

Pakenham Library and Community Hall



Corner John and Henry Streets, Pakenham

Phone: 5940 6200

Web: www.cclc.vic.gov.au/branches/pakenham



Cardinia Shire Council
Access Key

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In-document links – click underlined text to follow links.

AFFL – Above finished floor level

BYO – Bring your own

LibVic – Libraries Victoria is a consortium that provides shared services for libraries across Victoria

PIN – Personal Identification Number

TIS – Translating and interpreting service

TGSI – Tactile ground surface indicators. 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 the Pakenham Library and Community Hall.

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 [28](#).
- Safety information is located on page [29](#).
- Download Access Key in its entirety – 30 pages in total.



**Access
Ability
Australia**

Access Keys are designed and developed by Access Ability Australia.

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 Pakenham library and community hall communication board with you to ensure confident communication.
March 2021 V1



Membership

Meeting rooms

How much?

Wi-Fi

Fully accessible toilet

Toilets

Drinking fountain

Phone

Parking

Taxi

First Aid

Question

I don't speak English

I need help

Ambulance

Police

Playground

Time

Yes

No

Did you know?

- Pakenham Library and Community Hall is a shared facility that includes the Pakenham Library, [bookable community spaces](#) as well as the Pakenham U3A Club.
- Pakenham Library is proudly owned by Cardinia Shire Council and the service is provided by Casey Cardinia Libraries.
- Pakenham Library is part of the Casey Cardinia Libraries group.
- All Casey Cardinia Libraries are a part of the [Library Victoria consortium](#) network.
- Library membership is free of charge. For information on membership terms and conditions, please visit [Casey Cardinia Libraries](#).
- View the [Pakenham Library Code of Conduct](#),
- For information about library policies and procedures please [contact](#) the library.
- [Cardinia Shire Council's Access and Inclusion Policy and Action Plan](#) can be found on the Cardinia Shire Council website.

Pakenham Library Services

- 4-week loans with no limit on number of items for books, audiobooks 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 supplier.
- Unlimited downloads of e-magazines.
- Unlimited music streaming and up to 5 mp3 downloads per week via [Freegal](#). Log in using your library membership details.
- Stream up to 10 movies per month using Kanopy. Please visit our [Casey Cardinia Libraries](#) for instructions.
- Titles available in a range of languages, see staff to check if your language is available.
- View the library [catalogue](#).
- A home library service is available for those who have difficulty visiting the library. Visit [Casey Cardinia Libraries](#) for more information and to find out if you are eligible.
- [Library At Home](#) service available.
- Computers and colour printing are available.
- Free Wi-Fi.
- [Bookable meeting room](#) with tea and coffee amenities and 40-person seated capacity is available. Please be advised patrons are required to BYO tea and coffee ingredients.
- [Home delivery service](#).
- [Click and collect service](#).
- Casey Cardinia Libraries operates a range of book groups at its branches. [Information and registration](#).
- Guided school tours are available, please call 5940 6200 or 1800 577 548 to arrange bookings. Casey Cardinia Libraries offer a range of fun, free and exciting events. Bookings are essential for most events. For bookings and a guide to what's on visit [Casey Cardinia Libraries](#).

- Members may borrow or return items to any LibVic library throughout Victoria.
- All library services are available via the [Casey Cardinia Libraries App](#) – available via Apple App store and Google play store.
- To provide feedback to Pakenham Library please see the [contact us page](#) on the library website or visit in branch.





Getting there

Pakenham Library and Community Hall is located on the corner of John Street and Henry Street, Pakenham.

See Google Maps reference [here](#).

Click [here](#) for information on bus routes

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



Parking

The most convenient parking for the Pakenham Library and Community Hall is located in a designated car park off John Street, directly outside the entrance to the centre.

There are:

- four accessible parking bays located approximately 30m away from the entrance to the centre
- general parking with no restrictions.

Diagonal street parking is also available on Henry Street.



Welcome

Welcome to Pakenham Library and Community Hall.

For library opening hours and contact details please phone 5940 6200 or visit [Casey Cardinia Libraries](#).

For further information on the Community Hall please call 1300 887 624 or visit [Cardinia Shire Council](#).

