

# Access Key

## Knox Library

Westfield Knox Shopping Centre  
Level One  
425 Burwood Highway  
Wantirna South 3152  
Phone: (03) 9800 6470  
[www.yourlibrary.com.au](http://www.yourlibrary.com.au)



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# 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 Knox 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.

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Access  
Ability  
Australia

# COMMUNICATION BOARD

Take your Knox 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



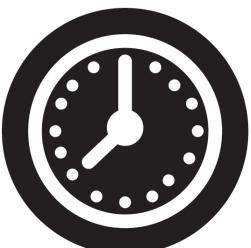
Quiet Place



Something is Wrong



Time



Toilet



Write it Down



Wi-Fi



Yes



# Did You Know?

- Knox Library is proudly supported by Knox City Council.
  - Please click [here](#) to view Knox Community Access and Equity Implementation Plan 2017 - 2022.
  - Knox Library is located in Westfield Knox Shopping Centre, Burwood Highway, on level one.
  - 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.
- 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.

## Library Services

- Knox Library offer services in conjunction with local neighbourhood houses to provide programs including a Brainworks (brain training exercises) program.  
For session times check [website](#).
- Unlimited borrowing. Items may include books, magazines, DVDs, audio books, music CDs and large print books.
- Reservations of up to 20 items.
- Chinese collection.
- 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](#).



Proudly supported by



# Getting There

Knox Library is located off Burwood Highway, within Westfield Knox Shopping Centre, on level one.

See Google Maps reference [here](#).

A bus interchange is located outside the main level two entrance at the southern side of the centre.

A taxi zone is located adjacent to the bus interchange.

The shopping centre is serviced by the 75 tram on Burwood Highway and then a bus ride to the centre.

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

For information on where Knox Library is located within Westfield Knox Shopping Centre, please see Shopping Centre [map](#).

A lift within the centre is available providing convenient access to the library. It is located just within the centre's main level two entrance doors. This lift will take you to the library on level one.

Westfield Knox offers complimentary wheelchairs and power shoppers for mobility-impaired customers. The wheelchairs and power shoppers are subject to availability. Please contact Westfield Knox [concierge](#) to book your mobility equipment in advance to guarantee availability.



# Parking

Knox Library is located within Westfield Knox Shopping Centre.

The most convenient parking for Knox Library is located within the shopping centre, off Burwood Highway on level one.

There is:

- General parking.
- Accessible parking bays located at all of the main shopping centre entry points.
- Parents with pram parking bays.



# Welcome

Welcome to Knox Library.

We are open 7 days a week.

For opening hours, please refer to our [website](#) or phone (03) 9800 6470.

An undercover area is available at the front of the library, within Westfield Knox Shopping Centre.



# Entry

Entry into Knox Library is through double automated doors.

The customer service counter is located to the right of the entrance.

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, The Age and the Financial Review, Chinese Melbourne Daily and magazines are available in the central lounge area located opposite the customer service counter.

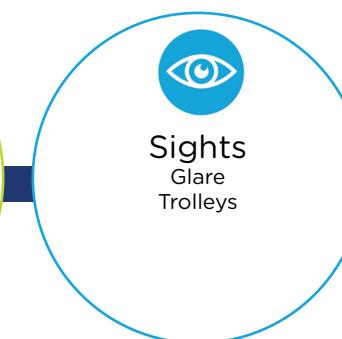
Brochures are also available on a stand at the entrance as well as on the customer service counter.

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

Wi-Fi is available with membership.



## Sensory Guide



# Staff

Library staff wear grey and 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.



# Toilets

Toilets are conveniently located within the rear of the library, opposite the children's section.

Includes:

- Unisex, accessible toilet.
- Manual door opening outward. Door clearance of 950mm with easy-to-operate internal door lock.
- Cubicle space 2180mm x 2000mm.
- Grab-bar on wall to the right and behind toilet.
- Toilet height 460mm AFFL with right-hand transfer.
- Separate male and female toilets.
- A baby change area within the accessible toilet.



## Sensory Guide



# 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

Knox 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.
- Chinese collection (adult and junior/fiction and non-fiction).
- 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.

