# City of Greater Dandenong Libraries Dandenong Library Access Key

**Levels 2 and 3, 225 Lonsdale Street, Dandenong VIC 3175**

**Phone: 1300 630 920**

**Website: www.greaterdandenonglibraries.com**

**Version 2.0**

**Updated September 2021**

## 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.**

**https://accessabilityaustralia.com/access-keys-2/**

**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 the 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.**

**Download Access Key in its entirety - 38 pages in total.**

**This Access Key can be downloaded and saved to your preferred device for future use.**

## 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.**

**https://www.greaterdandenong.vic.gov.au/greater-dandenong-libraries/about-libraries**

**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 Wi-Fi.**

**Computers, printing and scanning services.**

**A café located within the library on level 2.**

**Useful Links**

**Ask A Librarian**

**https://forms.greaterdandenong.vic.gov.au/public-forms/ask-a-librarian/**

**CGD Disability Action Plan 2017 – 2023**

**http://www.greaterdandenong.vic.gov.au/disability-action-plan**

**Contact Us**

**cgdlibraries@cgd.vic.gov.au**

**Facebook https://www.facebook.com/greaterdandenong**

**Instagram https://www.instagram.com/cityofgreaterdandenong/**

**Mobile app
https://www.greaterdandenong.vic.gov.au/greater-dandenong-libraries/about-libraries
Group Library Tours**

**https://forms.greaterdandenong.vic.gov.au/library-tours/**

**Home Library Services**

**https://www.greaterdandenong.vic.gov.au/greater-dandenong-libraries/about-libraries**

**Language and Literacy Programs**

**https://www.greaterdandenong.vic.gov.au/greater-dandenong-libraries/community-languages-and-literacy**

**Library Strategy and Action Plan**

**https://www.greaterdandenong.vic.gov.au/greater-dandenong-library-strategy**

**Tech Assist Sessions**

**https://www.greaterdandenong.vic.gov.au/greater-dandenong-libraries/about-libraries**

**Library Catalogue https://cgdl.libsvic.ent.sirsidynix.net.au/client/en\_AU/cgdl**

**Video games**

**https://www.greaterdandenong.vic.gov.au/greater-dandenong-libraries/about-libraries**

**What’s On https://www.greaterdandenong.vic.gov.au/libraries-whatson**

## 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.**

**https://goo.gl/maps/iPrUr6c6bTHbBfto6**

**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. www.ptv.vic.gov.au/journey/**

## 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.**

**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 Street.**

**• A choice of multi-storey carparks located in Walker Street and Thomas Street.**

**Fees and restrictions apply.**

**Visit the Libraries Victoria website for more details.**

**https://libsvic.org.au/client/en\_AU/default/**

## 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.**

**http://www.greaterdandenong.vic.gov.au/libraries**

**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 Entry

#### Feel

* **Change in ground surface**
* **Heating/Cooling**
* **Weather**

#### Sounds

* **Birds**
* **People**
* **Revolving door**
* **Television**
* **Traffic**

#### Sights

* **Birds**
* **Glare**
* **Flickering screen**

## 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:**

**A 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 at 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 Library Toilet

#### 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 the a MLAK key.**

**Please see library staff for more information.**

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

**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 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 85711000.**

### Sensory Guide Changing Places

#### 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 a part of the Libraries Victoria Consortium (formerly Swift).**

**Visit the Libraries Victoria website for more details.**

**https://libsvic.org.au/client/en\_AU/default/**

**Membership applications can be processed in branch or online.**

**https://cgdl.libsvic.ent.sirsidynix.net.au/client/en\_AU/cgdl/?rm=CGDL+REGISTRAT0%7C%7C%7C1%7C%7C%7C0%7C%7C%7Ctrue&dt=list**

**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 require membership application to be 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.**

**https://www.greaterdandenong.vic.gov.au/library-membership**

## Library Collection

**Dandenong Library has an extensive range of items for loan including:**

**• Books (fiction and non-fiction)**

**• Large print books**

**• Audio books**

**• Magazines**

**• DVDs and music CDs**

**• A collection of children’s books**

**• Book and newspaper collections in a range of languages**

**• Online resources**

**https://www.greaterdandenong.vic.gov.au/our-collections/digital-library**

**All items are catalogued.**

**On the library catalogue computers, you can:**

**• look up item availability.**

**• search required items by author, title, subject or series.**

**• place items on hold (reserved items will be held in the library on the Holds shelf for 10 days).**

**• choose your preferred pick-up location.**

**The library catalogue can also be accessed through the main public computers in the library or via the library’s app.**

**In the library, book genre areas are categorised into sections and displayed with clear signage. Large print books are identified with a ‘LP’ on the book spine.**

## 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 the 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 ‘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. http://www.greaterdandenong.vic.gov.au/libraries**

**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 on 1300 630 920.**

**https://cgdl.libsvic.ent.sirsidynix.net.au/client/en\_AU/cgdl/search/patronlogin/https:$002f$002fcgdl.libsvic.ent.sirsidynix.net.au$002fclient$002fen\_AU$002fcgdl$002fsearch$002faccount$003f**

**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
https://www.greaterdandenong.vic.gov.au/libraries-childrens-programs**

**• Youth Programs
https://www.greaterdandenong.vic.gov.au/libraries-youth-programs**

**• Adult Programs
https://www.greaterdandenong.vic.gov.au/libraries-adult-programs**

**Staff are on hand to provide assistance.**

**To learn more, visit our website What’s On page.**

**https://www.greaterdandenong.vic.gov.au/libraries-whatson**

**To keep updated regarding the library's upcoming programs, you may subscribe to the library's monthly e-newsletter.**

**https://www.greaterdandenong.vic.gov.au/enewsletter-sign-up**

**https://confirmsubscription.com/h/d/58B3FC1FE0CB2B03**

## 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 are located - level 3**

**• 1-hour PCs are - 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 Wi-Fi**

**Free Council Wi-Fi allows users to access Wi-Fi up to 2 hours.**

**1. Select Free Council Wi-Fi.**

**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 Computers

#### 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.**

## Sensory Guide Adding Credit to a Membership

#### Feel

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

#### Sounds

* **People**
* **Photocopier**

#### Sights

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

## Photocopying

**Photocopying incurs a fee.**

**A list of fees and charges are located above the photocopiers and online.**

**https://www.greaterdandenong.vic.gov.au/about-libraries/greater-dandenong-libraries-fees-and-charges**

**Dandenong 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.**

### Sensory Guide Photocopying

#### Feel

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

#### Sounds

* **People**
* **Photocopier**

#### Sights

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

## 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 when you have completed your scanning.**

**Instructions are displayed on the control panel.**

**Staff are available for assistance.**

### Sensory Guide Scanning

#### Feel

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

#### Sounds

* **People**
* **Photocopier**

#### Sights

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

## 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 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.**

## Access Ability Australia

**To view the full range of free Access Keys available, go to AAA Library by clicking the following link.**

**https://accessabilityaustralia.com/access-keys-2/**

**For Access Keys in Braille or audio, please Contact Us by clicking the following link.**

**https://accessabilityaustralia.com/contact-us/**

**To help us ensure continuous improvement please complete our short survey by clicking the following link.**

**https://www.surveymonkey.com/r/F666XYK**

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**The End.**