

# Access Key

## Boronia Library

Park Crescent  
Boronia 3155  
Phone: (03) 9800 6488  
[www.yourlibrary.com.au](http://www.yourlibrary.com.au)



# Contents

Guidelines	<a href="#">3</a>
Communication Board	<a href="#">4</a>
Did You Know?	<a href="#">5</a>
Getting There	<a href="#">6</a>
Parking	<a href="#">7</a>
Welcome	<a href="#">8</a>
Entry	<a href="#">9</a>
Staff	<a href="#">10</a>
Toilets	<a href="#">11</a>
Membership	<a href="#">12</a>
Library Collection	<a href="#">13</a>
Borrowing Items - Self-Checkout Machine	<a href="#">14</a>
Borrowing Items - Customer Service	<a href="#">15</a>
Program of Events	<a href="#">16</a>
Library Services	<a href="#">17</a>
Computers	<a href="#">18</a>
Adding Credit to a Membership	<a href="#">19</a>
Photocopying	<a href="#">20</a>
Scanning	<a href="#">21</a>
Returning Items	<a href="#">22</a>
Storytime	<a href="#">23</a>
Accessibility	<a href="#">24</a>
Safety	<a href="#">25</a>

# Glossary

AFFL	Above Finished Floor Level.
ERL	Eastern Regional Libraries.
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 Boronia 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 a participant, help the participant comprehend key points, consistently monitoring for 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.
- Accessibility information is located on page [24](#).
- Safety information is located on page [25](#).
- Download Access Key in its entirety 25 pages in total.

Access Keys  
.....unlocking  
your world



**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.

© AccessAbilityAustralia, All Rights Reserved. 2019 DISCLAIMER: All materials have been compiled from information available at time of production. They are not intended to replace professional advice including; but not limited to, access audits. All necessary care has been taken to design and produce Work(s). Full implementation guidelines are supplied in accordance with Work(s) in its entirety. You acknowledge and agree that you are using all services and facilities provided by AccessAbilityAustralia at your own risk and you agree to defend, indemnify, save and hold AccessAbilityAustralia harmless from any and all demands, liabilities, costs, losses and claims, howsoever suffered, including but not limited to legal fees that may arise directly or indirectly from any service provided or agreed to be provided by AccessAbilityAustralia. You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage. AccessAbilityAustralia are indemnified of all claims, liability, and expenses that may arise from use of Work(s) as per usage and acceptance of these terms and conditions. This Access Key is not to be altered by any parties without express permission of AccessAbilityAustralia.



# COMMUNICATION BOARD

Take your Boronia Library Communication Board with you to ensure confident communication.

March 2021 V2

Accessible Toilet



Booking



Deaf / Hard Of Hearing



First Aid



I Need Help



How Much?



I Want



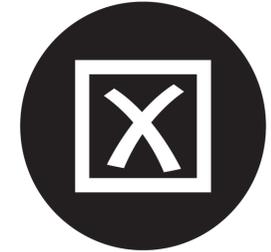
Membership



Name / Phone Number



No



No English



Phone



Question



Quiet Place



Something is Wrong



Time



Toilet



Write it Down



Wi-Fi



Yes

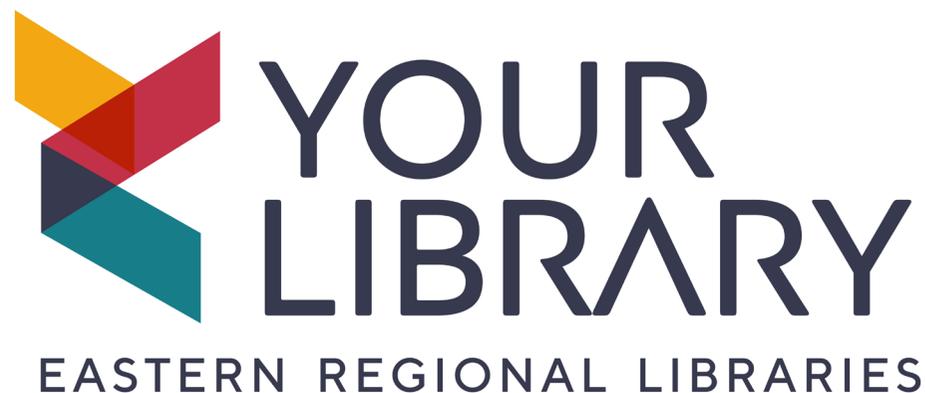


# Did You Know?

- Boronia Library is proudly supported by Knox City Council.
  - Please click [here](#) to view Knox Community Access and Equity Implementation Plan 2017 - 2022.
  - Boronia Library is located next to the Knox Basketball Stadium.
  - 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](#).
  - To provide feedback please see (online feedback form - see [website](#))
- Download our 'What's On Booklet' [here](#) or pick up a copy in branch to learn more about our program of events.
  - Members can browse the catalogue, renew items, place reservations, monitor due dates or extend loans all on the go, using the library app. Click [here](#) to learn more.
  - Members may borrow and return library items to any ERL branch, mobile library or reading room.
  - Boronia Library's Multipurpose room, with kitchenette, is available for hire. It is ideal for training, interviews and meetings. Please contact Boronia Library for bookings.