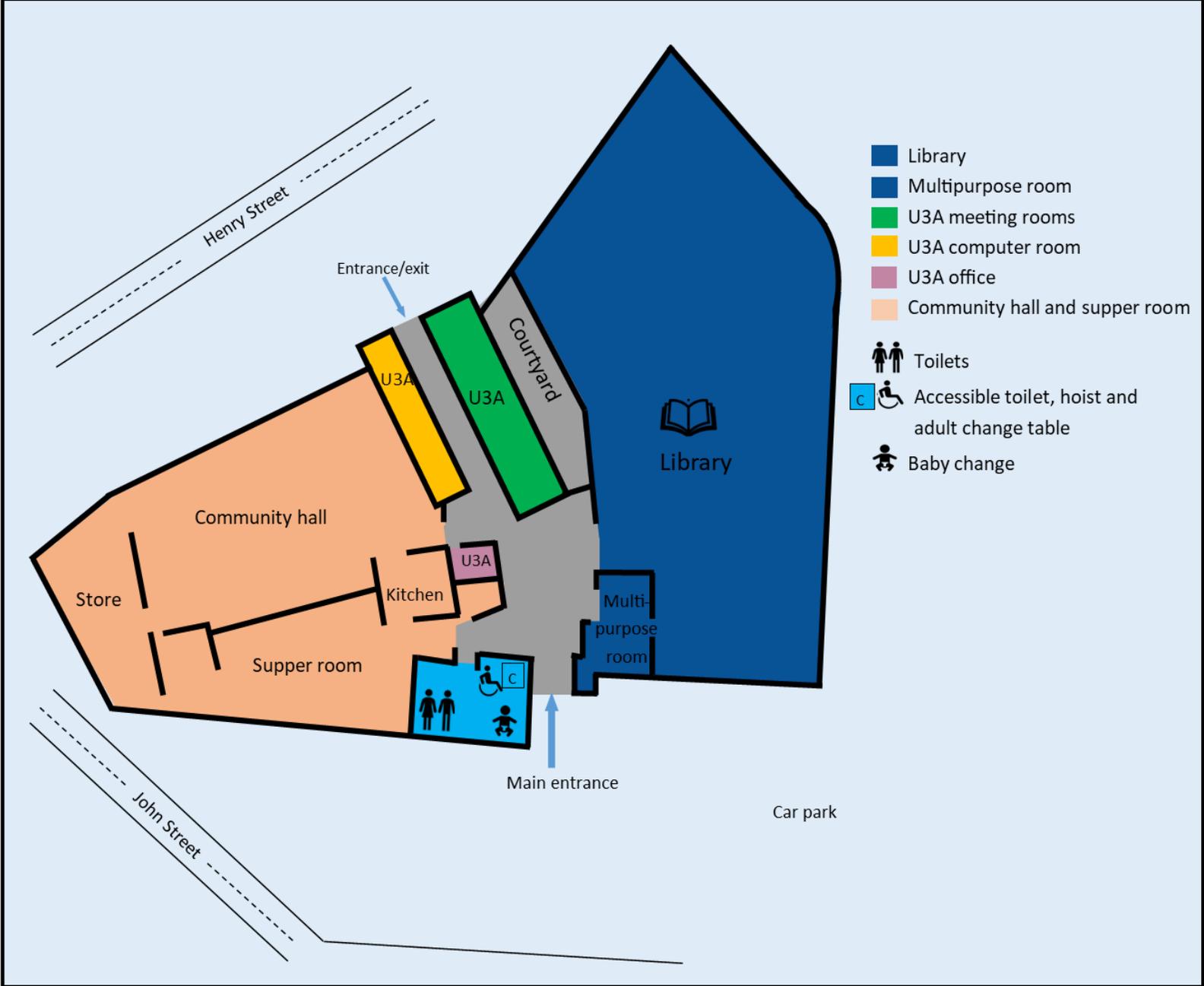
For further information on the U3A Club, please email u3a_cardinia@outlook.com.

There is an undercover area directly outside the John Street car park entrance to the centre.

Entry and map

Entry from John Street car park entrance into the centre is via two sets of automated doors, both with a clearance of 990mm.

A secondary entrance is also available on Henry Street. Access is via 2 sets of automated doors with a clearance of 990mm.



Toilets

Pakenham Library and Community Hall has one set of public toilets.

Location: After John Street entry, on the left-hand side of the main foyer.

Includes:

- unisex, fully accessible toilet with sensor lighting
- push button operated sliding door opening. Button operating height 940mm AFFL. Door clearance of 950mm. Automated Push Button lock. Button operating height 960mm AFFL
- cubicle space 4,200mm x 2,900mm
- grab bars to the right and behind toilet
- toilet height 450mm AFFL with right-hand transfer
- sink height 800mm AFFL with lever tap 950mm AFFL
- Arjo Maxi Sky ceiling hoist with hoist/carry bar with maximum load 272kg
- non-fixed adult change table
- baby change area
- separate male and female toilets are down a hallway.