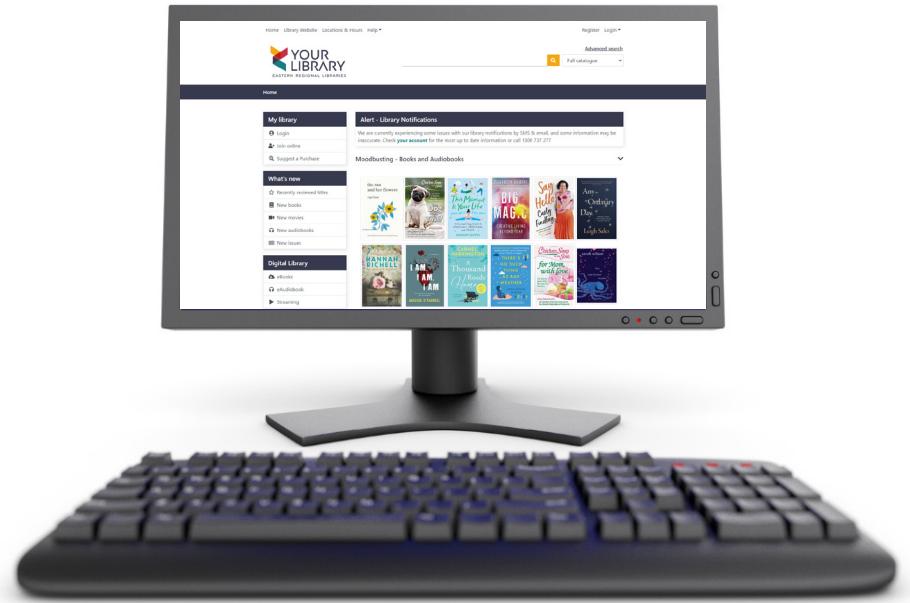
In the library there are three catalogue computers available to look up item availability. They are located opposite the customer service desk. Wheelchair users see staff for assistance.

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.

Knox Library has three self-checkout machines at 1070mm AFFL. They are located together near the entrance facing the exterior walkway.

## 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

Knox Library provide a program of events including;

- Storytimes.
- Chinese Storytimes.
- School holiday activities.
- Author talks and book chats.
- Technology and eLearning.
- Family History with a dedicated staff member offering one on one sessions. Bookings are required. See [website](#) for details.
- Health and well-being talks.
- Writers' workshops.
- 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

Knox 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.

Knox Library has 19 computers; 15 for 1-hour use, 3 for 15-minute use. It is recommended wheelchair users utilise the 1-hour computers for ease of accessibility. There is also 1 computer located in the Audio Room equipped with assistive technology for people who are blind or have low vision. The computer and room can also be utilised for online exam use. It can be booked up to 2 hours. See staff for assistance.

Computer bookings are available [online](#) but are not required. Bookings can also be made over the phone. Call (03) 9800 6470.

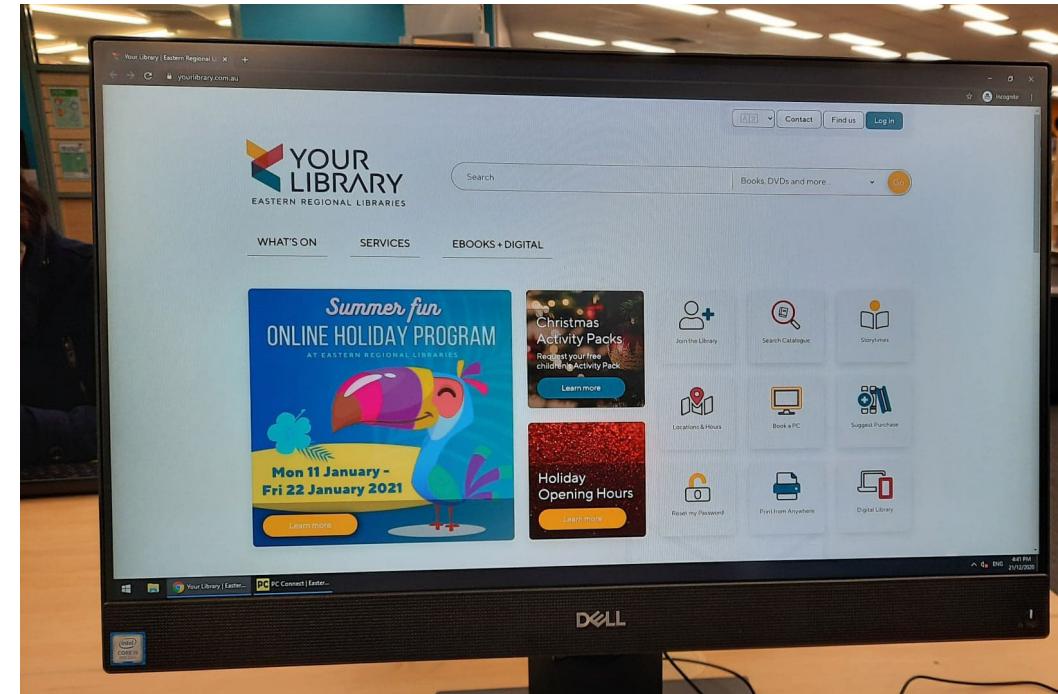
Every computer is linked to the library printer.

