![Connected Libraries logo] CL | CONNECTED LIBRARIES

Cranbourne Library Access Key

Updated October 2024

Contents and Glossary

AFFL — Above Finished Floor Level.

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 Cranbourne 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

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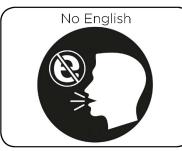
Did you know?

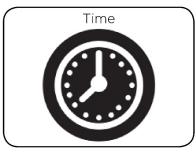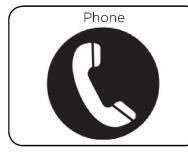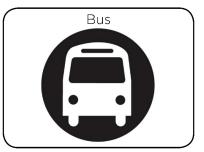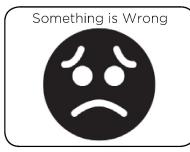Cranbourne Library is operated by Connected Libraries and proudly supported by City of Casey. Cranbourne Library is located within the Casey Complex. Cranbourne Library is one of six libraries operated by Connected Libraries.

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 Cranbourne Library can be arranged by prior appointment.

Please call (03) 5990 0150 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

Cranbourne Library is located at 65 Berwick Cranbourne Road, Cranbourne within the Casey Complex.

See Google Map reference here.

The nearest bus stop is located approximately 120 metres from the library, on Berwick Cranbourne Road.

For information on how to get to Cranbourne Library, please visit Public Transport Victoria.

Parking

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

There is:

• General parking with both 1 to 2-hour restrictions.
• Two accessible bays approximately 10 metres from the entrance.

There is a 15-minute drop off zone located directly outside the entrance, approximately 10 metres away.

Bus parking is located within the Casey Radio Station carpark.

Overflow parking is located within the Casey Radio Station carpark.

Welcome

Welcome to Cranbourne 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.
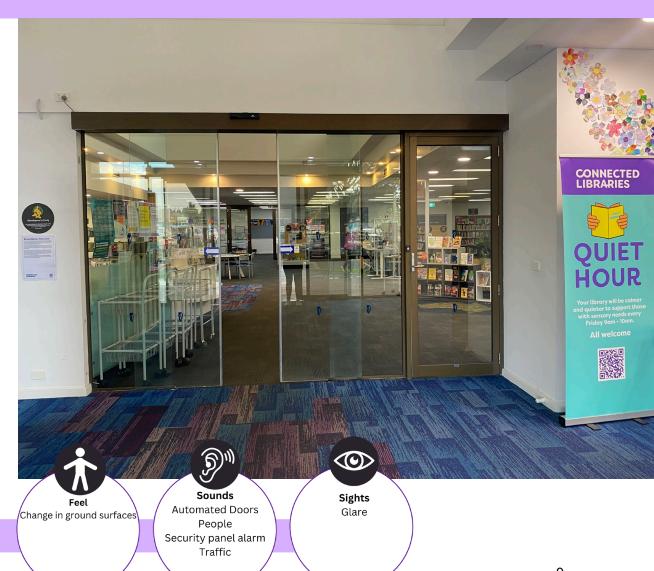
Entry into Cranbourne Library is via two sets of double glass automated doors. The first with a clearance of 1700mm. The second with a clearance of 1320mm.

There is a library customer service counter located ahead of the entrance, to the left.

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

Sensory Guide

Feel
Change in ground surfaces

Sounds
Automated Doors
People
Security panel alarm
Traffic

Sights
Glare

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.

Toilets

At Cranbourne Library, there is one set of toilets.