## Library Services

- Unlimited borrowing available. Items may include books, magazines, DVDs, audio books, music CDs and large print books.
- Reservations of up to 20 items.
- 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.
- An online collection. See our [website](#) for further details.
- Our Home Library Service is for people who have difficulty visiting the library. For more information visit [Home Library Service](#).
- Computers and colour printing services.
- Free Wi-Fi is available with membership.



Proudly supported by



# Getting There

Boronia Library is located at Park Crescent, Boronia.

See Google Maps reference [here](#).

Boronia Library is conveniently located approximately a 650metre walk from the Boronia Railway Station.

The station has a connecting bus service.

A taxi zone is located on Lupton Way, outside the station.

The nearest bus stop is located approximately 170metres away from the library entrance, on Park Crescent.

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



# Parking

The most convenient parking for Boronia Library is located within a carpark directly outside the library.

This carpark is shared with the Knox Basketball Stadium.

No restrictions apply.

There is:

- General parking.
- Three accessible parking bays approximately 20 metres from the library.
- Overflow parking is located approximately 150 metres located to the right of the parking bay entrance, on Park Crescent.

Additional parking is available in surrounding streets.



# Welcome

Welcome to Boronia Library. We are open six days a week.

For opening hours, please refer to our [website](#) or phone (03) 9800 6488.

A small undercover area is available at the front of the library.



# Entry

Entry into Boronia Library is through a double glass automated door and then through a small foyer.

Brochures are located in the foyer on either side of the entrance.

The customer service counter is located to the left of the foyer

There is a Visual Communication Board at the customer service counter to support confident communication. See [page 4](#) of your Access Key.

Daily newspapers including the Herald Sun and The Age are available.

Please ask staff at the customer service counter for assistance.

For your comfort, a range of seating options are available throughout the library including cushioned bench seats, couches, chairs with backrests, as well as tables.

Wi-Fi is available with membership.



## Sensory Guide



### Feel

Change in ground surfaces  
Heating/Cooling  
Shared Personal Space



### Sounds

Automated Doors  
Echo  
People  
Traffic

# Staff

Library staff wear grey or purple shirts with an ERL logo.

Youth Service staff wear bright green or red shirts.

Shirts are worn with black pants or a skirt.

All staff wear a name badge.

Library staff are available to assist with any enquiries and bookings.



# Toilets

Toilets are conveniently located to the right of the entry, through the foyer.

Includes:

- Unisex, accessible toilet.
- Manual sliding door. Door clearance of 750mm with a latch lock.
- Cubicle space 1700mm x 1700mm.
- Grab bar to the left of toilet.
- Toilet height 470mm AFFL with left-hand transfer.
- Separate male and female toilets.
- Baby change area within the accessible toilet.

If you require access to the unisex accessible toilet, please see staff at customer service desk for a key.



## Sensory Guide



### Feel

Change in ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Echo  
Hand dryers  
People  
Toilet flushing  
Water running



### Sights

Bright lights  
Mirror/Reflection



### 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](#).

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](#).



# Library Collection

Boronia 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.
- Specialised literacy collection including fiction books for people learning to read, books on writing and reading, maths and grammar as well as tools for teachers and tutors.

All items are catalogued. A library catalogue is a register of items.

