# Caroline Springs Library and Learning Hub Access Key

**A customised accessibility guide
193 Caroline Springs Boulevard**

**Caroline Springs, Victoria 3023**

**Phone: 9747 5300**

**Website: https://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries**

**Version 3.0**

**Updated June 2023**

## Glossary

**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.**

**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 preferably to be obtained two weeks in advance of visit**

**Access Keys to be read calmly and confidently in an environment free of distractions**

**An adult/carer is to read the Access Key with the participant as often as required, to ensure the participant understands the Access Key**

**Help the participant comprehend the key points of the Access Key, consistently monitoring for level of understanding**

**If using the Access Key as a reflective tool, 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 18 pages in total**

## 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.**

**https://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries/Library-opening-hours-and-locations
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 Action Plan.**

**https://www.melton.vic.gov.au/Council/Publications/Documents-Reports-Strategies/Melton-A-City-for-All-People**

**A drinking fountain is 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. https://www.melton.vic.gov.au/Out-n-About/Arts-culture-heritage/Art-Exhibitions**

**Membership is free.**

**Follow us on Facebook and Instagram.**

**https://www.facebook.com/cityofmeltonlibraries/**

**https://www.instagram.com/meltoncitylibraries/
View our online collection**

**Browse and Borrow**

**Browse, Borrow and Read.**

**https://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries/Browse-and-Borrow**

**https://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries/Browse-and-Borrow/Read
Our Home Library Service is for people who are unable to leave the home.**

**https://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries/Library-Services/Home-Library-Service**

**Melton City Libraries app can be downloaded from the App Store or Google Play.**

**A free Freegal music collection.**

**https://meltonvicau.freegalmusic.com/home**

**A free Kanopy movie selection.**

**https://melton.kanopy.com/**

**Free Wi-Fi with membership.**

**Find out What’s On at the library.**

**https://libraryevents.melton.vic.gov.au/**

**A range of spaces are available for booking online. Fees apply.**

**https://www.melton.vic.gov.au/Out-n-About/Community-facilities/Venues-for-hire**

**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.**

**https://www.google.com.au/maps/place/Caroline+Springs+Library+%26+Learning+Hub/@-37.7333382,144.7380709,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad6f4e1e997f3ad:0xa7af1542c753a748!8m2!3d-37.7333382!4d144.7402596**

**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.**

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

## 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 Entry

#### Feel

* **Change in ground surface**
* **Cooling**
* **Heating**

#### Sounds

* **Automated doors**
* **Cooling system**
* **Heating**
* **People**

## Toilets

**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 Toilets

#### Feel

* **Change in ground surface**
* **Cooling**
* **Heating**
* **Shared personal space**

#### Sounds

* **Echo**
* **Hand dryers**
* **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.**

**https://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries/Library-opening-hours-and-locations**

## 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, Borrow and Read.**

**https://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries/Browse-and-Borrow**

**https://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries/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.**

**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.**

**https://libraryevents.melton.vic.gov.au/**

**Bookings are essential for most events. Bookings can be made online or over the phone by calling 9747 5300.**

**https://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries/Library-Programs-and-Events
For convenient access to our event bookings, sign up to our monthly e-Newsletter.
https://www.melton.vic.gov.au/Out-n-About/Libraries-and-learning/Libraries/Library-News**

## Library Services

**Caroline Springs Library and Learning Hub provides a range of services including:**

* **computers: free**
* **computers 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 Library Services

#### Feel

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

#### Sounds

* **Computers**
* **People**
* **Photocopier**

#### Sights

* **Bright lights**

## Returning Items

**A return chute is located outside the library, to the left of the entrance, at a height of 1400mm AFFL.**

## 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 centre 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.**

## Access Ability Australia

**Access Keys are designed and developed by Access Ability Australia.**

**https://accessabilityaustralia.com/**

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

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

**For Access Keys in Braille or audio, please contact us.**

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

**Please complete our short feedback form to help us ensure continuous improvement.**

**https://accessabilityaustralia.com/aaa-product-feedback-form/**

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**The End.**