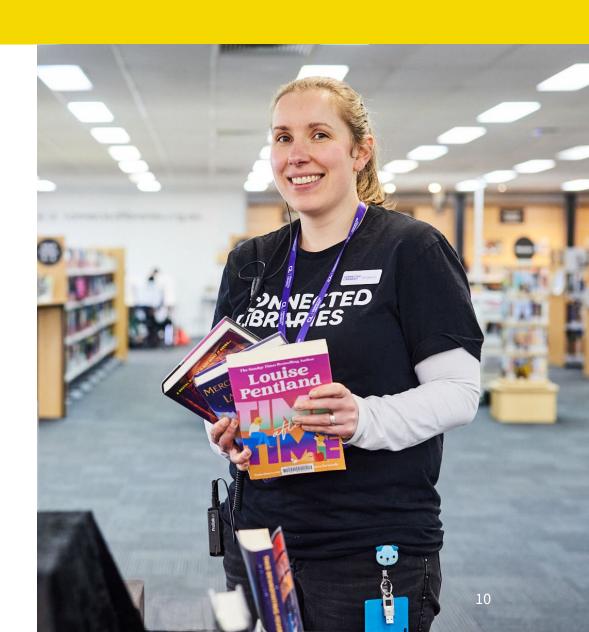Location: Through the first glass automated door at the entry, within the foyer.
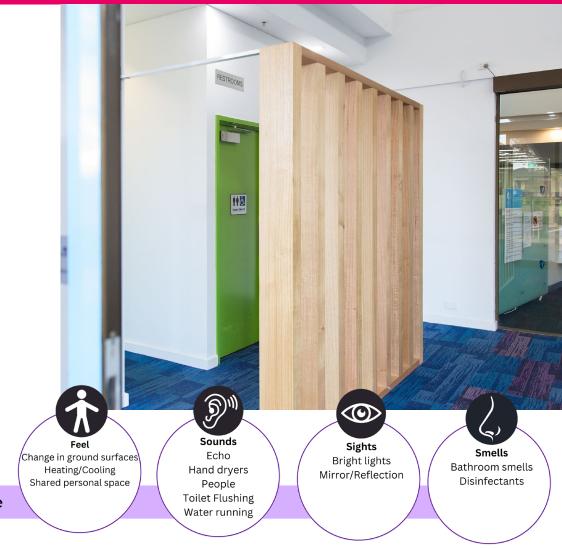
Includes:

- One unisex, accessible toilet with artificial lighting.
- Manual door opening inward. Door clearance of 770mm. Twist lock at 1200mm AFFL.
- Cubicle space 2300mm x 1680mm.
- Grab bars to the left and behind toilet.
- Toilet height at 450mm AFFL. Left hand transfer.
- Sink height at 770mm AFFL with lever tap 870mm AFFL.
- Baby change area.
- Separate male and female toilets.

Access to accessible toilet requires visitors to navigate a corridor.

Please enter the corridor via the side closest to the male and female toilets to allow for maximum circulation space.

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

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, however, it does not allow you to borrow or 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, unless they are an independent minor.

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

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

- Books (fiction and non-fiction)
- Large print books
- Audio books
- Magazines
- DVDs, books and magazines 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
- 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 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.

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.

<u>To borrow items</u>

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'.

<u>To renew items</u>

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'.

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Items can also be renewed <u>online</u> 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.

Cranbourne 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

Cranbourne 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.

Cranbourne Library has 13 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.

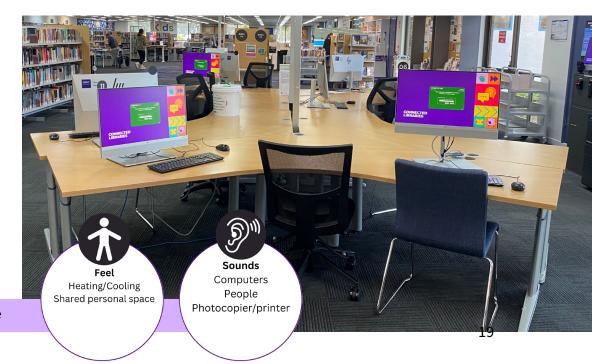Every computer is linked to the library printer.