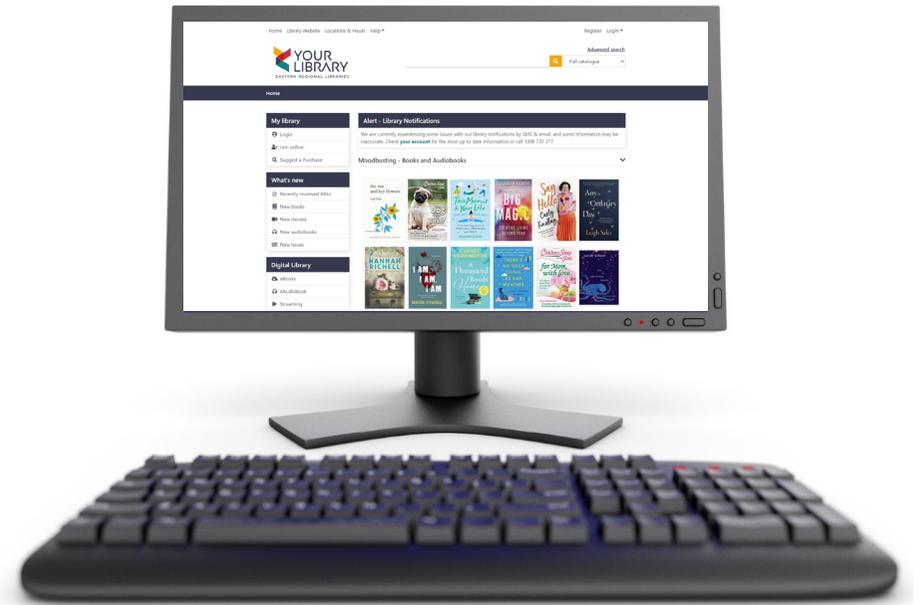
There are two catalogue computers available to look up item availability. They are located in the centre of the library.

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.

Large print books are identified with an 'LP' label on the spine.

All book genre areas are categorised into sections throughout the library and displayed with clear signage at the end of each aisle.

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.

Boronia Library has two self-checkout machines at 1030mm AFFL. Both are located next to each other at the front of the library.

## 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](#).



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 and what reservations (holds) are current.
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 items will be renewed twice automatically (a total of 9 weeks) unless they are reserved by another member.

Items can also be renewed [online](#).

Damaged or lost items incur a fee.



# Program of Events

Boronia Library provide a range of vibrant and engaging program of events including:

- Storytimes.
- After school and holiday activities.
- Young adult events.
- Author talks and book chats.
- Technology and eLearning.
- Family History.
- Cooking, gardening and craft groups.
- Health and well-being talks.
- 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](#).

[Online](#) bookings are available.



# Library Services

Boronia Library offers 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.
- Scanning.



# Computers

Computer use with internet access is free with membership.

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

Bookings are available [online](#) but are not required. Bookings can also be made over the phone. Call (03) 9800 6488.

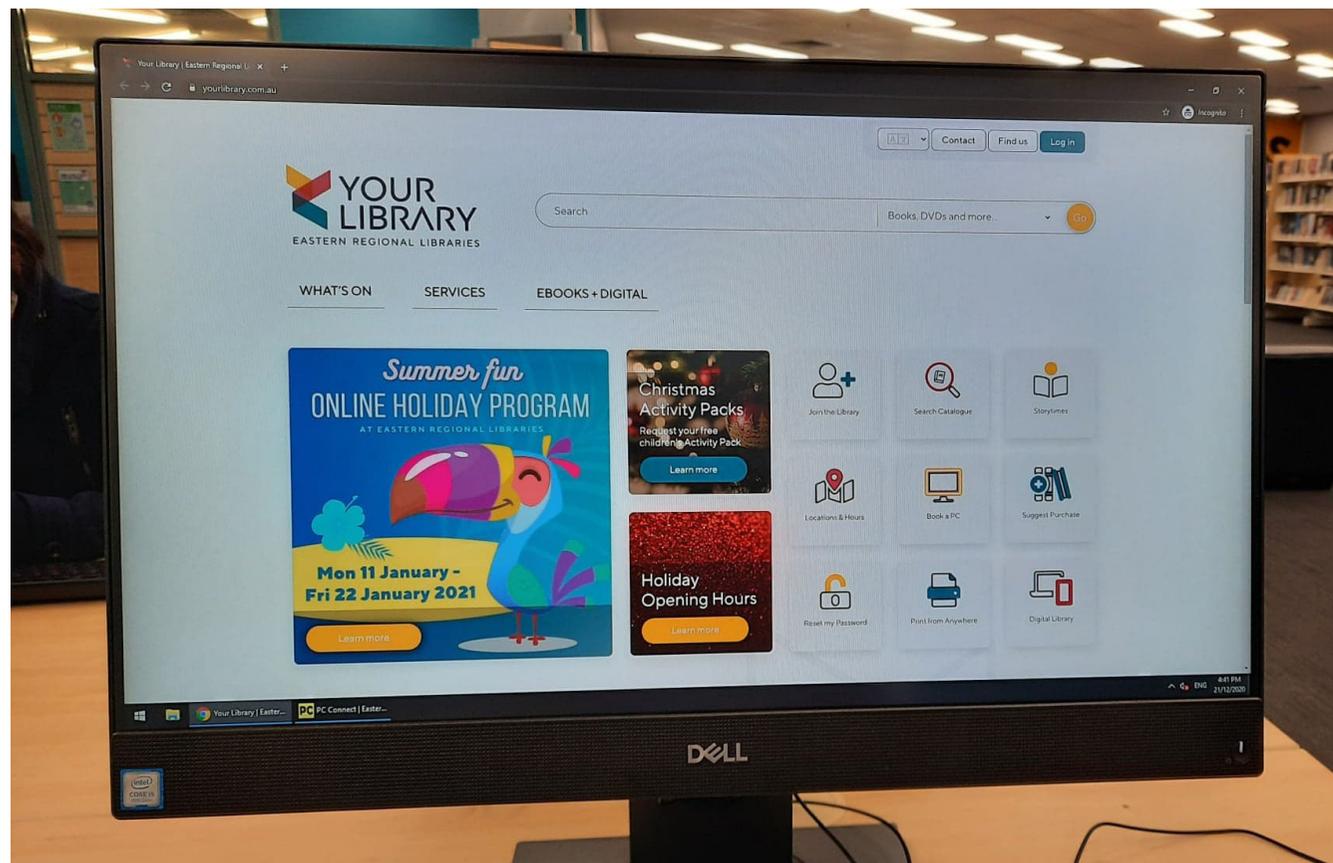
Every computer is linked to the library printer.

