

# Access Key

## Bayswater Library

Shop 26  
Mountain High Shopping Centre  
7-13 High Street  
Bayswater 3153  
Phone: (03) 9800 6498  
[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 Bayswater 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**

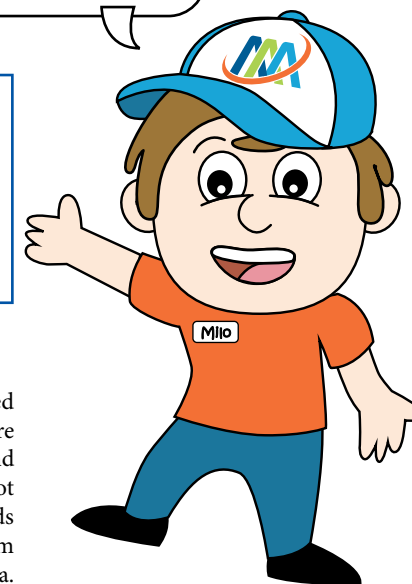
Access Keys are designed and developed by AccessAbilityAustralia.

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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# COMMUNICATION BOARD

Take your Bayswater Library Communication Board with you to ensure confident communication.  
March 2021 V2.0

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?

- Bayswater Library is proudly supported by Knox City Council.
- Please click [here](#) to view Knox Community Access and Equity Implementation Plan 2017 - 2022.
- Bayswater Library is located in Mountain High Shopping Centre, on the ground level.
- 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.
- 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

- Unlimited borrowing. Items may include books, magazines, DVDs, audio books, music CDs and large print books.
- Reservations of up to 20 items.
- Chinese and Vietnamese 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](#).
- Computers and colour printing services.



*Proudly supported by*





# Getting There

Bayswater Library is located off Mountain Highway, within the Mountain High Shopping Centre, on the ground level.

See Google Maps reference [here](#).

Mountain High Shopping Centre is conveniently located next to Bayswater Railway Station. It is approximately a 250 metre walk from the station to the library. The station has a connecting bus service.

A taxi zone is located on Station Street.

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



# Parking

Bayswater Library is located within Mountain High Shopping Centre.

The most convenient parking for Bayswater Library is located within the shopping centre, off Pine Road.

There is:

- General restricted parking for up to 2-hours.
- Three accessible parking bays approximately 50 metres from the library.
- Three senior parking bays approximately 50 metres from the library.
- Three parents with pram parking bays approximately 50 metres from the library.

In addition, there is also 4-hour restricted street parking available on High Street (beyond Pine Road).





# Welcome

Welcome to Bayswater Library.

We are open six days a week. For opening hours please refer to our [website](#) or phone (03) 9800 6498.

An undercover area is available at the front of the library, within Mountain High Shopping Centre.





# Entry

Entry into Bayswater Library is through an accessible open doorway.

The customer service counter is located directly ahead of this 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 and The Age are available. Please ask staff at the customer service counter for assistance.

Magazines and brochures are located near 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



**Feel**  
Change in ground surfaces



**Sounds**  
Echo  
People  
Traffic  
Trolleys



**Sights**  
Glare  
Trolleys



**Smells**  
Food/Drink

# Staff

Library staff wear grey or 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 Mountain High Shopping Centre, on level one.

First, exit the library and turn left.  
Next, head up the escalator.  
Then, at the top of the escalator, turn left and head past Coles.  
The toilets are located on the left.

Alternatively, there is a lift available.

First, exit the library and turn left.  
Next, head past the escalator to locate the lift on the left within an alcove. Go to level 1.  
Then, exit the lift, turn right and head past Coles. The toilets are located on the left.

Includes:

- Unisex, accessible toilet.
- Manual door opening inward. Door clearance of 810mm with easy-to-operate internal door lock.
- Cubicle space 2020mm x 2630mm.
- Grab bar on wall to the right and behind toilet.
- Toilet height 440mm AFFL with right-hand transfer.
- Separate male and female toilets.
- Separate parent room.

