

Access Key

Knox Library

Westfield Knox
Level 3
425 Burwood Highway
Wantirna South 3152
Phone: (03) 9800 6470
www.yourlibrary.com.au



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knox



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Glossary

AFFL	Above Finished Floor Level.
Your Library	Knox, Maroondah and Yarra Ranges municipal 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 Knox 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.
- 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](#).



COMMUNICATION BOARD

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



<p>Accessible Toilet</p>	<p>Booking</p>	<p>Deaf / Hard Of Hearing</p>	<p>First Aid</p>	<p>I Need Help</p>
<p>How Much?</p>	<p>I Want</p>	<p>Membership</p>	<p>Name / Phone Number</p>	<p>No</p>
<p>No English</p>	<p>Phone</p>	<p>Question</p>	<p>Quiet Place</p>	<p>Something is Wrong</p>
<p>Time</p>	<p>Toilet</p>	<p>Write it Down</p>	<p>Wi-Fi</p>	<p>Yes</p>

Did You Know?

- Knox Library is proudly supported by Knox City Council.
- Please click [here](#) to view Knox Connection, Access, Respect, Equality and Safety (Knox CARES) Strategy 2022 - 2027.
- Knox Library is located on Level 3, Knox Westfield 425 Burwood Highway Wantirna South.
- Membership is free of charge for all Victorian residents.
- For information on policies and procedures, call Your Library on 1300 737 277.
- 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](#).



Proudly supported by



Getting There

Knox Library is located off Burwood Highway, within Westfield Knox Shopping Centre, on level 3.

See Google Maps reference [here](#).

A bus interchange is located outside the main level two entrance at the southern side of the centre.

A taxi zone is located adjacent to the bus interchange.

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

For information on where Knox Library is located within Westfield Knox Shopping Centre, please see Shopping Centre [map](#).

A lift within the centre is available providing convenient access to the library. It is located beside Rebel Sport.

Westfield Knox offers complimentary wheelchairs and power shoppers for mobility-impaired customers. The wheelchairs and power shoppers are subject to availability. Please contact Westfield Knox [conciierge](#) to book your mobility equipment in advance to guarantee availability.



Parking

Knox Library is located within Westfield Knox Shopping Centre.

The most convenient parking for Knox Library is the Grey Carpark, entry 1 on Burwood Highway.

There is:

- General parking.
- Accessible parking bays located at all of the main shopping centre entry points.
- Parents with pram parking bays.



Welcome

Welcome to Knox Library.

We are open 7 days a week.

For opening hours, please refer to our [website](#) or phone (03) 9800 6470.



Entry

Entry into Knox Library is through double automated doors.

The customer service counter is located to the left of the 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 and magazines are available in the central lounge area located opposite 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 a name badge and a uniform shirt with Your Library logo.

Library staff are available to assist with any enquiries and bookings.

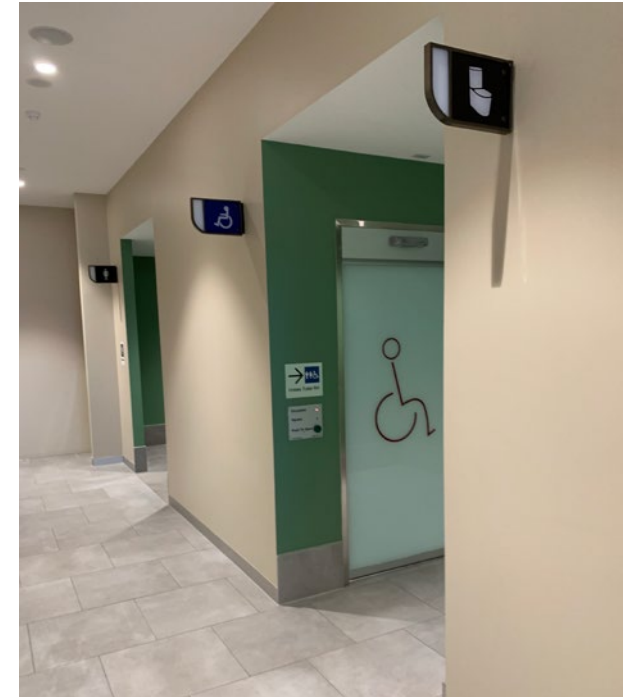


Toilets

Toilets are located inside the library and outside the library.

In the library there is a gender neutral ambulant toilet and unisex accessible toilet. Both have manual doors opening inward.

In the corridor outside the library there is an accessible toilet and mens and womens toilets.



Sensory Guide



Feel

Change in ground surfaces
Heating/Cooling
Shared personal space



Sounds

Echo
Faint music
Hand dryers
People
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection



Smells

Bathroom smells
Disinfectants

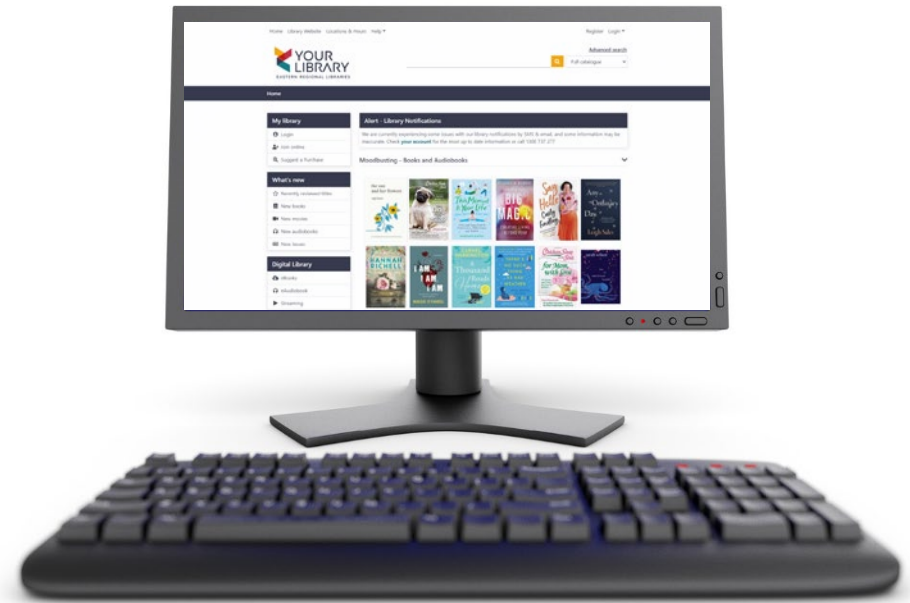
Library Collection

Knox 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.
- Chinese collection (adult and junior/fiction and non-fiction).
- Collection of games for PlayStation, Xbox, Switch and Nintendo Wii U on demand.
- [Online](#) resources available including eBooks, eAudio books and magazines

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.



Borrowing Items Self-Checkout Machine

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

Knox Library has three self-checkout machines at 1070mm AFFL. They are located together near the entrance facing the exterior walkway.

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 items 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 could incur a fee.



Program of Events

Knox Library provide a program of events including;

- Storytimes.
- Chinese Storytimes.
- School holiday activities.
- Author talks and book chats.
- Technology and eLearning.
- Family History with a dedicated staff member offering one on one sessions. Bookings are required. See [website](#) for details.
- 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

Knox 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.

Knox Library has 10 public computers. These can be booked for up to 1 hour which can be extended if there are no other library visitors waiting to access the computer. There are two computers located on an accessible, height adjustable desk. See staff for assistance.

Computer bookings are available [online](#) but are not required. Bookings can also be made over the phone. Call (03) 9800 6470.

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
People
Photocopier



Sights

Bright lights

Rooms Available

Rooms are available to be booked via [Your Library website](#)

- Knox Meeting Room 1 (Capacity 4)
- Knox Meeting Room 2 (Capacity 4)
- Knox Meeting Room 3 (Capacity 6)
- Knox Quiet Room (Capacity 2)
- Knox Study Pod 1 (Capacity 2)
- Knox Study Pod 3 (Capacity 2)



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Computers
People
Photocopier



Sights

Bright lights

Photocopying

A black and white or full colour photocopying service is available.

Credit is required to access photocopying or printing facilities. Alternatively staff can assist.

One photocopier/scanner is located near the customer service desk.

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/scanner is 1000mm AFFL.

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.

Scan your library card through the card reader.

Choose destination. Documents can be scanned to an email address or a USB.

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.

A notification will be displayed on screen once documents have been delivered to chosen destination.

Instructions are displayed on the control panel.



Sensory Guide



Feel

Heating/Cooling
Shared personal space



Sounds

Computers
People
Photocopier



Sights

Bright lights

Returning Items

Items can be returned in branch during opening hours.

A return chute at a height of 1010mm AFFL is located to the right of the customer service counter.

Items can also be returned out of hours. An out of hours return chute at a height of 1130mm AFFL is located outside of the library, to the right of the entrance.

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

An additional after hours return chute is available outside the Westfield entrance nearest to Aldi on Level 1.



Youth Hive

The Youth Hive is a space for young people aged 10-25 who live, work, study or have a connection in Knox. It is located inside the Knox Library.

You can read more about youth services programs at the Hive [here](#).



Storytime

Knox Library run Storytime sessions every week.

The duration of Storytime will vary depending upon the age of the children. Please refer to [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 and sometimes in the activity room. The Children's area is located directly across from the entrance. The Activity Room is located to the left of the Children's area.

First, families are welcomed into the Storytime 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.

There is no need to pre-book and 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
People



Sights

Bright lights

Accessibility

- Clear signage indicating entrance to the library.
- Low height customer service counter including a seat with backrest.
- Visual Communication Board at customer service counter.
- Pen and paper for exchanging information available at customer service counter.
- Staff available to read information to members if required.
- Direct access to accessible toilet within library.
- 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.
- Scooters and wheelchairs can be parked in the area outside the accessible toilet.
- Home services available to household residents within Knox, Maroondah and Yarra Ranges.
- Assistance animals welcome.
- Acceptance of Companion Cards.
- Use the National Relay Service to contact Knox Library on (03) 9800 6470. Find the right contact number or access point for your NRS channel of choice at communications.gov.au/accesshub/nrs. For help using the NRS, contact the NRS helpdesk: 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

- Flat, carpeted or tiled surfaces 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 signs.
- 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.
- Please be aware that there is no first aid equipment or defibrillator located within the library. Please see staff if any first aid is required so that they can contact centre security.
- 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. The nearest evacuation point to the library is bus bay area, Level 2, adjacent to Burwood Highway.
- An evacuation map is displayed at the main entrance on the pillar on the right hand side.