Sensory guide



Feel

Change in ground surface
Heating/Cooling
Shared personal space
(excl accessible)



Sounds

Echo
Hand dryers
People
Toilet flushing
Water running



Sights

Bright lights
Mirror/Reflection
People (excl accessible)



Smells

Air freshener
Bathroom smells
Disinfectants

Library entrance

The entrance to the library is located on the right-hand side of the foyer when entering from John Street.

On arrival, visitors must register via a QR code before entering the library. Customers without a mobile device can register at the library service desk.

Entry into the library is via a set of glass automated doors with a clearance of 1,640mm.

Library reception is located directly ahead of the entrance.

Staff are available to provide assistance with any enquiries or bookings and assist with payments or provide directions.

There is a visual communication board at reception to support confident communication. See [page 4](#).



Sensory guide



Feel

Change in ground surface
Heating/Cooling



Sounds

Echo
People



Sights

People

Library staff

Library 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.





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 participating LibVic Libraries throughout Victoria. Look for the LibVic logo at other participating branches.

You can sign up online or visit in branch for a full library membership.

Online membership

Online membership allows you to place holds online and access the library's subscription

e-resources. However, it does not allow you to borrow or use library computers. When you come into the library you can upgrade to full membership.

Sign up for online membership [here](#).

Full library membership

Full library membership is issued in branch. Identification is required to sign up for full membership.

Limited membership, with restricted borrowing, is available for those who cannot provide identification.

Applicants under the age of 18 must have their application signed by a parent or guardian.

A library card will be given with each membership and access to a virtual barcode is available through the [App](#).

PIN numbers are generated with each new membership. PIN numbers can be changed. See staff for assistance.

Library collection

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

- books (fiction and non-fiction)
- large print books
- audio books
- bi-lingual picture books
- magazines
- DVDs
- DVDs, magazines and books in a range of languages. See staff to check if your language is available
- e-books, e-magazines, e-audiobooks, online movies, music and learning resources all through our e-collection
- Daisy player
- sustainable home audit kit
- laptop and desktop computers.

All items are catalogued. A library catalogue is a register of items. There are 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 will automatically renew twice if you have provided an email address unless they are reserved by another member or are too far overdue.

Items can also be renewed [online](#) through the library website or via the app. Membership details and password are required



Borrowing items at the self-checkout machine

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

Pakenham Library has three self-checkout machines located directly to the right on entry. You can select other languages in the self-checkout machine.

To borrow items

1. Tap the screen and select borrow.
2. Scan your library barcode.
3. Place item on the marked area, facing either way. If borrowing multiple items, place all items on marked area 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 to 'Finish without receipt', 'Finish with receipt' or 'Email receipt'.