There is an area to sit and wait outside the toilets.



## Sensory Guide



### Feel

Change in ground surfaces  
Heating/Cooling  
Shared personal space



### Sounds

Echo  
Faint music  
Hand dryers  
People  
Toilets flushing  
Trolleys  
Water running



### Sights

Bright lights  
Mirror/Reflection



### Smells

Bathroom smells  
Disinfectants



# 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

Bayswater 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.
- Collection of children's Braille board books.
- Chinese and Vietnamese collection.
- 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.

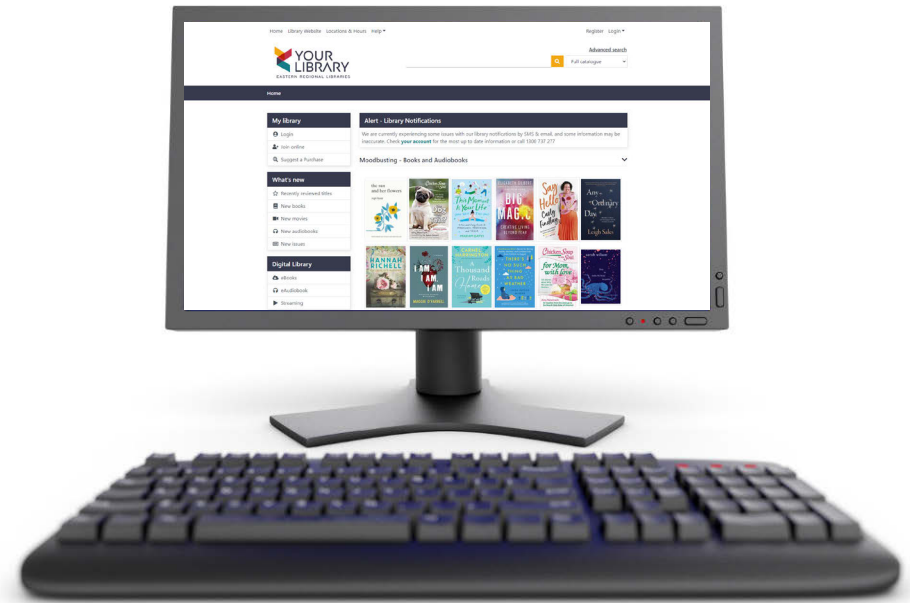
In the library there are two catalogue computers to look up item availability. They are located in the centre of the library and are clearly signed.

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.

Bayswater Library has two self-checkout machines at 1007mm AFFL. One is located on the left-hand side of the customer service counter and the other is located on the right-hand wall, as you enter the library.

## 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 loans are for 3 weeks and 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

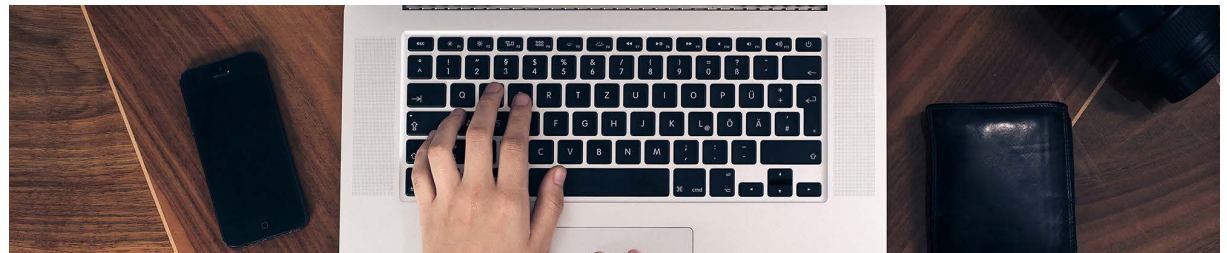
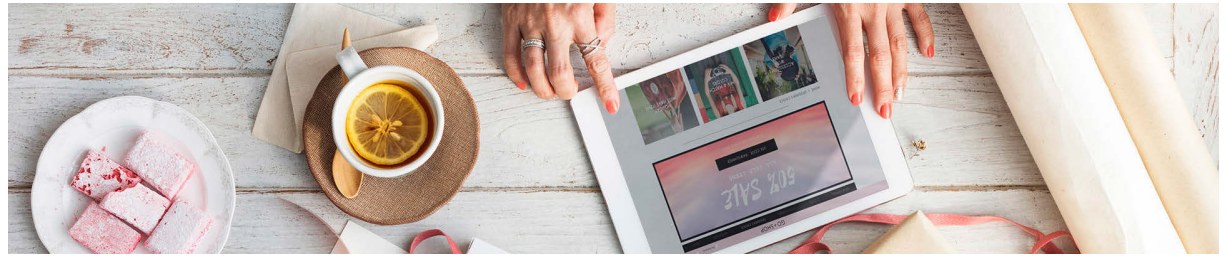
Bayswater Library provide a program of events including:

