

Access Key

Ferntree Gully Library

1010 Burwood Hwy
Ferntree Gully
Phone: (03) 9800 6455
www.yourlibrary.com.au



Contents

Guidelines	<u>3</u>
Communication Board	<u>4</u>
Did You Know?	<u>5</u>
Getting There	<u>6</u>
Parking	<u>7</u>
Welcome	<u>8</u>
Entry	<u>9</u>
Staff	<u>10</u>
Library Toilets	<u>11</u>
Wally Tew Reserve Toilets with Changing Places	<u>12</u>
Membership	<u>13</u>
Library Collection	<u>14</u>
Borrowing Items - Self-Checkout Machine	<u>15</u>
Borrowing Items - Customer Service	<u>16</u>
Program of Events	<u>17</u>
Library Services	<u>18</u>
Computers	<u>19</u>
Adding Credit to a Membership	<u>20</u>
Photocopying	<u>21</u>
Scanning	<u>22</u>
Returning Items	<u>23</u>
Storytime	<u>24</u>
Accessibility	<u>25</u>
Safety	<u>26</u>

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 Ferntree Gully 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 [25](#).
- Safety information is located on page [26](#).
- Download Access Key in its entirety 26 pages in total.

Access Keys
.....unlocking
your world



**Access
Ability
Australia**

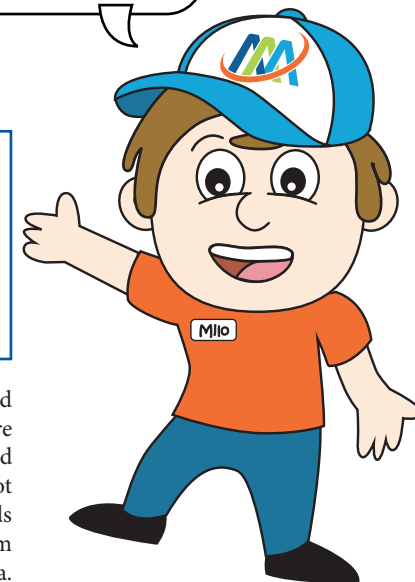
Access Keys are designed and developed by AccessAbilityAustralia.

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.

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Ability
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COMMUNICATION BOARD

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

March 2021 V3



EASTERN REGIONAL LIBRARIES

Accessible Toilet



Changing Places



Booking



Deaf / Hard Of Hearing



First Aid



I Need Help



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?

- Ferntree Gully Library is proudly supported by Knox City Council.
- Please click [here](#) to view Knox Community Access and Equity Implementation Plan 2017 – 2022.
- FTG Library is located next to Wally Tew Reserve with access off Burwood Hwy. The library adjoins the Ferntree Gully Community Arts Centre.
- Wally Tew Reserve offers a nice retreat, gardens and an accessible playground.
- 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](#).

Library Services

- Unlimited borrowing. 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 with membership.
- 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.



Proudly supported by



Getting There

FTG Library is located off Burwood Highway within the Ferntree Gully Community Arts Centre.

See Google Maps reference [here](#).

FTG Library is a convenient 15-minute walk from FTG Railway Station.

There is a taxi zone directly outside the station.

Bus stops are conveniently located on Burwood Hwy outside the centre.

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



Parking

Parking is conveniently located within the grounds.

By car

First, enter from Burwood Highway (sign posted “Ferntree Gully Community Arts Centre & Library”).

Next, cross a two-way wooden bridge to enter the carpark. Then, follow the road around to the left to the main carpark.

There is:

- General parking.
- One accessible parking bay approximately 40 metres from the library.
- A drop off zone directly outside the front of the library.

An overflow carpark is available. Continue past the Ferntree Gully Community Arts Centre and Library and turn left. This carpark adjoins the Wally Tew sport grounds.

No restrictions apply in either carpark.



Welcome

Welcome to Ferntree Gully Library.

We are open six days a week. For opening hours, please refer to our [website](#) or phone (03) 9800 6455.

