

Bunjil Place Library

Access Key

Updated May 2024





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AFFL	Above Finished Floor Level.
DAISY Player	Digital Accessible Information System in a digital talking book format.
Genre	A style or category of art, music, or literature.
PIN	Personal Identification Number. Issued with every new library membership.



Guidelines

Thank you for choosing to use an Access Key for Bunjil Place 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 can be read independently, or discussed with a friend, family member or carer to prepare for the visit.
- Access Keys can be used after your visit to reflect on your experience.
- Accessibility information is located on page [27 and 28](#).
- Safety information is located on page [29](#).
- Download Access Key in its entirety - 26 pages in total.





COMMUNICATION BOARD

Accessible Toilet



Deaf / Hard Of Hearing



No English



Time



Quiet Place



Toilet



Rest Area



Phone



Shop



Bus



Membership



Book an Event



Wi-Fi



I Want



How Much?



Yes / No Question



Write it Down



Something is Wrong



First Aid



I Need Help





Did you know?

- Bunjil Place Library is operated by Connected Libraries and proudly supported by City of Casey.
- Bunjil Place Library can be found within Bunjil Place and is split across 3 levels. Lift access is available to all levels.
- Bunjil Place Library is one of seven libraries operated by Connected Libraries.
- All Connected Libraries are a part of the [Libraries Victoria Network](#), giving members access to more public library catalogue items.

Library Services

- 4-Week loans with no limit on number of items for books, audiobooks, CD-ROMs and book/CD kits.
- 2-Week loans for unlimited magazines, up to 20 DVDs, up to 20 music CDs, up to 10 e-Books and up to 10 e-Audiobooks per member.
- Unlimited downloads of e-Magazines.
- Computers and colour printing services.
- Free Wi-Fi.
- Guided tours of Bunjil Place Library can be arranged by prior appointment.

Please call (03) 8782 3300 and enquire with the Library team.

Useful Links

- [Book a Meeting Room](#)
- [Book Groups](#)
- [Bunjil Place Access Key](#)
- [Bunjil Place Events](#)
- [Connected Libraries Events](#)
- [City of Casey's Diversity, Access and Inclusion Policy](#)
- [Code of Conduct](#)
- [Contact Us](#)
- [Home Library Service](#)
- [Kanopy](#)
- [Library Catalogue](#)
- [Membership Terms & Conditions](#)



Getting There

Bunjil Place Library is located at 2 Patrick Northeast Drive, Narre Warren, right next to [Westfield Fountain Gate](#).

See Google Map reference [here](#).

Coming From Melbourne

If you're driving, you can get to Bunjil Place via the Monash and South Gippsland Freeways and the Princes Highway, with links from other major arterials.

Bunjil Place is no more than half an hour from most southern and eastern metro hubs including Frankston, Ringwood, Pakenham and the middle-ring suburbs, and an easy 40-minutes on the M1 from the CBD.

If you're using public transport, board the train on the Pakenham line to Narre Warren station. Bunjil Place is a 15-minute walk or a short local bus ride to Westfield Fountain Gate.

The nearest bus stop is located at the Westfield Fountain Gate Bus Interchange, approximately 450 metres from Bunjil Place.

There is a 5-minute drop off zone located on Patrick Northeast Drive, directly outside Bunjil Place.

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





Parking



Please click [here](#) to view parking availability for Bunjil Place.

The nearest accessible parking is located on the opposite side of Patrick Northeast Drive and is represented on the map in yellow with the universal accessible parking symbol.

There are 31 accessible parking bays in the area shown on the map.

The closest bays are approximately 80 metres away from Bunjil Place with the furthest bays being approximately 115 metres away.

Pedestrian crossings are available.

Overflow parking can be found within Westfield Fountain Gate.



Welcome

Welcome to Bunjil Place Library.

We are open 7 days a week with the exception of public holidays.

For information on opening hours please visit our [website](#).

There is an undercover area located within the Bunjil Place foyer.

If outside shade/shelter is required, it is recommended visitors use the cover from the roofline.





