

Endeavour Hills Library Access Key

Updated October 2024





Contents and Glossary

<u>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>Toilets</u>	11
<u>Library Membership</u>	12
<u>Library Collection</u>	13
<u>Borrowing Items Self-Checkout Machine</u>	14
<u>Borrowing Items Customer Service Counter</u>	15
<u>Program of Events</u>	16
<u>Library Services</u>	17
<u>Computers</u>	18
<u>Adding Credit to a Membership</u>	19

<u>Printing</u>	20
<u>Photocopying</u>	21
<u>Scanning</u>	22
<u>Returning Items</u>	23
<u>Accessibility</u>	24
<u>Safety</u>	25
<u>Contact Us</u>	26

AFFL	Above Finished Floor Level.
Genre	A style or category of art, music, or literature.
PIN/Password	Personal Identification Number. Issued with every new library membership.



Guidelines

Thank you for choosing to use an Access Key for Endeavour Hills 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 [25](#).
- Safety information is located on page [26](#).
- Download Access Key in its entirety - 27 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?

Endeavour Hills Library is operated by Connected Libraries and proudly supported by City of Casey.
Endeavour Hills 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 a limit of borrowing 200 items including books, audiobooks and books/CDs/kits.
- 2-Week loans for unlimited magazines, DVDs and CDs.
- Borrow up to 10 e-Books and up to 10 e-Audiobooks per member and per supplier.
- Unlimited downloads of e-Magazines.
- Computers and printing/photocopying services (black and white/colour) and scanning.
- Free Wi-Fi.
- Guided tours of Endeavour Hills Library can be arranged by prior appointment.

Please call (03) 8782 3400 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

Endeavour Hills Library is located at 10 Raymond-McMahon Boulevard, Endeavour Hills, next to the Endeavour Hills Leisure Centre and behind Endeavour Hills Shopping Centre.

[See Google Map reference here.](#)

The nearest bus stop is located within the Endeavour Hills Shopping Centre Bus Interchange, approximately 600 metres from the library.

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



Parking



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

There is:

- General parking with no restrictions.
- Two accessible carpark spaces approximately 20 metres from the entrance.

Overflow parking is located within the Endeavour Hills Shopping Centre.



Welcome

Welcome to Endeavour Hills 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 at the entrance.



Entry into Endeavour Hills Library is via two sets of glass automated doors.

Enter through a set of double glass automated doors with a clearance of 1740mm into the foyer.


Then, enter the library through a single glass automated door with a clearance of 970mm.


There is a library customer service counter located to the right of the entrance.


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 and name badges.

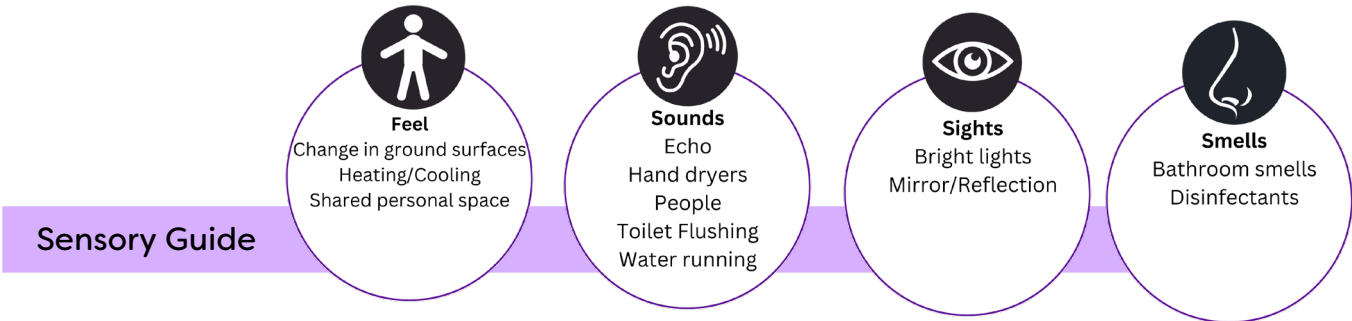
A team of library staff are available to assist with any enquiries, bookings or to provide assistance.