An undercover area is available at the front of the library as well as seating to the right of the entrance.



Entry

Entry into Ferntree Gully Library is via a gentle sloped access ramp. This 10 metre access ramp is 1750mm wide offering a clear path of travel.

To access the centre, enter through a set of glass accessible automated doors.

The library is located on the right of the entrance doors.

The customer service counter is located on the far left-hand wall of the library.

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

Newspapers and magazines are located on the rear window wall of the library.

Brochures are located in the foyer and at the customer service counter.

For your comfort a range of furniture options are available. These include couches, chairs with backrests and armrests, some chairs with backrests only as well as tables.

Wi-Fi is available with membership.



Staff

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

Shirts are worn with black pants or a black skirt.

All staff wear a name badge.

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



Library Toilets

Toilets for the library are located within Ferntree Gully Community Arts Centre.

Includes:

- Unisex, accessible toilet.
- Manual door opening inward. Door clearance of 900mm with easy-to-operate internal door lock.
- Cubicle space 3270mm x 1880mm.
- Grab bar on wall to the left and behind toilet.
- Toilet seat with colour contrast and height at 460mm AFFL with left-hand transfer.
- Separate male and female toilets.
- Baby change area (within the accessible toilet).

There is an area to sit and wait within the library.



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Automated doors
Creaking doors
Echo
Hand dryers
People
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

Wally Tew Reserve Toilets with Changing Places

Only a short stroll from the library, there are additional toilets located within Wally Tew Reserve. These include a Changing Places. Changing Places toilets have extra features and more space to meet the needs of people with severe and profound disabilities.

Includes:

- Unisex, fully accessible toilet and adult change facility.
- Door clearance of 950mm.
- Cubicle space 3650mm x 4740mm.
- Grab rails wall mounted behind.
- Wall mounted fold down grab bar fitted to either side of the toilet.
- 1 x adult change table – electronically height adjustable foldable table – Max load 200kg.
- CHS Healthcare Ceiling lift system & Stellar 440F hoist with hoist – max load 200kg.
- 1 x washbasin 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.

Entry method: To access the Changing Places, you will require the MLAK key. If you do not have an MLAK, visit [Master Locksmiths Association of Australia](#) for information about how to apply for an MLAK.

Alternatively, eligible users can borrow a MLAK key from the Ferntree Gully Library during library hours.

Also includes:

- Separate unisex, accessible toilet.
- Automated sliding door. Door clearance 800mm with easy-to-operate internal door lock.
- Grab-bar on wall beside toilet.
- Separate male and female toilets.
- Baby change area (within female toilets).



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Automated doors
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

FTG 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.

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

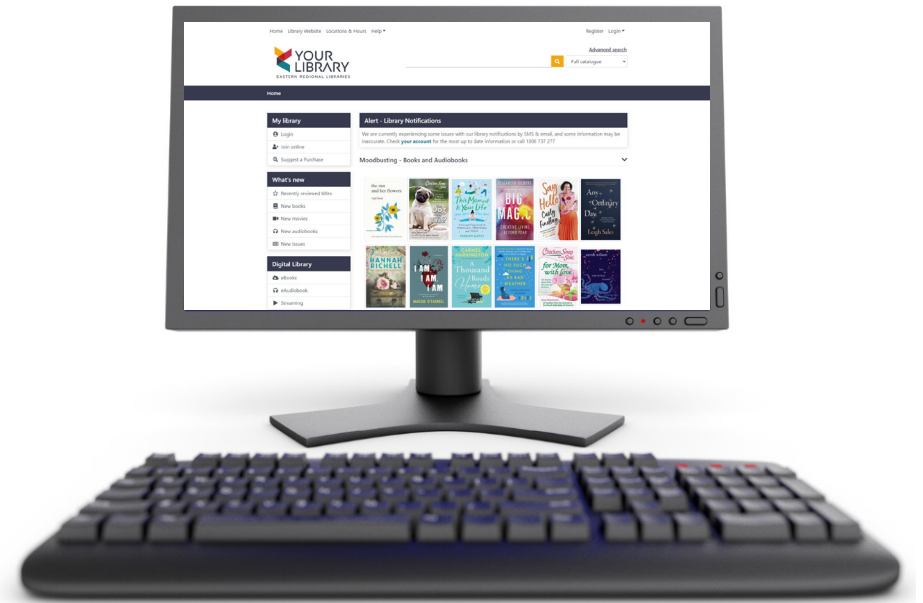
In the library there are two catalogue computers to look up item availability. They are located in the centre of the library and are clearly signed.

