial and natural lighting throughout.
- Furniture is clearly contrasted with floor.
- Occasional use of mats on the floor in the children's section.
- Level 3 corporate box with handrail on one side only.
- Signage for wet floors may be displayed.
- If first aid is required, please see library staff.
- Defibrillator stored in the library staff room. See staff for assistance.
- Exit signs are clearly visible and illuminated.
- Lighting at night in Harmony Square.
- Safe City CCTV cameras in and around Harmony Square 24/7,
- The Civic Centre, is patrolled by security staff during business hours.
- Dandenong Library request that all visitors respect the personal space of others and keep volume to a minimum.
- Dandenong Library request that all visitors move through the library in an orderly manner; walking only.
- Children under 10 must be actively supervised at all times.
- Evacuation map located in library hallway past lift.
- In the event of an emergency, staff will help and direct visitors. If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area. Lifts are not to be used in the event of a fire.