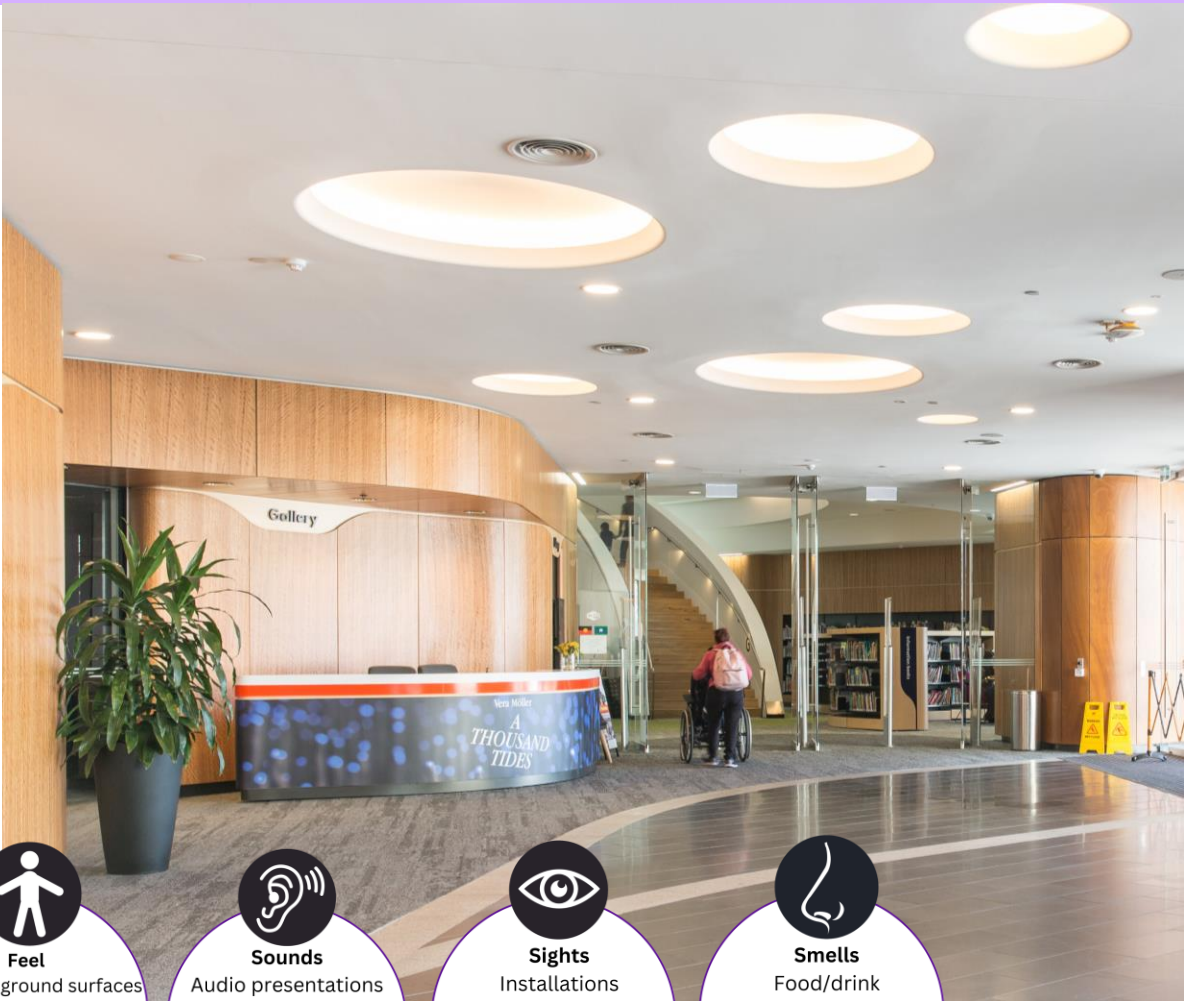
Entry

Entry into Bunjil Place precinct is paved and accessible.
Visitors to cross a walkway bridge with handrails.

There are two sets of glass automated doors.
Entry into Bunjil Place Library is through a set of security panels with a clearance of 900mm. Library doors are always open during library opening hours.

There is a library customer service counter located ahead of the entrance to the left, on the ground floor.
An additional customer service counter is located on level 1.

There is a visual Communication Board at both customer service counters to support confident communication.



Sensory Guide



Feel

Change in ground surfaces
Weather



Sounds

Audio presentations
Automated Doors
Echo
People
Security panel alarm
Traffic



Sights

Installations
Glare



Smells

Food/drink



Staff

All staff wear lanyards, name badges and communication radios with headsets.

A team of library staff are available to assist with any enquiries, bookings or to provide assistance.



Bunjil Place Library has one public toilet.

Location: Within the library, on level 1, near the computer section.