At Endeavour Hills Library, there is one set of toilets.
Location: Next to the printing station and down a hallway.

Includes:

- One unisex, accessible toilet with sensor lighting.
- Manual door opening inward. Door clearance of 830mm. Twist lock at 1220mm AFFL.
- Cubicle space 3480mm x 1780mm.
- Grab bars to the left and behind toilet.
- Toilet height 450mm AFFL. Left hand transfer.
- Sink height 790mm AFFL with lever tap at 900mm AFFL.
- Baby change area.
- Separate male and female toilets with artificial lighting.





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. 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

Endeavour Hills 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
- Sustainable Home Audit Kit and Induction cooktops
- 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.

All collections are clearly labelled.

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

Items can be renewed twice unless they are a top title or reserved by another member.



Borrowing Items Self-Checkout Machine

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

Endeavour Hills Library has 3 self-checkout machine. Two are located directly ahead of the entrance with the third located at the end of the service desk. Multiple languages are available.

To borrow items

1. Tap the screen and select 'Borrow Items'.
2. Scan your library barcode or select 'Manual Entry' to type in your membership number.
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 'Borrow Items'.
2. Scan your library barcode or select 'Manual Entry' to type in your membership number.
3. Select 'Menu'.
4. Tap 'View Account'.
5. Select 'On Loan'
6. Tap the green 'Renew' button next to each item you wish to renew. A 'Renew all' button is available at the bottom of the screen.
7. Renew is confirmed with a green tick. If a red circle with an error message is displayed, see staff for assistance.
8. 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 and select 'Borrow Items'.
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

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 a top title or 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

Endeavour Hills 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.
- Bookgroups and Book chats

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



Endeavour Hills 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



Computer use with internet access is free with membership.

Endeavour Hills Library has 10 computers and one laptop dock.

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

Bookings can also be made over the phone.

Call (03) 8782 3400.

Chairs with backrests are available.

Computer Use


- 1. Members are required to log into computers with their library card number and PIN/Password.
- 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 Library Free Wi-Fi.
- 2. Enter your library card number and PIN/Password.
- 3. Accept the 'Terms and Conditions'.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
People
Photocopier/printer



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 or select ‘Manual Entry’ to type your library number in

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 incurs a fee. Endeavour Hills Library has one printer, it is located in the Printing Station, to the right of the entrance of the toilet hallway.

The Printing Station is clearly signed in large print.

Every computer is linked to the library printer. Documents can also be printed from a USB or uploaded via a mobile device via web print.

If printing from a library computer or web print:


- 1. Select 'My Print Jobs'.
- 2. Select the document you want to print. If your document does not appear, see staff.
- 3. Select 'Print' to print the document.

If printing from a USB:


- 1. Select 'My Print Jobs'.
- 2. Insert your USB on the side of the printer and wait a few seconds for the USB menu to appear.
- 3. Select 'Continue' once the USB menu appears.
- 4. Select the document you would like to print.
- 5. Select 'Print'.
- 6. Select the print colour (black and white/colour), paper size (A3 or A4) and number of copies (using the keypad).
- 7. Press the start button to print the document. Remove USB when finished.



Sensory Guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
People
Photocopier/printer



Photocopying

- Photocopying incurs a fee.
- Endeavour Hills Library has one photocopier. It is located in the Printing Station, to the right of the entrance to the toilet hallway. 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).

1.

Press the start button to copy the document.

2.