Seats with backrests are available.

Computer desks are wheelchair accessible.  
See staff for assistance.

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



**Feel**  
Heating/Cooling  
Shared personal space



**Sounds**  
Automated Doors  
Computers  
Cooling system/Air flow  
Photocopier  
People

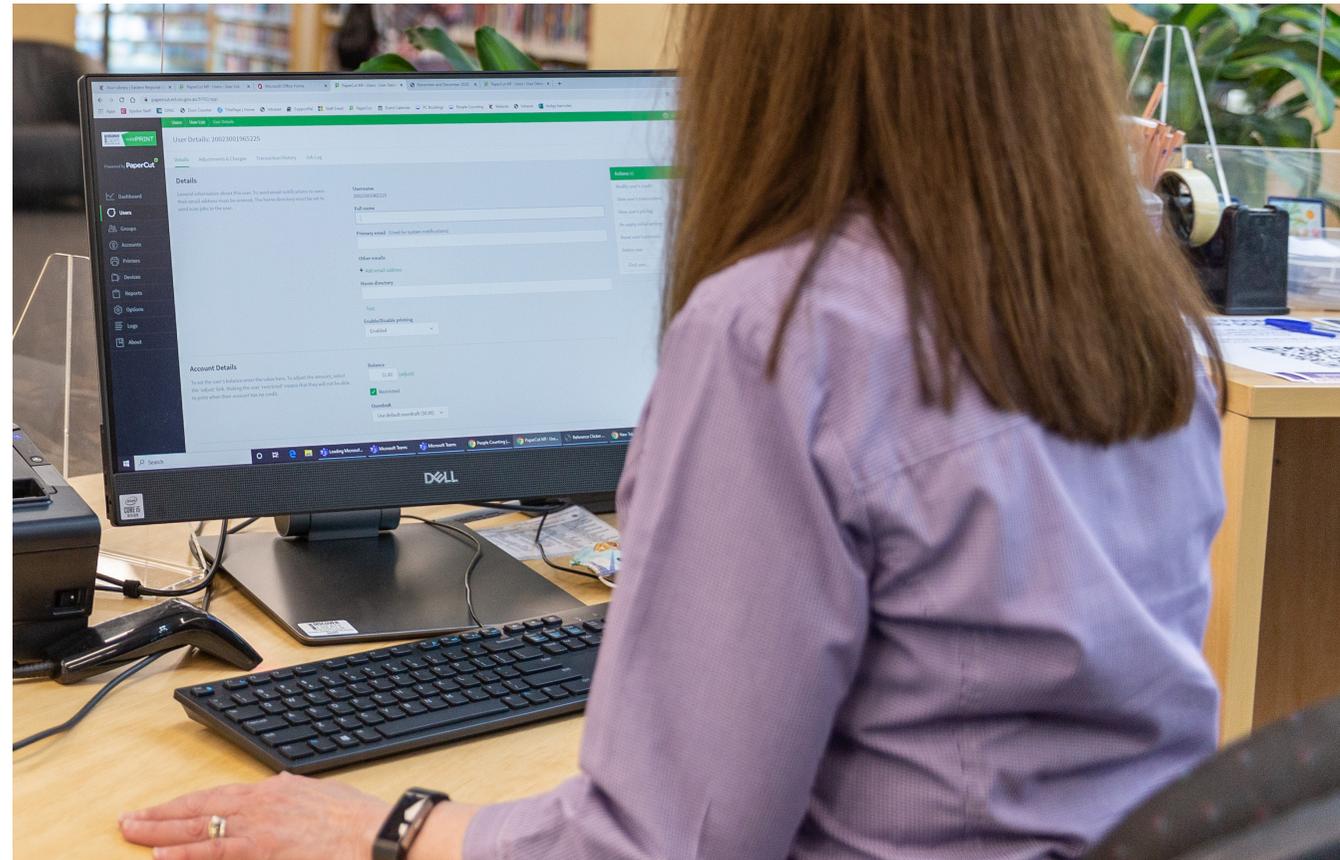


**Sights**  
Bright lights

# Adding Credit to a Membership

Members can add credit to a membership [online](#).

Alternatively, staff can assist in branch.



## Sensory Guide



**Feel**  
Heating/Cooling  
Shared personal space



**Sounds**  
Automated Doors  
Computers  
Cooling system/Air flow  
Photocopier  
People



**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 700mm AFFL.



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Automated Doors  
Computers  
Cooling system/Air flow  
Photocopier  
People



### 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 700mm AFFL.



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Automated Doors  
Computers  
Cooling system/Air flow  
People  
Photocopier



### Sights

Bright lights

# Returning Items

Items to be returned via the return chute outside the library.

This chute is located to the left-hand side of the entrance.

Items can be returned 24 hours a day.

The return shoot is at a height of 1120mm AFFL.

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



# Youth Services

## Storytime

Boronia Library run three Storytime sessions every week.

The duration of Storytime will vary depending upon the age of the children. Please refer to our [website](#) for session times. All Storytimes are run during school terms only.

- Tiny tots: 0 - 12 months
- Toddlers: 1 - 3 years
- Pre-schoolers: 3 - 6 years

Storytime takes place in the multi-purpose room, located on the right-hand side of entry, past the children's section.

First, families are welcomed into the room by library staff. 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 Toddler groups will have a simple craft activity or puzzles 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.



In the multi-purpose room, there is a wide-open space for families to sit with children on the floor.

## After-school STEAM Club

This club provides children aged 7-12 with fun, exciting and educational activities. Please refer to our [website](#) for session times. There is a maximum number of 15 children in each session and operates out of the multi-purpose room. Children should be accompanied by a parent at all times.