Includes:

- One unisex, accessible toilet with artificial lighting.
- Manual door opening inward. Door clearance of 870mm. Latch lock at 1160mm AFFL.
- Cubicle space 4200mm x 2340mm.
- Grab bars to the left and behind toilet.
- Toilet height 460mm AFFL with left hand transfer.
- Sink height 800mm AFFL with lever tap 910mm AFFL.
- Baby change area.



Feel

Change in ground surfaces
Heating/cooling



Sounds

Echo
Hand dryers
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

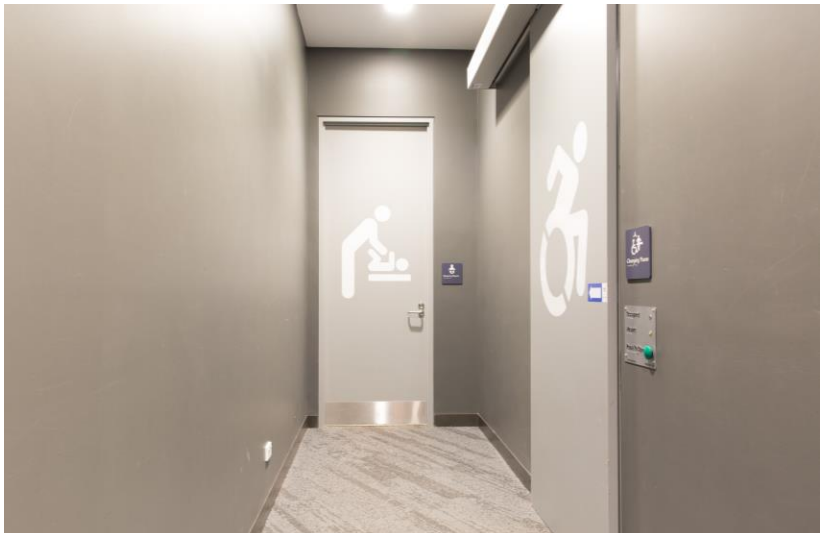


Changing Places Toilet


In Bunjil Place foyer, on ground level, a Changing Places toilet is available. Changing Places toilets have extra features and more space to meet the needs of people with severe and profound disabilities.

Location: To the left of the café.


- A unisex, fully accessible toilet and adult change facility with artificial lighting.
- Automated sliding door. Door clearance of 1 metre. Automated lock 1160mm AFFL.
- Cubicle space 4080mm x 2750mm.
- Flip up grab bars on either side of toilet.
- Toilet height 450mm with left- or right-hand transfer.
- Sink height 800mm AFFL with automatic tap 800mm AFFL.
- Shower with HHSH, grab bars and shower bench.
- Adult change table – electronically height adjustable and manual foldable table with maximum load 200kg.
- Prizm motorised traverse ceiling hoist with hoist/carry bar with maximum load 284kg.
- Please remember to bring your own sling and ensure it is compatible with the hoist.
- If there is any uncertainty, please do not use hoist.




Sensory Guide




Feel
Change in ground surfaces
Heating/cooling



Sounds
Echo
Hand dryers
Toilet flushing
Water running



Sights
Bright lights
Mirror/Reflection



Smells
Bathroom smells
Disinfectants



Bunjil Place Toilets

In Bunjil Place foyer, on ground level, there are additional toilets available.

Gender-Neutral Accessible Toilet and Female Toilets

Location: To the right of the Box Office.

Includes:

- One gender-neutral accessible toilet with artificial lighting.
- Manual door opening inward. Door clearance of 850mm. Latch lock at 1060mm AFFL.
- Cubicle space 3600mm x 2400mm.
- Grab bars to the left and behind toilet.
- Toilet height 450mm AFFL with left hand transfer.
- Sink height 800mm AFFL with lever tap 950mm AFFL.
- Baby change area.
- Separate female toilets including ambulant.

Parent Room and Male Toilets

Location: To the left of café.

Includes:

- Separate parents' room with microwave, sink with lever tap and baby change facilities.
- Separate male toilets including ambulant



Feel

Change in ground surfaces
Heating/cooling



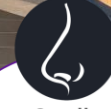
Sounds

Echo
Hand dryers
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants



Library Membership

Joining the library is free and open to anyone.

Membership to this library also entitles you to use your library membership at other [Libraries Victoria Network](#) participating branches throughout Victoria. Look for the [Libraries Victoria Network](#) logo at participating branches.

You can sign up [online](#) or visit us in branch for a full library membership.