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.

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

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

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.

FTG Library has two self-checkout machines at 1500mm AFFL. They are located in the centre of the library, nearest the entrance.

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

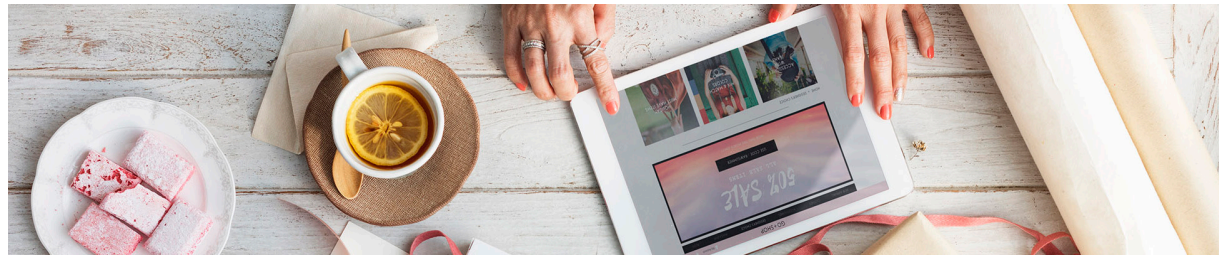
FTG Library provide a program of events including:

- Storytimes.
- After school and holiday activities
- Author talks and book chats.
- Technology and eLearning.
- Family History.
- Knitting for Charity group.
- Weekly talks (eg travel, health & wellbeing, collectables and craft).
- Adult colouring group.
- Variety of festivals.
- 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

Ferntree Gully 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.

FTG 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 6455.

