

ACCESS KEY

A customised accessibility guide



**MELTON
CITY
LIBRARIES**

MELTON LIBRARY & LEARNING HUB

31 McKenzie St
Melton 3337

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 Melton Library. 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 [17](#).

Download Access Key in its entirety - 17 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 Melton Library and Learning Hub Communication Board
with you to ensure confident communication.
July 2021 V2.0



Accessible Toilet



Toilet



No English



Book an Event



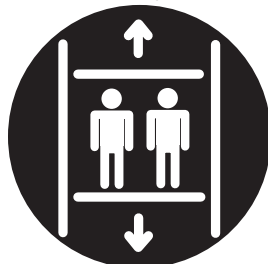
Membership



Stairs



Lift



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 Melton 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](#).

Melton Library and Learning Hub is split across two levels with lift access.

An undercover area is available at the front of the library and a shade covered area is available at the rear of the library.

- Melton Library and Learning Hub is proudly supported by the Melton City Council.
- [View the Melton City Council Combined Disability Action Plan](#).
- Melton Library and Learning Hub is split across two levels, referred to as ground level and level 1. Lift access is available. Lift access to level 1 is located behind the customer service desk on the ground level. This lift is audio enabled and has raised tactile buttons at 1050mm AFFL.
- Drinking fountains located on both levels.
- Melton City Council customer service is located at the library customer service desk.
- There is a café within the library.
- 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 available for booking [online](#). Fees apply.
- Hearing loops in various locations throughout the library. Please see staff for guidance.
- Interpreter service available at Melton City Council. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Melton Library and Learning Hub on 9747 5300. Opening hours 8:30am-5pm - Monday – Friday.



MELTON
LIBRARY &
LEARNING
HUB

GETTING THERE

Melton Library and Learning Hub is located at 31 McKenzie Street, Melton.

For more information, visit [Google Maps](#).

The nearest bus stop is located on Palmerston Street, 200 metres from the rear entry point of the library. The Melton Bus Interchange is also located on Palmerston Street, 300 metres from the front of the library.

There is a taxi zone located in Palmerston Street.

For information on how to get to Melton Library and Learning Hub, visit [Public Transport Victoria](#).



PARKING

The most convenient parking is located on Henry Street, at the rear of the library.

There is:

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

Overflow parking is located on McKenzie Street at the front of the library. Some restrictions may apply.

Bike racks can be found at the front and rear entry to the library.



ENTRY

Entry into Melton Library and Learning Hub is through two sets of double glass automated doors and then security panels.

A library customer service desk is located on the ground level.

If entering from the Henry Street carpark, first walk through an open hallway and then turn left into the library.

If entering the library from McKenzie Street, the customer service desk is located ahead of the entrance, to the right.

The second library customer service desk is located on level one in the centre of the library.

For your comfort, a range of furniture options are available. These include chairs with backrests 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
People
Traffic



Sights
Glare



Smells
Drink
Food

ACCESSIBLE TOILET WITH CHANGE FACILITY

At Melton Library and Learning Hub there is a fully accessible toilet with adult change facility. This toilet has extra features and more space to meet the needs of people with additional needs.

Location: On level 1, above the children's section. Lift access is available.

Includes:

- all genders, fully accessible toilet and adult change facility with sensor lighting
- manual door opening inward
- door clearance of 870mm
- cubicle space 2570mm x 3460mm
- grab bars to the left and behind toilet
- toilet with left-hand transfer
- adult change table with maximum load 120kg
- Waverley Glen C450 ceiling hoist with a Standard Yoke with maximum load 204kg.

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



MELTON
CITY
LIBRARIES



SENSORY GUIDE



Feel
Change in ground surface
Cooling
Heating



Sounds
Echo
Fan
Hand dryer
Toilets flushing
Water running



Sights
Bright lights
Mirror Reflection



Smells
Bathroom smells
Disinfectants

TOILETS

At Melton Library and Learning Hub there are three sets of toilets.

Location: On ground level, at the rear entry point of the library, in a hallway.

Includes:

- all genders, accessible toilet with artificial lighting
- manual door opening inward
- door clearance of 870mm
- cubicle space 2160mm x 2480mm
- grab bars to the right and behind toilet
- toilet with right-hand transfer
- separate men/boys and women/girl's toilets with ambulant access.



Location: On ground level, at the rear of the children's section.

Includes:

- parent room with all genders, accessible toilet with artificial lighting
- parent room with push button operated automated glass sliding door
- door clearance 1 metre
- chairs with backs and armrests, microwave and sink
- baby change table
- all genders, accessible toilet cubicle including a children's toilet
- manual door opening inward. Door clearance of 880mm
- cubicle space 2530mm x 2680mm
- grab bars to the right and behind toilet
- toilet with right-hand transfer.



Location: On level one, in the centre of the library. Lift access is available.

Includes:

- separate men/boys and women/girl's toilets with ambulant access.



SENSORY GUIDE



Feel
Change in ground surface
Cooling
Heating
Shared personal space



Sounds
Echo
Fan
Hand dryer
People
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

Melton Library and Learning Hub 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 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 on the ground floor.

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

Melton 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

Melton Library and Learning Hub provides a range of services including:

- computers: free
- computers with NVDA (non-visual desktop access) assistive technology
- Wi-Fi: free
- printing and photocopying
- 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 self-checkout machines on the ground floor and near the service desk on the first floor. 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 at the rear exit of the library, at a height of 1090mm AFFL, where items can be returned during opening hours.

There is an out of hours return chute located outside the rear entrance at a height of 1100mm AFFL.





SAFETY

- Wide solid glazing contrast band at 900mm AFFL to 980mm AFFL on glass entry doors and internal ground level windows.
- Transparent security panel located in the centre of second set of entrance doors.
- Flat surface throughout library.
- Terrain varies between carpet, vinyl and tiling.
- Artificial and natural lighting throughout.
- Objects throughout include book display cabinets, furniture, concrete pillars and book trolleys.
- Underfloor power boxes and floor air vents slightly raised AFFL.
- Handrails on both sides of all internal steps.
- TGSI installed prior to all internal stairways.
- TGSI installed within children's section to indicate overhead hazard.
- Small raised edge at courtyard entry/exit door.
- Level 1 viewing area with glass barrier extending 1075mm AFFL with handrail.
- Clear, illuminated exit signage.
- If first aid is required, please see staff at the customer service desks.
- There is an emergency evacuation map located on the hallway wall nearest to the toilets at the rear of the library.
- In the event of an emergency, staff will help and direct members and visitors.