

ACCESS KEY

A customised accessibility guide



**MELTON
CITY
LIBRARIES**

CAROLINE SPRINGS LIBRARY & LEARNING HUB

193 Caroline Springs Boulevard
Caroline Springs 3023
Phone: 9747 5300 | [Website](#)



UPDATED JUNE 2023 V3.0

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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

Thank you for choosing to use an Access Key for Caroline Springs Library and Learning Hub. This customised accessibility guide provides convenient information about accessing this library. Access Keys are universally designed and suitable for all people, regardless of ability.

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 should 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 a participant, help the participant comprehend key points, consistently monitoring their level of understanding.

If sharing the Access Key with a 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.

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 [Access Ability Australia](#).

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 [feedback form](#) to help us ensure continuous improvement.



COMMUNICATION BOARD

Take your Caroline Springs Library and Learning Hub Communication Board with you to ensure confident communication.
July 2021 V2.0



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

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](#) and [Instagram](#).
- View our online collection; [Browse and Borrow](#) or [Browse and Borrow/Read](#).
- 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 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 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:

- all genders, 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 men/boys and women/girl's 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.

Memberships can be used at either the Melton Library and Learning Hub and/or Caroline Springs Library and Learning Hub.

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-Newspapers, e-Magazines, movies, music and learning resources all through our [Browse and Borrow](#) or [Browse and Borrow/Read](#).

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 sixty 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.

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 Papercut machine. The machine takes 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

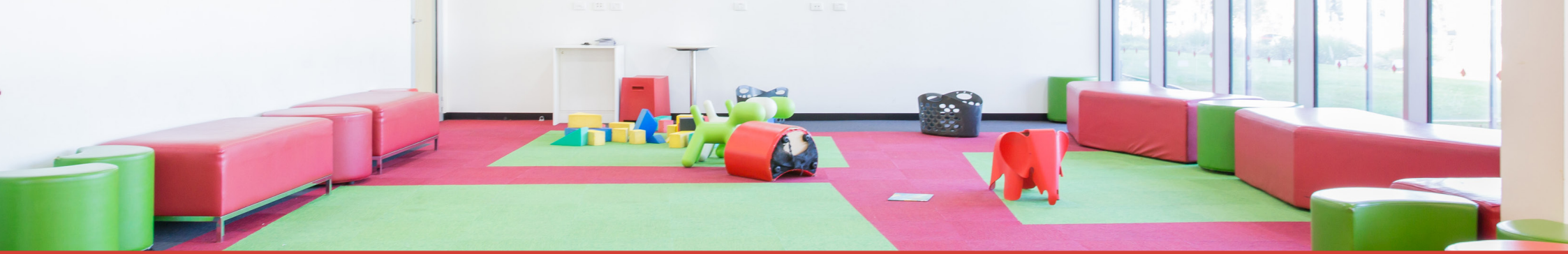


Sights
Bright lights

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.





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.
- 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.