- Storytimes.
- Chinese Storytimes.
- After school and holiday activities.
- Young adult events.
- Author talks and book chats.
- Technology and eLearning.
- Family History.
- Cooking, gardening and craft groups.
- 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

Bayswater 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.

Bayswater Library has ten computers; nine for 1-hour use and one for 10-minute use.

Bookings are available [online](#) but are not required. Bookings can also be made over the phone. Call (03) 9800 6498.

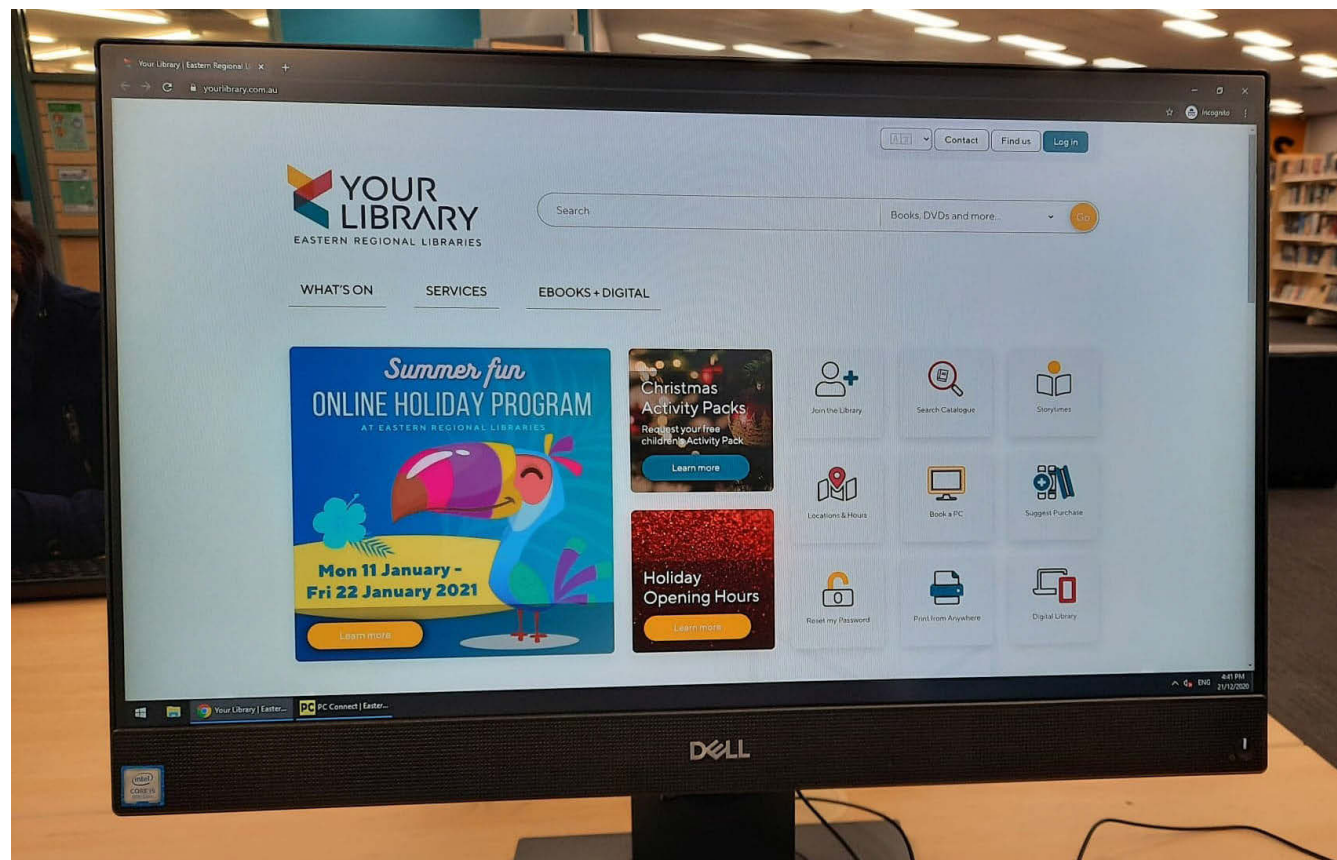
Every computer is linked to the library printer.