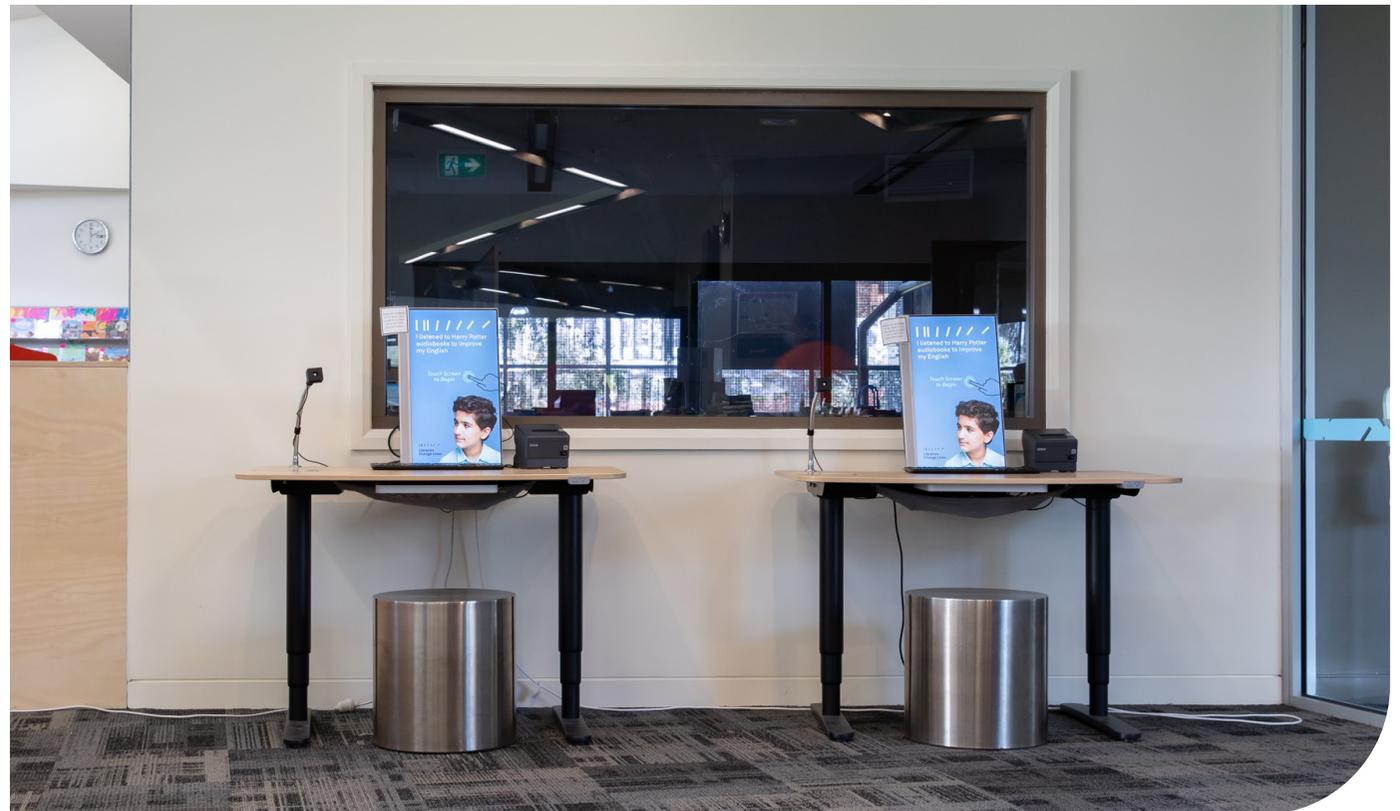
To renew items

1. Tap the screen and select renew.
2. Scan your library barcode.
3. Select '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 to 'Finish without receipt', 'Finish with receipt' or 'Email receipt'.