Online Membership

Online membership allows you to place holds online and borrow up to 5 items. It does not allow you to use library computers. Click [here](#) to sign up for online membership.

Full Library Membership

Full library membership is issued in branch. Personal identification is required.

Limited membership, which restricts borrowing, is available for those who cannot provide identification.

Applicants under the age of 18 must have their membership application signed by a parent/guardian.

A library card will be given with each membership.

PIN numbers are generated with each new membership. PIN numbers can be changed. See staff for assistance.





Library Collection

Bunjl Place Library has an extensive range of items available for loan including:

- Books (fiction and non-fiction).
- Large print books.
- Audio books.
- Magazines.
- Music CD's.
- DVD's.
- Book, magazine and newspaper collections in a range of languages. View our catalogue [online](#) or see staff to check if your language is available.
- e-Books, e-Magazines, online movies, e-Audiobooks, music and learning resources all through our e-Collection.
- Two DAISY players available for loan and reservation. Reservations can be made online or with library staff.
- Sustainable Home Audit Kit.
- Lendable laptops and desktop computers are available.

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

There are touch screen catalogue computers available to look up item availability placed throughout the library. 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 and adult non-fiction are categorised into sections.

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





Borrowing Items Self-Checkout Machine

Members can independently borrow items using the touch pad self checkout machines.

Bunjil Place Library has six self-checkout machines located on the ground floor. Multiple languages are available.

To borrow items:

1. Tap the screen and select borrow.
2. Scan your library 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. Loan is confirmed with a green tick. If a red circle with an error message is displayed, see staff for assistance.
5. Select 'Finish without receipt' or 'Finish with receipt' or 'Email Receipt'.

To renew items:

1. Tap the screen and select renew.
2. Scan your library barcode.
3. Tap 'View Account'.
4. Tap the yellow circle next to each item you wish to renew. A 'Renew all' button is available at the bottom of the screen.
5. Renew is confirmed with a green tick. If a red circle with an error message is displayed, see staff for assistance.
6. Select 'Finish without receipt' or 'Finish with receipt' or 'Email Receipt'.

Items can also be renewed online through the library website. Membership details are required.



Borrowing Items Self-Checkout Machine

These machines can also be used to check the status of a membership account.

To check account:

- 1. Tap the screen.
- 2. Scan your library barcode.
- 3. Tap 'View account' to view items which are currently out on loan.
- 4. Tap 'View reserved items' to view items that are currently placed on hold for you.





Borrowing Items

Customer Service Counter

There are two customer service counters; one on ground level and one on level one.

Items can be borrowed at both customer service counters.
Membership details are required.

For information on borrowing, please click [here](#).

Items can be renewed twice unless they are reserved by another member.

Members with 6 or more overdue items will have their borrowing rights restricted.

Damaged or lost items incur a fee.



Program of Events

Bunjil Place Library provide a program of regular events including:

- Pre-school programs.
- After school and school holiday programs.
- Young adult events.
- Technology and e-Learning.
- Craft groups.
- English as a Second Language groups.

Staff are on hand to provide assistance.

To find out what's on, patrons can pick up a What's On Guide from any of our six libraries or visit the [events page](#) on our website.

Online bookings can also be made [here](#).



Library Services



Bunjil Place Library offers a range of services for members.

Membership is required to access most of these services.

Printing and photocopying incur a fee.

These services are paid for using a library membership with a credit balance.

Library services include:

- Computers
- Adding Credit to a Membership
- Printing
- Photocopying
- Scanning

Computer use with internet access is free with membership.

Bunjil Place Library has 18 computers for a maximum use of 1 hour per day.

Bookings are available [online](#) but are not required.

Bookings can also be made over the phone.

Call (03) 5990 0150.

Chairs with backrests are available.