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



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Computers  
Cooling system/Air flow  
Echo from shops  
People  
Photocopier  
Trolleys



### Sights

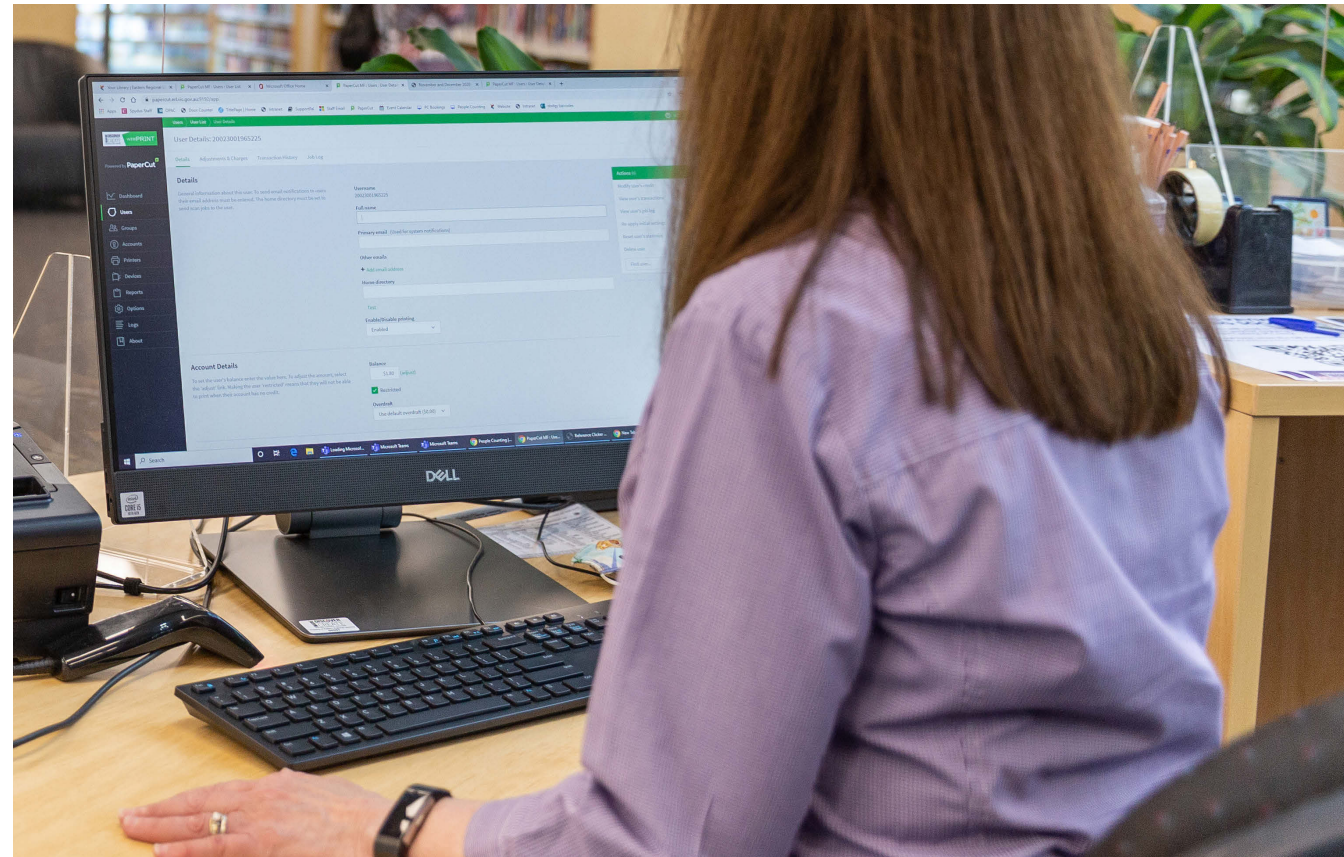
Bright lights



# Adding Credit to a Membership

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

Alternatively, staff can assist in branch.



## Sensory Guide



**Feel**  
Heating/Cooling  
Shared personal space



**Sounds**  
Computers  
Cooling system/Air flow  
Echo from shops  
People  
Photocopier  
Trolleys



**Sights**  
Bright lights

# Photocopying

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 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 909mm AFFL.



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Computers  
Cooling system/Air flow  
Echo from shops  
People  
Photocopier  
Trolleys