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 on hold for you.



Borrowing items at the customer service counter

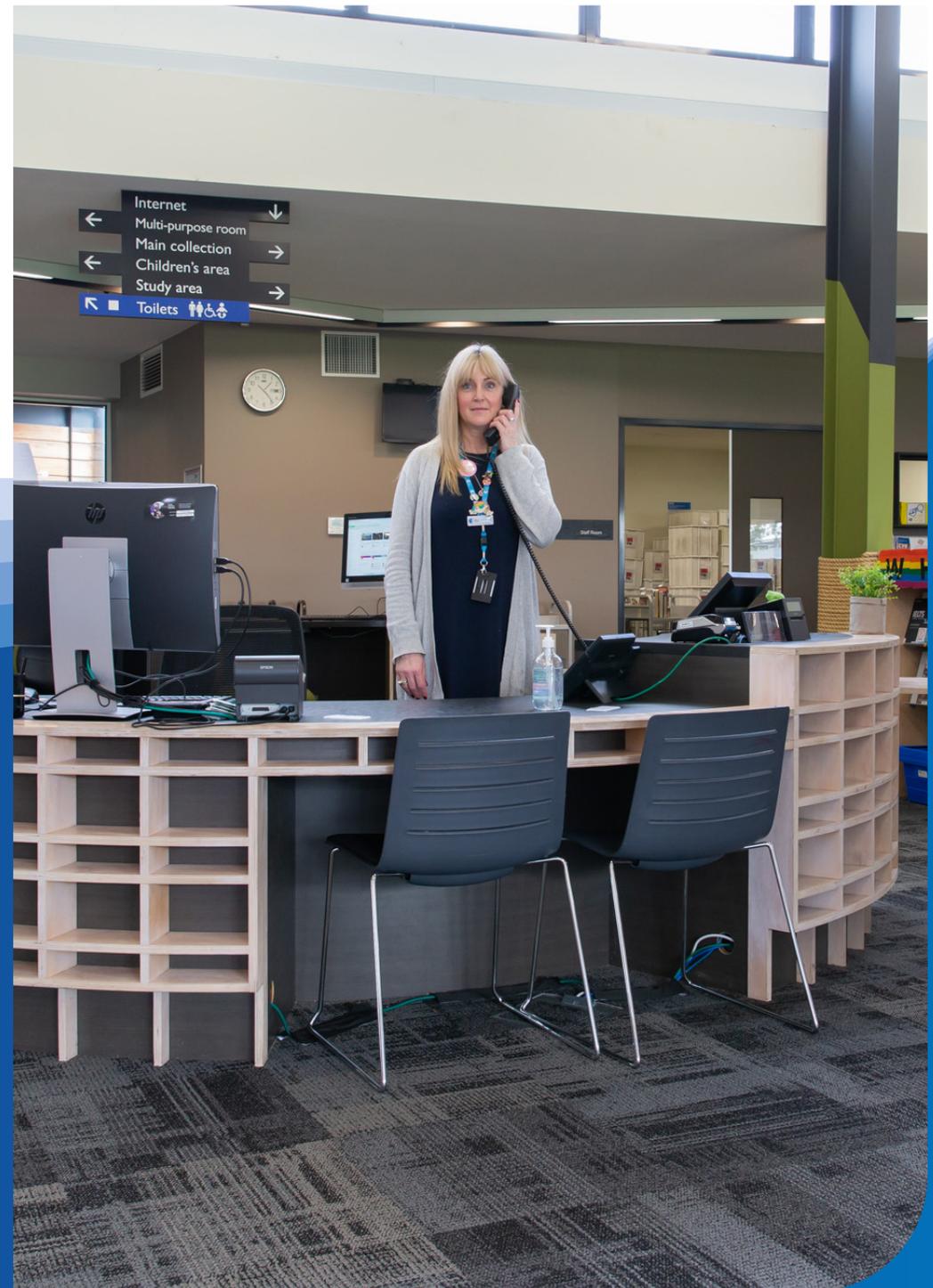
Items can be borrowed at the customer service counter. Membership card or identification details is required.