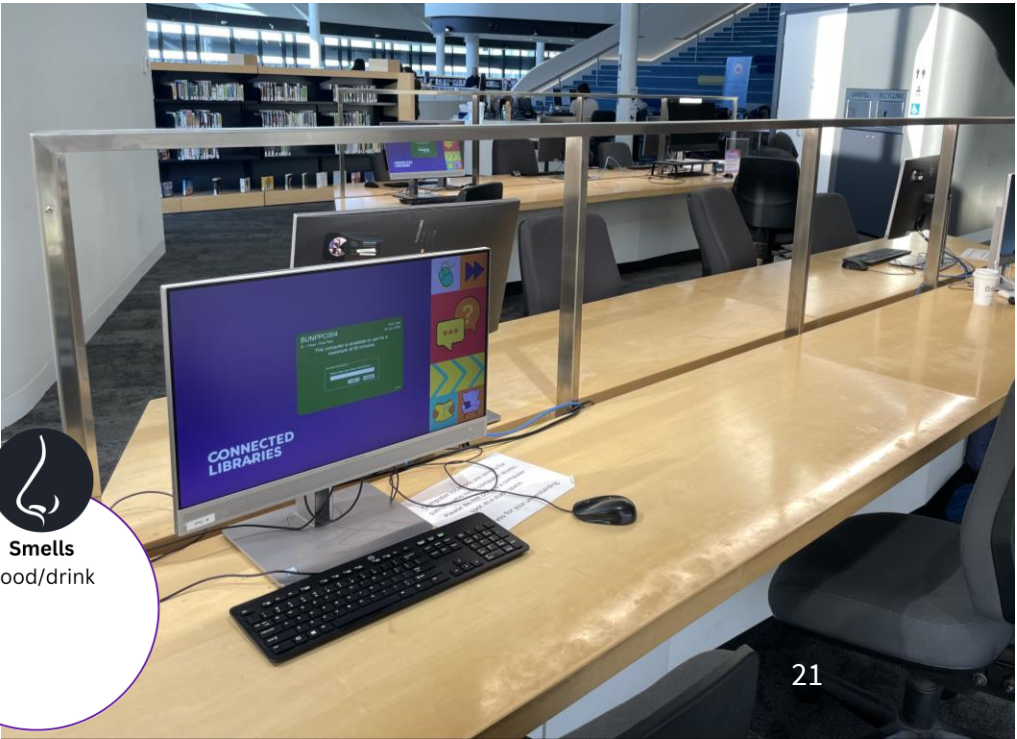
Computer Use

- 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.

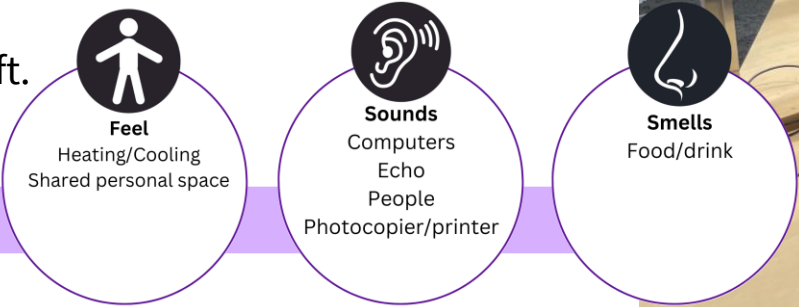
To log into the free Wi-Fi

- 1. Select Public_Wifi.
- 2. You will be directed to the Terms and Conditions page.
- 3. Tick the box which says you agree to Terms and Conditions.
- 4. Select ‘Connect’.

Basic computer support can be provided.



Sensory Guide





Adding Credit to a Membership

The Money Loader is used to add credit to a membership, located next to the photocopier.

To add money to your library card

1. Press 'Add Balance' on the screen
2. Scan your library card

If paying with cash:

3. Select 'By Cash'
4. Put your coins/notes in the machine
5. Press 'Accept and Proceed'

If paying by card:

3. Select 'By Eftpos'
4. Select your desired amount and press 'Accept and Proceed'
5. Follow the prompts on the PIN pad

6. To collect your receipt, press 'Yes'.

The Money Loader machine does not accept 5 cent coins.



Feel

Heating/Cooling
Shared personal space



Sounds

Computers
Echo
People
Photocopier/printer



Smells

Food/drink

Sensory Guide



Printing

Bunjil Place Library has two printers. Printing incurs a fee.
The printer is located on the ground floor at the entrance to the lift. The second is located on level 1 within the computer section.
Every computer is linked to the library printer. Documents can also be printed from a USB.

If printing from a library computer:

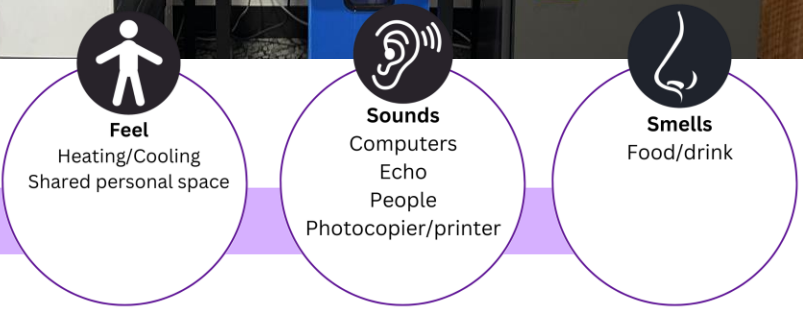
- 1. Scan your card at the printer.
- 2. Enter your PIN.
- 3. Select the document you want to print. If your document does not appear, see staff.
- 4. Select 'Print' to print the document.