### Sights

Bright lights



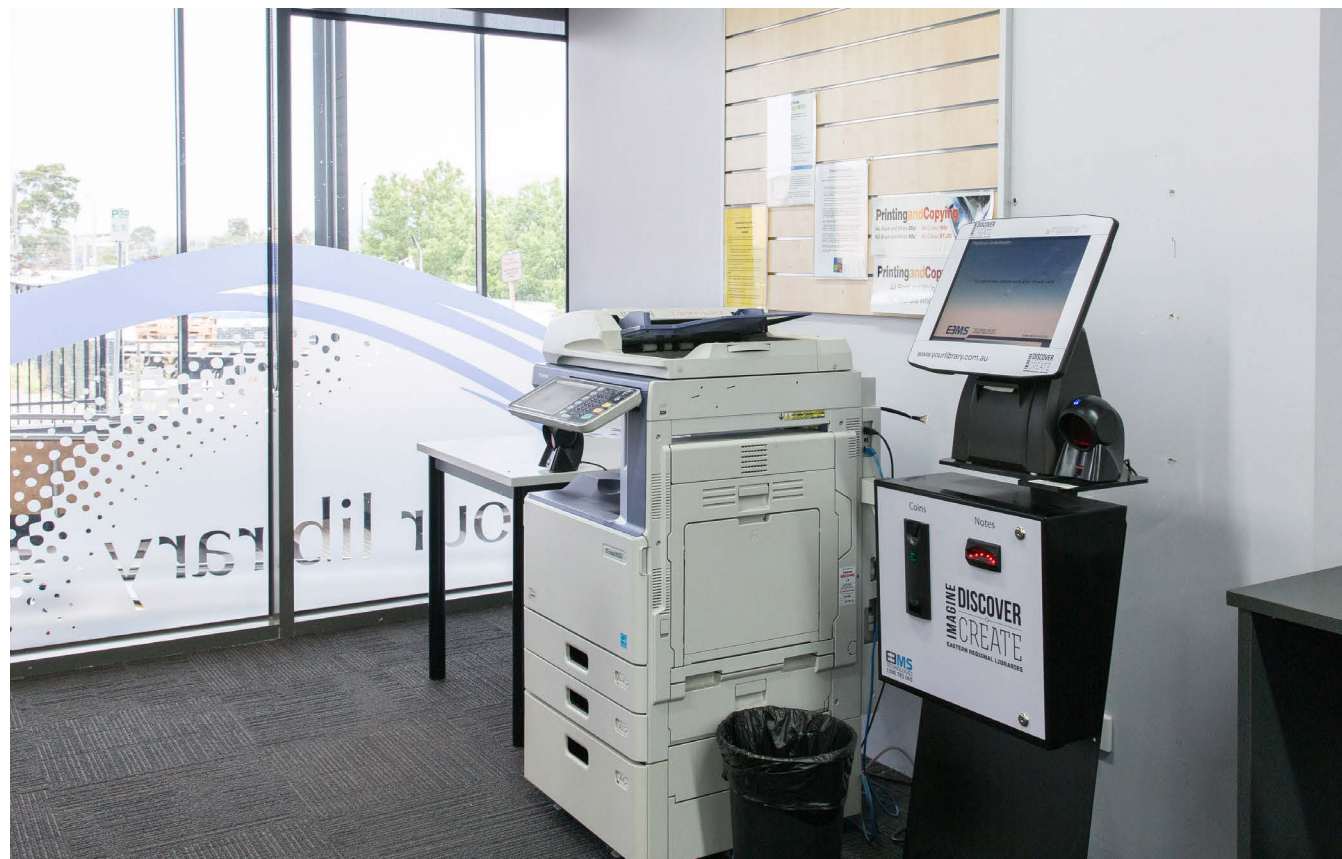
# Scanning

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 909mm AFFL.



## Sensory Guide



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Computers  
Cooling system/Air flow  
Echo from shops  
People  
Photocopier  
Trolleys



### Sights

Bright lights

# Returning Items

Items can be returned in branch during opening hours.

An accessible return chute is located at the customer service counter, on the left-hand side.

Items can also be returned out of hours.

An out of hours return chute at a height of 1050mm AFFL is located at the front of the library, on the right-hand side of the entrance.

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



# Storytime

Bayswater 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, in the rear left-hand corner.

First, families are welcomed into the children's 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



### Feel

Heating/Cooling  
Shared personal space



### Sounds

Children participating  
Cooling system/Air flow  
Echo from shops  
People



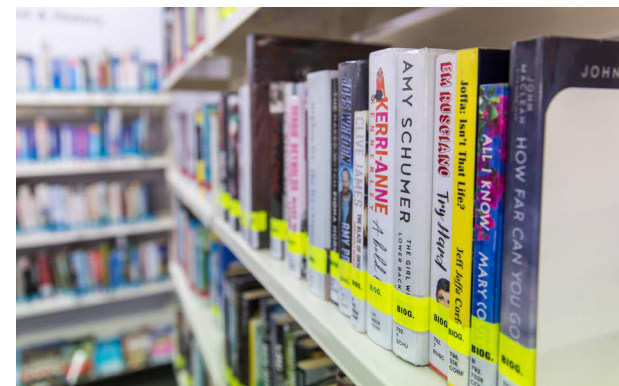
### Sights

Bright lights



# Accessibility

- Protection from weather within shopping centre, directly outside library.
- Clear signage indicating entrance to the library.
- Wide open library entrance door.
- Ramp or lift access to toilets located on shopping centre first floor.
- Low height 950mm customer service counter.
- Printed Bayswater Library Access Key available 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.
- 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.
- Adequate pram parking throughout library and within children's area.
- Accessible parking for scooter users throughout library.
- Home services available to household residents within Knox, Maroondah and Yarra Ranges.
- Assistance animals welcome.
- Acceptance of Companion cards.
- Bayswater Library is National Relay Service Friendly. Use the National Relay Service to contact Bayswater Library on (03) 9800 6498. Find the right contact number or access point for your NRS channel of choice at [communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs). For help using the NRS, contact the NRS helpdesk: [communications.gov.au/helpdesk](https://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 8:30am-5pm, Monday - Friday.

# Safety

- Slight raised edge at library entry.
- 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 sign.
- 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.
- If first aid is required, please see medical surgery next door to the library.
- 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.
- An evacuation map is displayed in the library on the left of the entrance.