For information on borrowing please visit [Casey Cardinia Libraries](#).

Members who have overdue items will have their borrowing rights restricted.

Damaged or lost items incur a fee.

If you encounter any issues with your borrowing or returning, please contact the library for assistance.





Library program of events

Pakenham Library provides a program of events including:

- preschool programs
- after school and holiday activities
- young adult events
- author talks
- technology and e-learning
- health and wellbeing events
- libraries after dark.

Staff are on hand to provide assistance.

To search for a program or to find out what's on, members can pick up a Seasonal Events booklet in branch or visit [Casey Cardinia Libraries events](#). Online bookings can also be made [here](#). Visitors can also phone 5940 6200 or 1800 577 548.

Library services

Pakenham Library offers a range of services for members.

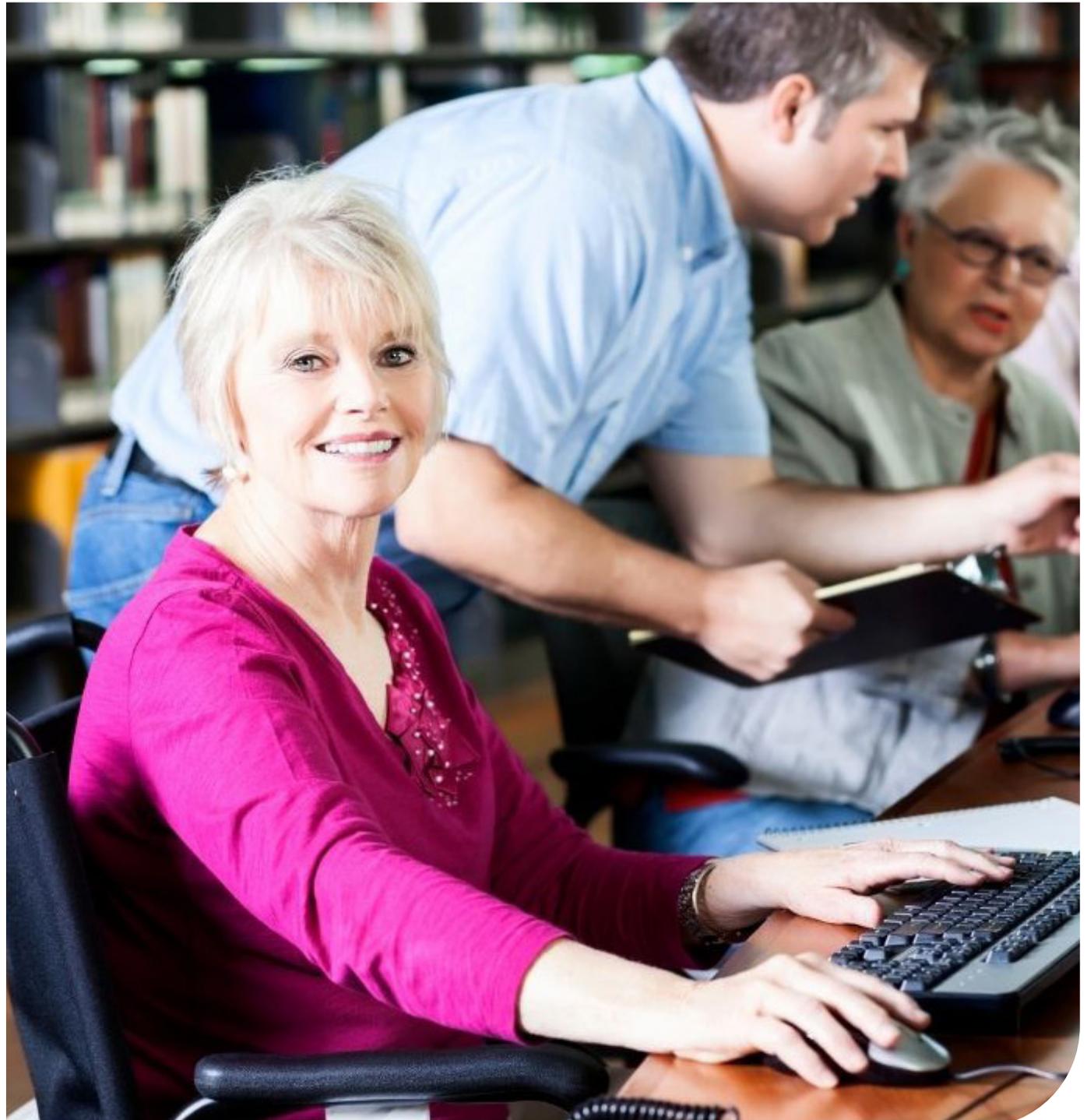
Membership is required to access most services.

Library services include:

- computers
- adding credit to a membership
- printing
- photocopying
- scanning.

Printing and photocopying incur a fee.

These services are paid for using library membership with a credit balance.



Library computers

Computer use and Wi-Fi is free with membership.

Pakenham Library has 12 computers available. Bookings are available online via [Casey Cardinia Libraries](#) but are not required. Bookings can also be made over the phone. Call 5940 6200 or 1800 577 548. Bookings are made for one hour at a time. Bookings can be extended three times up to maximum of four hours per day.

Computer chairs with backrests are available.

Computer use

1. Members are required to log in to computers with their library barcode number and password.
2. Members are asked 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. Click on the timer to extend your computer time.

To log into the free Wi-Fi

1. Select Public_Wifi.
2. Enter library card number and password.
3. You will be directed to the 'terms and conditions' page.
4. Tick the box which says you agree to the 'terms and conditions'.
5. Select 'Connect'.

Basic technical support can be provided.




Feel
Heating/Cooling
Shared personal space


Sounds
Computers
People
Photocopier/Printer
Video games


Sights
Bright lights

Adding credit to a library membership

The Money loader machine is used to add credit to a membership. It is located in the centre of the library, next to the printer.

To add money to your membership card

1. Add balance.
2. Select 'enter account ID.'
3. Scan card, select 'next'.
4. Insert coins or notes.
5. Select 'accept' and proceed.

Please see staff if you need change or would like to add money to your library card using EFTPOS.

The Money loader machine does not accept 5c coins.



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
People
Photocopier/Printer



Sights
Bright lights

Library printing

Every computer is linked to the library printer. Documents can also be printed from a USB. Printing incurs a fee. If needed, add printing credit to your card before releasing your printing at the printer. This can be done at the money loader near the printer (cash only), or at the customer service desk.

If printing from a library computer

1. Scan your card at the printer.
2. Enter your PIN/Password and press 'OK'.
3. Select 'My Print Jobs'.
4. Select the document you would like to print and then press 'Print', or if you have multiple documents to print at once press 'Print All' and then press 'Yes'.

If your document does not appear, see staff for assistance.

If printing from a USB

1. Scan your card at the printer.
2. Enter your PIN/password and press 'OK'.
3. Select 'Use Copier'.
4. Insert your USB on the side of the printer and wait a few seconds for the USB menu to appear.
5. Select 'Print a document from external memory'.
6. Select the document you would like to print.
7. Select 'Print'.
8. Select the print colour (black and white or colour), the paper size (A3 or A4), 1-sided or 2-sided and the number of copies (using the keypad).
9. Press the start button to print the document.