If printing from a USB:

- 1. Scan your card at the printer.
- 2. Enter your PIN.
- 3. Insert your USB on the side of the printer and wait a few seconds for the USB menu to appear.
- 4. Select 'Print a document from external memory'.
- 5. Select the document you would like to print.
- 6. Select 'Print'.
- 7. Select the print colour (black and white or colour), paper size (A3 or A4) and number of copies (using the keypad).
- 8. Press the start button to print the document. Remove your USB when you have completed your printing.



Sensory Guide





Photocopying

Bunjil Place Library has two photocopiers. Photocopying incurs a fee.

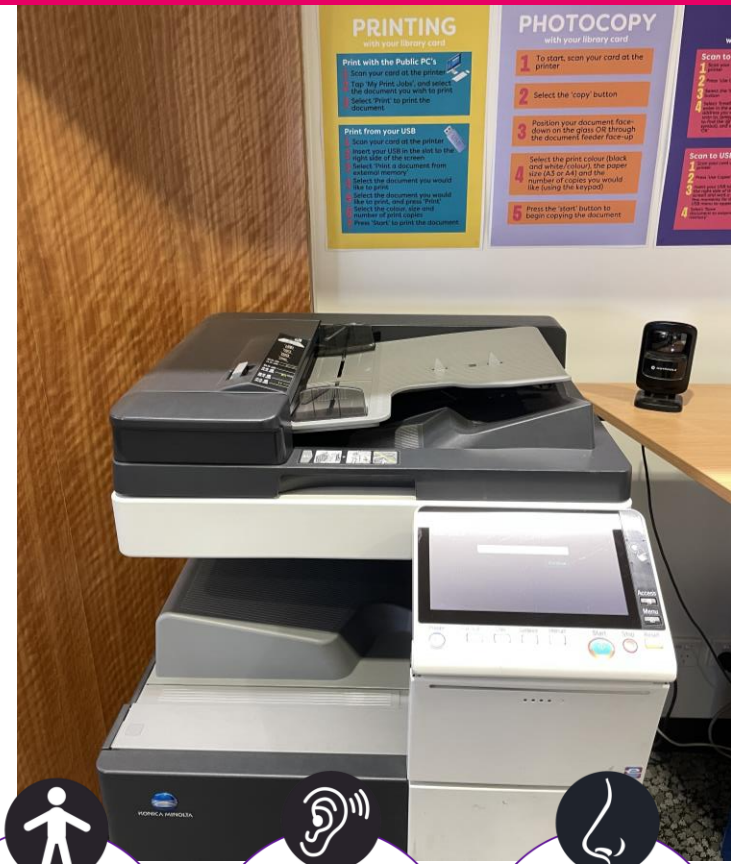
The first photocopier is located on the ground floor at the entrance to the lift.
The second is located on level 1 within the computer section.

A black and white or full colour photocopying service is available.
Library paper only to be used.

Members must have a credit balance on their membership.

- 1. Scan library card.
- 2. Enter your PIN.
- 3. Select copy.
- 4. Position your document face down on the glass.
- 5. Select the print colour (black and white or colour), the paper size (A3 or A4) and the number of copies (using the keypad).
- 7. Press the start button to copy the document.
- 8. When finished, remember to remove copies and originals and log out.

Instructions are displayed on the control panel.



Sensory Guide

Feel
Heating/Cooling
Shared personal space

Sounds
Computers
Echo
People
Photocopier/printer

Smells
Food/drink



Scanning

The photocopier is used to scan documents. There is no fee to scan.