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

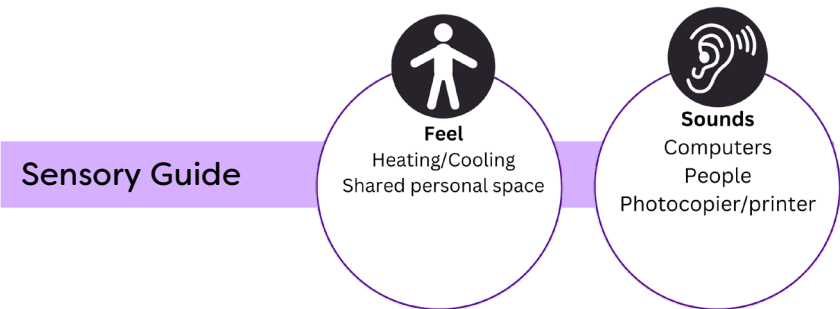
The photocopier is used to scan documents. There is no fee to scan.

If scanning to a USB

- 1. Scan library card.
 - 2. Select 'Use Copier'.
 - 3. Select 'Continue' once the USB menu appears.
 - 4. Select 'Store File'.
 - 5. Position your document face down on the glass.
 - 6. Select the scan colour (black and white/colour), the document size (A3 or A4) and the file type (for example, PDF).
 - 7. Press the start button to scan document.
 - 8. Select 'Remove USB Drive'
- Remove USB when finished.

If scanning to email

- 1. Scan library card.
 - 2. Select 'Use Copier'.
 - 3. Select 'Send'.
 - 4. Select 'Enter Destination Email'.
 - 5. Enter the email address you would like the scanned document to be sent to.
 - 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.





Returning Items

Items can be returned in branch during opening hours.

A return chute is located within the foyer, on the right-hand side upon entry, at a height of 1050mm AFFL.

An external return chute is available 24 hours a day, 7 days a week. It is located outside the library, to the right of the foyer entrance at a height of 1070mm AFFL.

If registered to receive notifications, Connected Libraries will notify members of holds and overdues 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 895mm AFFL.
- Additional low height customer service counter at a height of 710mm AFFL located to the left of main customer service counter. Chairs with back and armrests are available here.
- 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. See staff for assistance.
- Wide internal walkways.
- Clear space between furniture to maneuver a mobility aid.
- Space for persons in a wheelchair to sit with friends.
- Acceptance of Companion cards.
- Assistance animals welcome.
- Self-checkout machine operating height at 1250mm AFFL.
- Chairs with backrests, armrests, couches, stools and children's furniture are available for seating.
- Study desks available. Clearance of 755mm x 370mm.
- A quiet study space is located to the back right of the library.
- Computer desks with adjustable heights and a depth of 540mm available.
- Additional fixed computer desks with a clearance of 700mm x 540mm also available.
- Interpreter service available. Please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone Endeavour Hills Library (03) 8782 3400.
- To exit the library:
Enter the foyer through a single glass automated door with a clearance of 970mm. Then, exit the library through the double glass automated doors ahead of you with a clearance of 1740mm.
- Endeavour Hills 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

- Contrast decals on entry doors at 1010mm to 1100mm AFFL
- Flat surface throughout library.
- Terrain varies between carpet and vinyl.
- No contrast on internal window next to emergency exit door.
- Artificial and natural lighting throughout.
- All staff have Working with Children Checks.
- Children must be supervised at all times.
- Objects throughout include book display cabinets, book trolleys and furniture.
- Some seating with no contrast to wall and floor.
- Scattered furniture in children's section.
- Unsecured rug within children's section.
- It is requested that all visitors and members move throughout the library in an orderly manner, walking only.
- Library staff may not be first aid trained.
- Please note, a defibrillator is not available.
- 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.
- Evacuation maps are placed throughout the library.
- Connected Libraries are required to meet government advice during the COVID pandemic. See our website for opening hours and services available.





Contact us

Endeavour Hills Library

10 Raymond McMahon Blvd,
Endeavour Hills VIC 3802

Phone 1800 577 548

Enquiries connectedlibraries.org.au/contact/

Website connectedlibraries.org.au/

**CONNECTED
LIBRARIES**