Remember to remove your USB when you have completed your printing.



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
People
Photocopier/Printer



Sights
Bright lights

Library photocopying

Photocopying incurs a fee. If needed, add printing credit to your card before photocopying. This can be done at the Money loader by the printer (cash only), or at the customer service desk.

A black and white or full colour photocopying service is available.
Library paper only to be used.

1. Scan library card.
2. Enter your PIN/password and press 'OK'.
3. Select 'Use Copier'.
4. Select 'Copy'.
5. Position your document face down on the glass, or if scanning A4 pages you can place them face up in the feeding tray on top of the photocopier.
6. Select the print colour (black and white or 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, remember to remove copies and originals and log out.
9. Instructions are displayed on the control panel.



Sensory guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
People
Photocopier/Printer



Sights
Bright lights

Library scanning

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

Scanning to email

1. Scan library card.
2. Enter your PIN/password and press 'OK'.
3. Select 'Use Copier'.
4. Select 'Scan'.
5. Select 'Email'.
6. Enter the email address you would like the scanned document to be sent to. Please note, press the shift key to access the @ symbol.
7. Select 'OK'.
8. Position your document face down on the glass, or if scanning A4 pages you can place them face up in the feeding tray on top of the photocopier.
9. Select the scan colour (black and white or colour), the document size (A3 or A4) and the file type (for example, PDF).
10. Press the start button to scan the document.
11. If scanning multiple items at one time, you can select the same email address by selecting Job History and then tapping on the email address from the list. See staff for assistance if needed.

Scanning to a USB

1. Scan library card.
2. Enter your PIN/password and press 'OK'.
3. Select 'Use Copier'.
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, or if scanning A4 pages you can place them face up in the feeding tray on top of the photocopier.
7. Select the scan colour (black and white or 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.

Instructions for use are displayed next to the scanner.



Sensory guide



Feel
Heating/Cooling
Shared personal space



Sounds
Computers
People
Photocopier/Printer



Sights
Bright lights

Returning items to the library

Items can be returned in branch during opening hours.

A return chute is located opposite the self-checkout machines within the library at a height of 1,100mm AFFL.

Items can also be returned out of hours.

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 foyer entry doors when facing the entrance at a height of 1,200mm AFFL.

Members can choose to register for notifications. If registered to receive notifications, Casey Cardinia Libraries will notify members of holds and overdues by your membership preference either email, SMS or phone. SMS notifications are sent once items are overdue.

Items can also be returned to any Casey Cardinia Library or a library belonging to the [Libraries Victoria Network](#).



Internal return chute



External return chute

Community services

A range of free community services are available at Pakenham Library.

These include:

- Justice of the Peace
- free legal advice
- job clubs
- community housing support
- [grow, mental wellbeing programs.](#)

If you have any questions about these services, please call 5940 6200 for assistance from a staff member.





U3A Club

Pakenham Library and Community Hall is also home to the Pakenham U3A Club. The U3A rooms are located in the hallway that leads towards the Henry Street exit.

Each U3A Club is a community organisation which promotes health and wellbeing by sharing educational, creative, leisure and social activities provided by their own members and volunteers.

A small membership fee is payable to enable Cardinia U3A to cover costs and offer a range of free or low-fee classes, clubs and groups.

There are a range of courses available for learners of all abilities.

A variety of regular events are hosted by U3A.

A photography club is available.

Kitchen facilities are available. Entry is via manual door opening inward with a clearance of 850mm.

Toilets are located in the centre foyer.

For further information, membership or enquiries, please visit [U3A Cardinia](#) or phone 5941 4164.

Bookable spaces

The Pakenham Library and Community Hall has a range of bookable spaces.

The Supper Room is located after entry, on the left. Access is via manual double doors opening inward with a clearance of 1,760mm.

The Community Hall is located directly opposite the library entrance. Access is via manual double doors opening inward with a clearance of 1,820mm.

The rooms can be partitioned by a removable wall.

Visit [Cardinia Shire Council](#) website for further information on the Supper Room and Community Hall.

The library offers a bookable multipurpose room. Access from the main foyer is via a manual door opening inward with a clearance of 890mm. This can be made into a double door with a clearance of 1,790mm.

Access from the library is via a sliding door with a clearance of 2,480mm.