If scanning to a USB:

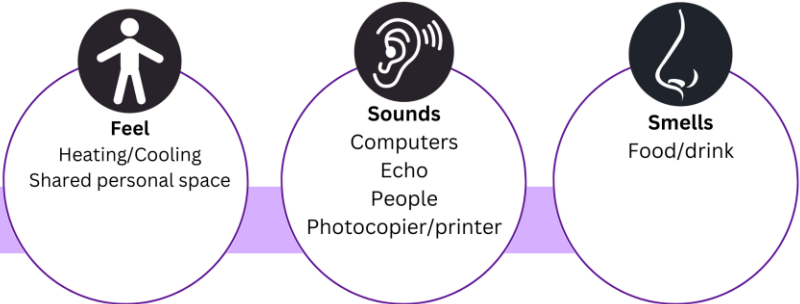
- 1. Members must have a credit balance on their membership.
- 2. Scan library card.
- 3. Enter your PIN.
- 4. Insert USB on the side of the printer screen and wait a few seconds for the USB menu to appear.
- 5. Select ‘Save document to external memory’.
- 6. Position your document face down on the glass.
- 7. Select the scan colour (black and white or colour), the document size (A3 or A4) and the file type (e.g. PDF).
- 8. Press the start button to scan document.

Remember to remove your USB when you have completed your scanning.

If scanning to email:

- 1. Members must have a credit balance on their membership.
- 2. Scan library card.
- 3. Enter your PIN.
- 4. Select ‘Scan’.
- 5. Select ‘Email’.
- 6. Enter the email address you would like to send the scanned document. Press the SHIFT button to access the @ symbol.
- 7. Select ‘OK’.
- 8. Position your document face down on the glass.
- 9. Select the scan colour (black and white or colour), the document size (A3 or A4) and the file type (eg. PDF).
- 10. Press the start button to scan the document.

If scanning multiple pages at once, speak to staff for assistance.





Returning Items

Internal Return Chutes

Available during opening hours.

Two return chutes are located within the children's section at a height of 1220mm AFFL.

External Return Chute

Available 24 hours a day, 7 days a week.

It is located outside, on the corner of the building, on Patrick Northeast Drive.

This chute is at a height of 1300mm AFFL.

To access the external return chute, proceed up a 25 metre ramp at a gradient of 1:20.

To operate the external return chute:

1. Scan items being returned by holding them on the pad, located below the return chute.
2. The return chute will unlock.
3. Members can pull the handle to open the return chute.
4. Place all items in return chute.
5. Close the return chute when finished

If registered to receive notifications, Connected Libraries will notify members of holds and overdue by email, SMS or phone.

Items can also be returned to any Connected Libraries location or a library belonging to the [Libraries Victoria Network](#).





Accessibility

- Phone and internet booking system.
- Pen and paper for exchange of information available at customer service counters.
- Staff available to read information to patrons if required.
- Wide internal walkways.
- Clear space between furniture to maneuver a mobility aid.
- Seating with colour contrast to walls and floor.
- Assistance animals welcome.
- Acceptance of Companion cards.
- Self-checkout machines 900mm AFFL.
- Audio-enabled lift access to all levels. Lift on ground level located to the left of children's section. Raised tactile buttons at 1020mm AFFL. Lift door clearance of 1000mm. Internal space 2000mm x 1400mm.
- A wheelchair is available for loan. Please speak to concierge within Bunjil Place foyer.
- Electric scooters and prams may be parked against walls within the library where space is available - at owner's own risk.

- Infrared receivers and headphones are available in all meeting rooms. Please see library staff for issue and instructions.
- AV equipment is available in Library meeting rooms.
- Bunjil Place Library can attract large volumes of people, especially during after school hours, school holidays and during events. If you feel overwhelmed by levels of noise, staff can assist you in finding a quiet place.

Ground Floor

- Customer service counter at a height of 1010mm AFFL.
- Chairs with backrests and armrests, couches, stools and children's furniture.
- Study tables with a clearance of 690mm x 570mm.
- Computer chairs located at computer desks.
- Desk clearance 690mm x 410mm.
- Exit into reading garden located on ground floor next to children's section. Exit via manual door opening outward. Door clearance of 980mm.