Seats with backrests are available.

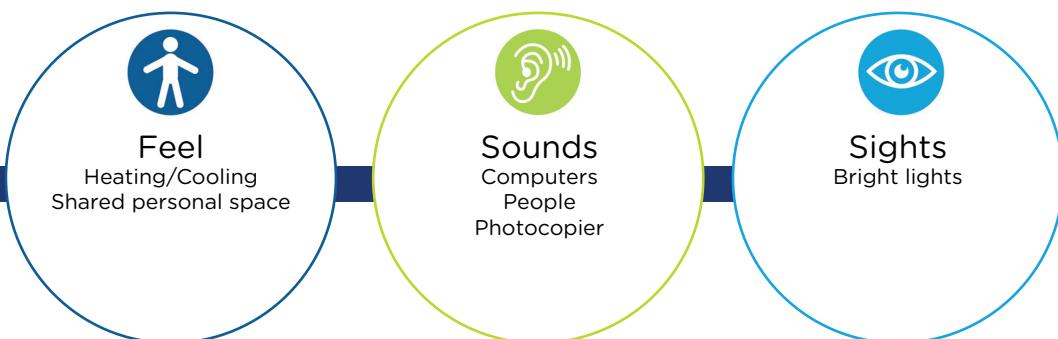
Computer desks are wheelchair accessible. See staff for assistance.

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.