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

Sensory Guide

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Adding Credit to a Membership

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

<u>To add money to your library card</u>

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

Printing

Printing incurs a fee. Cranbourne Library has one printer. It is located next to the Money Loader in the IT hub.
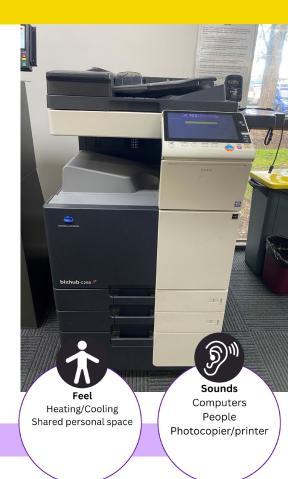
Every computer is linked to the library printer. Documents can also be printed from a USB.

<u>If printing from a library computer</u>

1.   Scan your card at the printer.

2.   Select the document you would like to print. If your document does not appear, see staff for assistance.

3.   Select 'Print' to print the document.

<u>If printing from a USB</u>

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 and white/colour), the paper size (A3 or A4) and the number of copies (using the keypad).

7.   Press the start button to print the document. Remember to remove your USB when you have completed your printing.

Sensory Guide

Feel
Heating/Cooling
Shared personal space

Sounds
Computers
People
Photocopier/printer

Photocopying incurs a fee.

Cranbourne Library has one photocopier. It is located next to the Money Loader in the IT hub.

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 copy.
4. Position your document face down on the glass.
5. Select the print colour (black or white/colour), the paper size (A3 or A4) and the number of copies (using the keypad).
6. Press the start button to copy the document.
7. When finished, remember to 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

Sensory Guide

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/colour), the document size (A3 or A4) and the file type (for example, 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 the scanned document to be sent to. 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/colour), the document size (A3 or A4) and the file type (e.g. PDF).
10. 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

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 1000mm AFFL.

External return chutes are available 24 hours a day, 7 days a week. They are located outside, on the right-hand side of the entrance at a height of 1220mm AFFL.

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

Items can also be returned to any Connected Libraries location or library belonging to the Libraries Victoria Network.

Accessibility

- Phone and internet booking system.
- Low height customer service counter at a height of 730mm AFFL.
- Chairs with backrests and armrests at customer service counter.
- Pen and paper for exchange of information available at customer service counter.
- Staff available to read information to patrons if required.
- Printed information may be provided in large print.
- Wide internal walkways.
- Clear space between furniture to maneuver a mobility aid.
- Space for persons in a wheelchair to sit with friends.
- Seating with colour contrast to walls and floor.
- Assistance animals welcome.
- Acceptance of Companion cards.
- Self-checkout machines 1430mm AFFL.

- Chairs with backrests, armrests, couches and children's furniture available throughout.
- Study desks available. Clearance of 690mm x 680mm.
- Group study tables available located next to children's section. Clearance of 690mm x 680mm.
- Group study tables located within IT hub. Clearance of 700mm x 540mm.
- Computer desks available with computer chairs. Clearance of 700mm x 635mm.
- Access to meeting room via set of double manual glass doors opening outward. Single door clearance of 1030mm. Double door clearance of 2030mm.
- Interpreter service available- call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to phone Cranbourne Library (03) 5990 0150.
- Cranbourne Library can attract large volumes of people, especially during after school hours, school holidays and while events are on. If you feel overwhelmed by levels of noise, speak to a staff member who will assist in finding a quiet place.

Safety

- Solid window frames at 840mm to 970mm AFFL on first set of automated glass doors at entry.
- No contrast on second set of glass automated doors at entry.
- Flat surface throughout library.
- Terrain varies between carpet and vinyl.
- Wide solid contrast windows frames at 870mm to 940mm on internal glass windows.
- Artificial and natural lighting throughout.
- 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

Cranbourne Library

Casey Complex
65 Berwick Cranbourne Road,
Cranbourne East VIC 3977

Phone 1800 577 548
Enquiries connectedlibraries.org.au/contact/
Website connectedlibraries.org.au/

CONNECTED
LIBRARIES

City of Casey