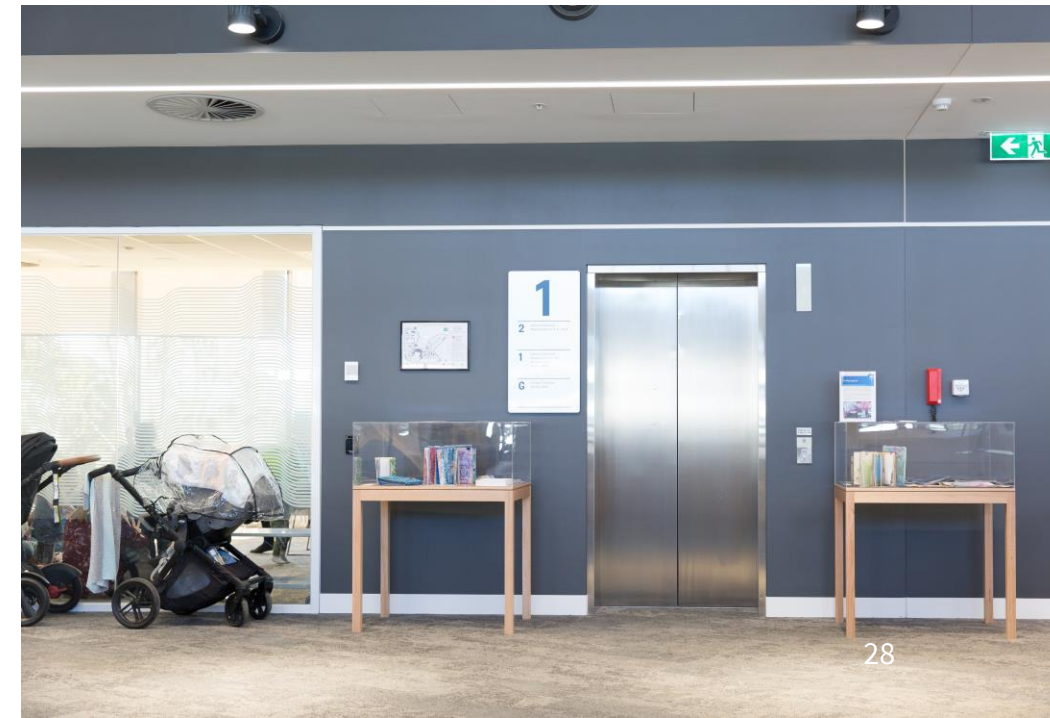
Accessibility

Level 1

- Customer service counter at a height of 900mm AFFL.
- Two drinking fountains located next to computer section. The first at a height of 700mm. The second at a height of 1000mm.
- Computer desks with a clearance of 700mm x 380mm.
- Chairs with backrests and armrests, couches, bean bags and stools available throughout.
- Study tables with a clearance of 690mm x 570mm.
- Study desks with a clearance of 690mm x 490mm.
- Microsoft Surface computer desk at a height of 830mm AFFL.
- Stools with backrests at Microsoft Surface desks.
- Meeting rooms 1 and 2 entry via manual door opening inward with a door clearance of 870mm.
- Chairs with backrests and tables available in meeting rooms. Table clearance of 690mm x 520mm.

Level 2

- Meeting rooms 3, 4, 5 and 6 entry via manual door opening inward with a door clearance of 870mm.
- Chairs with backrests and tables available in meeting rooms. Table clearance of 690mm x 520mm.
- Chairs with backrests and armrests available throughout.
- Study tables with a clearance of 690mm x 500mm.





Safety

- Wide solid glazing contrast band at 1000mm to 1290mm AFFL on entrance doors into Bunjil Place.
- Wide solid glazing contrast band at 1000mm to 1290mm AFFL on library entry doors and library reading garden door.
- Flat surface throughout the library.
- Terrain varies between carpet, floorboards and vinyl.
- Artificial and natural lighting throughout.
- Ground level couches surrounding base of staircase with overhead hazard.
- All staff have Working with Children Checks.
- Children must be supervised at all times.
- Objects throughout include book display cabinets, furniture, bean bags and book trolleys.
- Scattered furniture within children's section.
- Scattered bean bags within video game section on level 1 and 2.
- Stairs with handrail on both sides leading up to level 1. TGSIs at the top and bottom.
- Amphitheatre on level 1 with stairs including handrail positioned in the centre of staircase. TGSIs at the top and bottom.
- No TGSIs at the top or bottom of amphitheatre seats.
- Viewing areas on level 1 and 2 with barrier extending 1250mm AFFL with handrail.
- Wide solid glazing contrast band at 1090mm to 1190mm AFFL on entrance to meeting room 4.
- No contrast on windows.
- Windows with dividing metal window frames.
- Ground level with windowsills at 150mm AFFL and 250mm deep.
- Level 1 with windowsills at 250mm AFFL and 360mm deep.
- Level 2 with windowsills at 390mm AFFL and 310mm deep.



Contact us

Bunjil Place Library

2 Patrick Northeast Drive
Narre Warren VIC 3805

Phone 1800 577 548

Enquiries connectedlibraries.org.au/contact/

Website connectedlibraries.org.au/

**CONNECTED
LIBRARIES**