Visit [Casey Cardinia Libraries](#) for further information on the library multipurpose room.

Room hire fees apply. Enquire when booking

Toilets are located in the foyer.



Supper Room



Community hall

Inclusions and requirements

350 chairs with backs and no armrests
3 piece stage
20 round tables and 30 trestle tables

Commercial kitchen
2 ovens and hotplates
2 fridges
Microwave and dishwasher
Steel benchtops
No pots and pans
4 large bins

Crockery, cutlery and glassware available for hire.

Hirers do their own setup and pack up after event. Our cleaners will clean before a function and do a general clean after each event.

There is a bin enclosure in the car park for recycle and hard waste to be disposed of by hirers.

Supper Room and hall both have a small kitchenette with a sink and drinks fridges.

There is also a glass dishwasher in the Supper Room and glass dryer in the hall.

A bond is required and is refunded after the event provided the premises is left clean and all rubbish is removed and furniture stored correctly in the store room.

Trestle tables and round tables are stored on trolley for easy access and moving of furniture.

There are also 2 chair trolleys for moving chairs.

Accessibility

Library

- Phone and internet booking system.
- [CCLC's website](#) is accessible.
- Main foyer couch seating and low height chairs with backs and armrests.
- Main foyer with drink tap at an operating height of 850mm AFFL.
- Library reception desk at a height of 900mm AFFL. An additional low height service desk with a knee clearance height of 650mm AFFL is also available.
- Pen and paper for exchange of information at library reception.
- Staff available to read information to patrons if required.
- A phone interpreter service is available through TIS National. Speak to staff for assistance.
- Wide internal walkways.
- Clear space between furniture to manoeuvre a mobility aid.
- Walkers and push wheelchairs available for loan within the library,
- Please note there is no dedicated area to store mobility aids, however they can be left in the main foyer.
- Reading desk in the children's section with a knee clearance of 650mm AFFL.
- Children's furniture in the children's section.
- Computer desks with a knee clearance of 680mm AFFL. Additional height adjustable computer desks are also available.
- Computer chairs with backrests.
- Gaming section with couch seating.
- Study tables with a knee clearance of 720mm AFFL are available.
- Money loader operating height of 1,450mm AFFL.
- Printer/photocopier/scanner operating height of 1,150mm AFFL.
- Self-serve checkout machine operating height of 1,300mm AFFL.
- All chairs with backrests.
- Laptops and computers for loan.

Community Hall

- Kitchen bench height of 900mm AFFL.

U3A Club

Meeting rooms

- Entry via sliding door with a clearance of 930mm.
- Trestle tables and chairs with backrests.
- Sink height of 910mm AFFL.

U3A meeting room

- Entry via manual door opening inward with a clearance of 1,060mm.
- Chairs with backrests and office meeting table with a knee clearance of 700mm.

Computer rooms

- Entry via manual door opening inward with a clearance of 880mm.
- Computer chairs with backrests and desks with a knee clearance of 700mm.

Music room

- Entry via manual door opening inward with a clearance of 960mm.
- Chairs with backrests and office meeting table with a knee clearance of 700mm.



Safety

- John Street glass entry doors and library entry doors with wide solid glazing contrast band at 945mm to 1,020mm AFFL.
- Library internal glass windows with wide solid glazing contrast band at 945mm to 1,020mm AFFL.
- All library staff have Working with Children's Checks.
- Children's furniture and beanbags in the library may be scattered throughout the children's section and may pose a trip hazard.
- Library trolleys may be positioned in library walkways.
- See library staff for Covid-19 safe plan.
- Children must be supervised at all times.
- Some furniture does not offer contrast to walls and floor.
- U3A Club meeting room windows no contrast.
- All visitors are asked to move through the centre in an orderly manner, walking only.
- Flat surface throughout.
- Defibrillator located in main foyer.
- In the event of an emergency, staff will help and direct members and visitors. If there is to be an evacuation, visitors will be directed to the nearest exit and designated assembly area.
- [Council services during COVID-19](#)



Cardinia Shire Council

Civic Centre
20 Siding Avenue, Officer

PO Box 7
Pakenham 3810

Phone: 1300 787 624
Email: mail@cardinia.vic.gov.au
Web: www.cardinia.vic.gov.au

National Relay Service (NRS)

TTY: 133 677 (ask for 1300 787 624)
Speak and Listen (speech-to-speech relay):
1300 555 727 (ask for 1300 787 624)



Translator Interpretation Service

131 450 (ask for 1300 787 624)