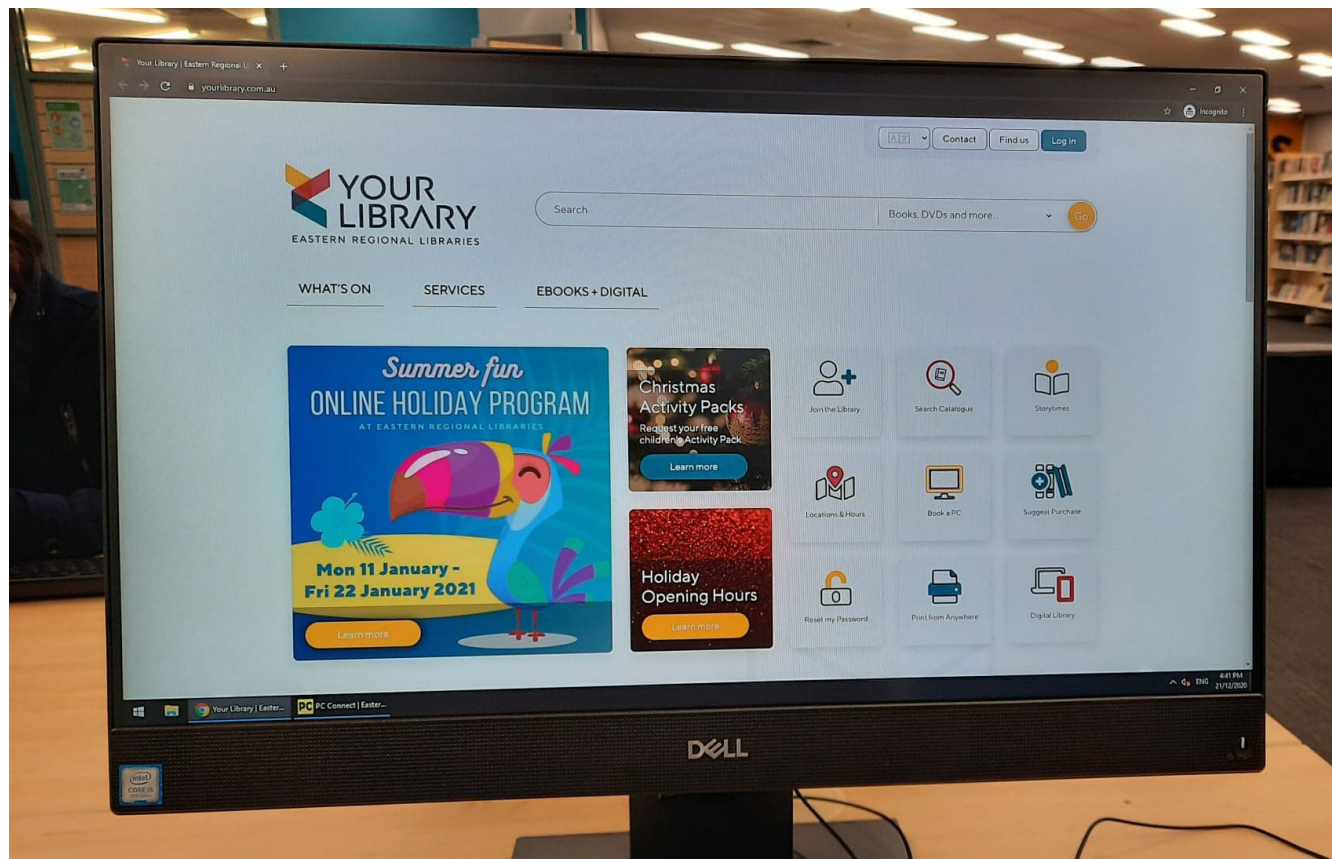
Every computer is linked to the library printer.

