

Doveton 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.

Thank you for choosing to use an Access Key for Doveton 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 [24](#).
- Safety information is located on page [25](#).
- 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?

Doveton Library is operated by Connected Libraries and proudly supported by City of Casey. Doveton 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 the Doveton Library can be arranged by prior appointment.

Please call (03) 9792 9497 and enquire with the Library team.

Useful Links

- [Book a Meeting Room](#)
- [Book Groups](#)
- [Connected Libraries Events](#)
- [Code of Conduct](#)
- [Contact Us](#)
- [Home Library Service](#)
- [Kanopy](#)
- [Library Catalogue](#)
- [Membership Terms & Conditions](#)

Getting There

Doveton Library is located at 24 Autumn Place, Doveton, within the Autumn Place Complex.

[See Google Map reference here.](#)

The nearest bus stop is located approximately 70 metres from the library, on Frawley Road.

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





The most convenient parking for Doveton Library is located directly outside the entrance.

- There is:
- General parking with 1-hour restrictions.
 - One accessible bay approximately 5 metres from the entrance.

Overflow parking with 2-hour restrictions is located within the Autumn Place Complex and outside the Autumn Place Community Hub.



Welcome

Welcome to Doveton Library.

We are open 6 days a week with the exception of public holidays.

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

There is a small undercover area located directly outside the entrance.



Entry into Doveton Library is via a manual door opening outward with a clearance of 900mm. Then, through two security panels with a clearance of 865mm.


There is a library customer service counter located in the centre of the library.

There is a visual Communication Board at the customer service counter to support confident communication.





Feel
Change in ground surfaces



Sounds
People
Security panel alarm
Traffic



Sights
Glare

All staff wear lanyards and name badges.

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



At Doveton Library, there are two sets of toilets.

Set One Location: Within the meeting room.

- 1. Enter the toilet foyer.
- 2. Turn right.
- 3. Enter the toilet cubicle.

Includes:

- One unisex accessible toilet with manual artificial lighting. Light switch located to the right of entrance into the toilet cubicle.
- Toilet foyer manual door, opening inward.
- Door clearance of 920mm.
- Toilet cubicle manual door opening inward. Door clearance of 920mm.
- Twist lock at 1200mm AFFL.
- Cubicle space 2360mm x 2280mm.
- Grab bars to the right and behind toilet.
- Toilet height 450mm AFFL. Right hand transfer.
- Sink height 780mm AFFL with lever tap at 930mm AFFL.
- Baby change area.

Set Two (pictured)

Location: To the right-hand side of the customer service counter, next to printer.


- 1. Enter the toilet foyer.
- 2. Turn right.
- 3. Enter the toilet cubicle.

Includes:

- One unisex ambulant toilet with artificial lighting.
- Toilet foyer manual door opening outward. Door clearance of 850mm.
- Toilet cubicle manual door opening inward. Door clearance of 720mm.
- Grab bars to the left and right of the toilet.
- Sink height 800mm AFFL with lever tap at 950mm AFFL.



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



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 and borrow up to 5 books. 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

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

- Books (fiction and non-fiction)
- Large print books
- Audio books
- Magazines
- 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
- A DAISY player is available for loan and reservation. Reservations can be made online or with library staff
- Sustainable Home Audit Kit
- Lendable laptop 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.

Book genre signage is placed at the end of aisles on the shelving units.

Items can be placed on hold using the catalogue computer, online or with library staff. Pick up locations can be selected accordingly.

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



Borrowing Items Self-Checkout Machine

Members can independently borrow items using the self-checkout machines.

Cranbourne Library has 3 self-checkout machines located opposite the customer service counter. 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
5. on hold for you.





Borrowing Items Customer Service Counter

Items can be borrowed at the customer service counter.

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

Doveton Library provide a program of regular events including:

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

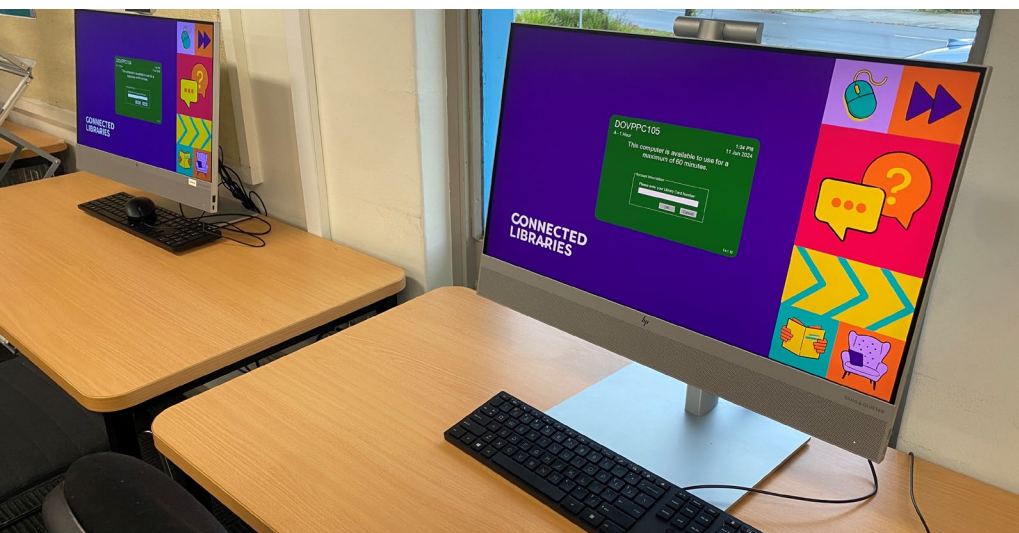
Staff are on hand to provide assistance.