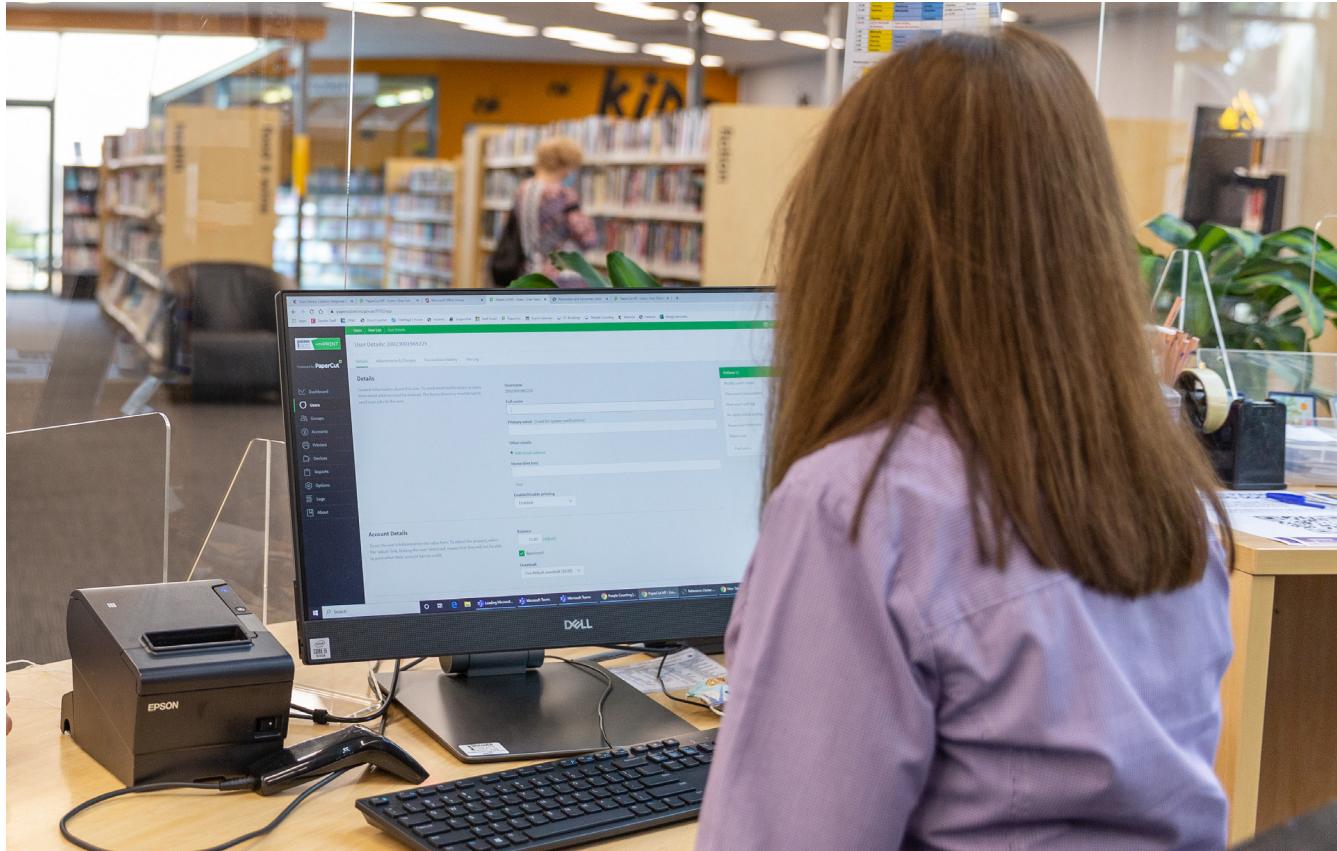
## Sensory Guide



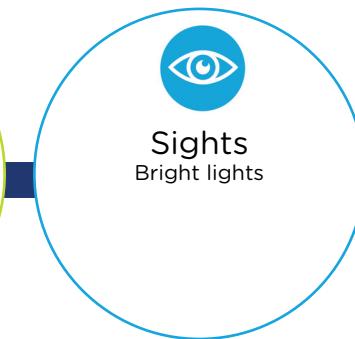
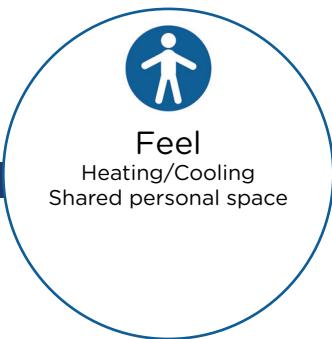
# Adding Credit to a Membership

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

Alternatively, staff can assist in branch.



## Sensory Guide



# Photocopying

A black and white or full colour photocopying service is available.

Two photocopiers are located in the computer corner.

One to the right of the table is full colour and black and white and the other to the left of the table, is black and white only.

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 1000mm AFFL.



## Sensory Guide



# 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.

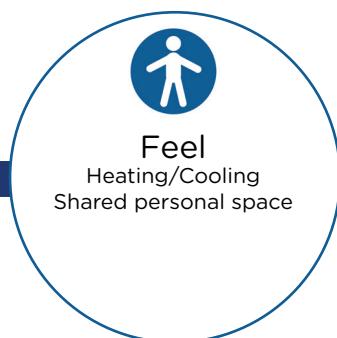
1. Members must have a credit balance on their membership.
2. Scan your library card through the card reader.
3. Choose destination. Documents can be scanned to an email address or a USB.
4. Place originals face up in the top of the photocopier tray. If multiple pages are to be scanned, place all together 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 1000mm AFFL.



## Sensory Guide



# Returning Items

Items can be returned in branch during opening hours.

A return chute at a height of 1010mm AFFL is located to the right of the cusomter service counter.

Items can also be returned out of hours. An out of hours return shute at a height of 1130mm AFFL is located outside of the library, to the right of the entrance.

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



# Storytime

Knox Library run 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 children's area of the library and sometimes in the activity room. Both of these areas are located to the left of the entrance.

First, families are welcomed into the Storytime area 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 the 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 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



# Accessibility

- Protection from weather directly outside library.
- Clear signage indicating entrance to the library.
- Low height customer service counter including a seat with backrest and armrests.
- Printed Knox Library Access Key available at customer service counter.
- Visual Communication Board 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.
- Direct access to accessible toilet within library.
- 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.
- Pram parking available in Activities Room.
- Scooters and wheelchairs can be parked in corridor outside toilets.
- Small private room available (Audio Room) for booking. Room space 1600mm X 1400mm. Room includes computer with assistive technology (screen reader program), wheelchair accessible desk and seating with backrests for two people. Audio room can also be booked for members sitting exams.
- 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 Knox Library on (03) 9800 6470. Find the right contact number or access point for your NRS channel of choice at [communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs). For help using the NRS, contact the NRS helpdesk: [communications.gov.au/helpdesk](http://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 8:30 am-5pm - Monday – Friday.

# Safety

- Slight raised edge at entry of library foyer to carpeted area.
- Flat, carpeted surface throughout
- 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.
- 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.
- Please be aware that there is no first aid equipment or defibrillator located within the library. Please see staff if any first aid is required so that they can contact centre security.
- 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. Members and visitors to please note, there is no electronic visual alert system for emergencies. The nearest evacuation point to the library is bus bay area, Level 2, adjacent to Burwood Highway.
- An evacuation map is displayed in the library on the wall outside the accessible toilet.