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
Photocopier



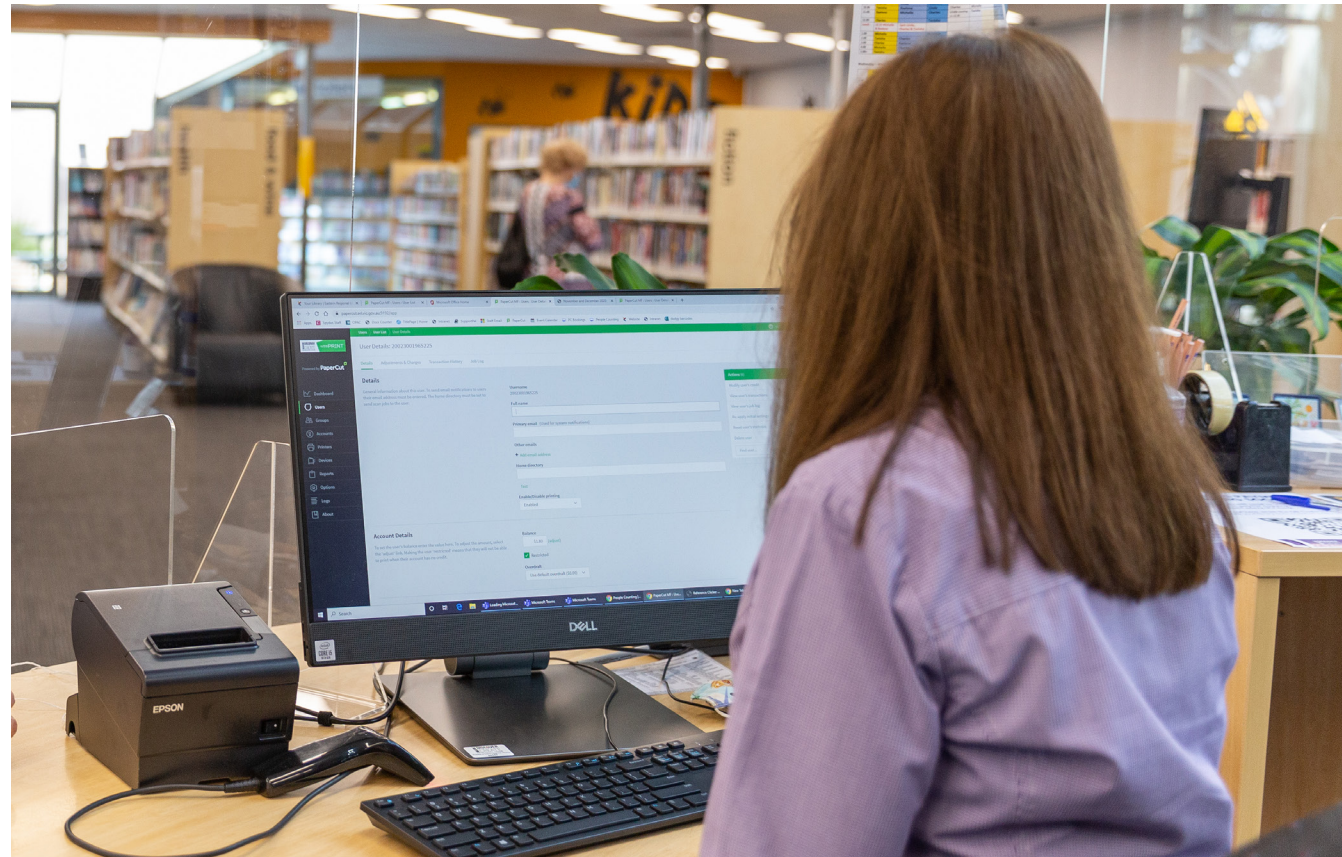
Sights

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
Photocopier



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 1050mm AFFL.



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Automated doors
Computers
Photocopier



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 1050mm AFFL.



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Automated doors
Computers
Photocopier



Sights

Bright lights

Returning Items

Items can be returned in branch during opening hours.

A return chute is located at the customer service counter, on the left-hand side.

Items can also be returned out of hours.

An out of hours return chute at a height of 1100mm AFFL is located at the front of the centre, on the right-hand side of the entry door.

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



Storytime

FTG Library run Storytime sessions are 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
- Pre-schoolers: 3 – 6 years
- Family: 1 – 6 years

Storytime takes place in the Ferntree Gully Community Arts Centre.

First, families are welcomed into the children's area by library staff. Staff will then guide families to the Storytime area. Library staff request Storytime to be a screen free zone. Please switch all 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 Family groups will have a simple craft activity 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.

Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Children participating
People



Sights

Bright lights
Glare

Accessibility

- Protection from weather directly outside library.
- Clear signage indicating entrance to the library.
- Automated centre entrance doors.
- Low height 710mm customer service counter.
- Printed FTG 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.
- Adequate pram parking available. See staff for guidance.
- 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 Ferntree Gully Library on (03) 9800 6455. Find the right contact number or access point for your NRS channel of choice at communications.gov.au/accesshub/nrs. For help using the NRS, contact the NRS helpdesk: 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

- Access ramp offering shoreline for visually impaired users.
- TGSi installed prior to access ramp.
- Handrail on access ramp.
- Flat carpeted surface throughout library.
- Solar outside lighting on access pathway and electric tower light in carpark.
- Objects throughout and on floor including book display cabinets, furniture and concrete pillars. Book trolleys may also be placed at the end of some fixed aisles.
- Staff with Working with Children Checks.
- 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.
- Available signage for wet floors may be displayed.
- 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.
- An evacuation map is displayed in the library, next to the printer.