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



Doveton 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 library membership with a credit balance.

Library services include:

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





Computers

Computer use with internet access is free with membership.

Doveton Library has 5 computers for a **maximum use of 4 hours per day, with 1 laptop dock.**

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

Bookings can also be made over the phone.

Call (03) 5990 0150.

Every computer is linked to the library printer.

Computer chairs are available.

Computer desks are wheelchair accessible.

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.

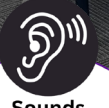
To log into the free Wi-Fi

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'.
5. Basic computer support can be provided



Feel

Heating/Cooling
Shared personal space



Sounds

Computers
People
Photocopier/printer
Video Games

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.



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Computers
People
Photocopier/printer
Video Games

Printing incurs a fee. Doveton Library has one printer, located within the computer section. Every computer is linked to the library printer. Documents can also be printed from a USB.

To print from a library computer

- 1. Scan your card at the printer.
- 2. Tap ‘My Print Jobs’ and select the document you want to print
- 3. Select ‘Print’ to print the document.

To print from a USB

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






Photocopying

Photocopying incurs a fee.
Doveton Library has one photocopier. It is located in the computer section.
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 library card.
3. Select ‘Use Copier’.
4. Position your document face down on the glass.
5. Select the print colour (black and white/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, remove copies and originals, and log out.

Instructions are displayed on the control panel.





Feel
Heating/Cooling
Shared personal space



Sounds
Computers
People
Photocopier/printer
Video Games

Sensory Guide

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

To scan to a USB

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


Remove your USB when finished.

If scanning to email


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

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

Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
People
Photocopier/printer
Video Games



Returning Items

Items can be returned in branch during opening hours.

A return chute is located at the customer service counter at a height of 930mm AFFL.

An external return chute is available 24 hours a day, 7 days a week. It is located to the right-hand side of the main entrance doors at a height of 1500mm AFFL.

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.
- Customer service counter at a height of 910mm AFFL.
- Pen and paper for exchange of phone and internet booking system.
- Customer service counter at a height of 910mm AFFL.
- Pen and paper for exchange of information available at customer service desk.
- Staff available to read information to patrons if required.
- Information may be made available in large print. See staff for assistance.
- Varying width between book aisles between 630mm - 800mm.
- Space for persons in a wheelchair to sit with friends.
- Acceptance of Companion cards.
- Assistance animals welcome.
- Self-checkout machine at an operating height of 1300 mm AFFL.
- Couches, stools, chairs with backrests, beanbags and children's furniture available for seating.
- Computer desks located in the centre of the library with a clearance of 700mm x 540mm. Chairs with backrests are available here.
- Additional computer desks are available at the entrance to the meeting room with a clearance of 640mm x 640mm. Chairs with backrests are also available here.
- Entrance to the meeting room is via a set of double sliding doors with a clearance of 1480mm.
- Study/meeting tables are available in the meeting room. Clearance of 690mm x 380mm. Chairs with backrests are available within the meeting room.
- Electric scooters and prams may be parked against walls within the library where space is available.
- Interpreter service available. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Doveton Library on (03) 9792 9497.
- Doveton Library can sometimes attract large volumes of people, especially during after school hours, school holidays and while events are on. If you start to feel overwhelmed by levels of noise, please speak to a staff member who will be happy to assist you in finding a quiet place.



Safety

- No contrast on library entry door.
- Contrast decals displaying opening hours at 1100mm to 1700mm AFFL on window next to library entry door.
- Flat surface throughout the library.
- Terrain varies between carpet and vinyl.
- Contrast in the form of children's art displayed on internal windows.
- Artificial and natural lighting throughout.
- Seating with colour contrast to walls and floor. All staff have Working with Children's Checks.
- Children must be supervised at all times.
- Objects throughout include book display cabinets, book trolleys and furniture.
- Scattered furniture in children's section.
- Unsecured rugs within children's section.
- It is requested that visitors move through the library in an orderly manner, walking only.
- Staff may not be first aid trained.
- A defibrillator is not available.
- In the event of an emergency, staff will direct visitors. If there is an evacuation, visitors will be directed to the nearest exit and designated assembly area.
- Evacuation maps are placed throughout the library.
- CL is required to meet government advice during the COVID pandemic. See our website for opening hours and services available.





Contact us

Doveton Library

Autumn Place
Doveton VIC 3177

Phone 1800 577 548

Enquiries connectedlibraries.org.au/contact/

Website connectedlibraries.org.au/

**CONNECTED
LIBRARIES**