First, on arrival, families are welcomed into the multipurpose room by library staff.

Next, children are invited to gather around the 'daily activity'. Parents/carers can sit with their children or if they prefer, seating is available.

Then, the daily activity will commence. Activities can range from fun science experiments, building projects, technology to play with and engineering ideas to explore. Parents are encouraged to join in or enjoy the library.

## Sensory Guide



**Feel**  
Heating/Cooling  
Shared personal space



**Sounds**  
Children participating  
People



**Sights**  
Bright lights  
Glare



**Smells**  
Craft materials

# Accessibility

- Clear signage indicating entrance to the library.
- Automated open library entrance.
- Low height customer service counter.
- Printed Boronia 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.
- Online and phone booking system.
- Adequate pram parking throughout library and within children's area.
- Accessible parking for scooter users throughout library.
- Home services available to household residents within Knox, Maroondah and Yarra Ranges.
- Assistance animals welcome.
- Acceptance of Companion Cards.
- Use the National Relay Service to contact Boronia Library on (03) 9800 6488. Find the right contact number or access point for your NRS channel of choice at [communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs). For help using the NRS, contact the NRS helpdesk: [communications.gov.au/helpdesk](https://communications.gov.au/helpdesk).



- 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

- Flat carpeted surface throughout library.
- Artificial lighting throughout.
- Objects throughout and on floor including book display cabinets, furniture, concrete pillars, pot plants and rubbish bins. Book trolleys may also be placed at the end of some fixed aisles. Internal poles and furniture do not offer any contrast to floor colours.
- Signage for wet floors may be displayed.
- Staff with Working with Children Checks.
- Clear newspaper stands are scattered throughout the library. Please be aware.
- 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.
- 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.
- There are two evacuation maps displayed in the library. One is on the grey doors leading into the multipurpose room. The other is in the foyer, nearest to the community noticeboards and the passage way to the public toilets.

