

# Using a Computer at Hastings Library



## Social Story

Updated February 2025  
V1.0

[ourlibrary.mornpen.vic.gov.au](http://ourlibrary.mornpen.vic.gov.au)  
*Ideas. Information. Inspiration.*



## Acknowledgement

Mornington Peninsula Shire acknowledges the Bunurong people, who have been the custodians of this land for many thousands of years; and pays respect to their Elders past and present. We acknowledge that the land on which we meet is the place of age-old ceremonies, celebrations, initiation, and renewal; and that the Bunurong people's living culture continues to have a unique role in the life of this region.



# Guidelines



Thank you for choosing to use a Social Story written for Hastings Library.

This Social Story is suited for a person who may live with autism spectrum disorder, a language disorder, social communication difficulties and/or a cognitive delay/disability.

For your Social Story to be successful, we recommend you follow these guidelines.

- Read Social Story often and preferably two weeks in advance of visit.
- Social Story to be read and shared in an environment free of distractions.
- Be calm, comfortable and honest when reading a Social Story.
- Help the participant comprehend key points and consistently monitor for level of understanding.
- Once the visit has taken place, revisit the Social Story to celebrate success.

Mornington Peninsula Shire hereby acknowledge the support and assistance provided by [Access Ability Australia](#) in helping to prepare this Social Story.

We express our sincere appreciation to Access Ability Australia for their pivotal role in assisting Mornington Peninsula Shire to highlight its commitment to accessibility and inclusion. Their expertise and support have played a vital role in ensuring that Hastings Library is welcoming to all individuals in our community.

# Accessibility

- Three accessible parking spaces in carpark behind library; two accessible parking spaces in Salmon Street, left of library.
- General parking in carpark behind library. No restrictions. Street parking in front of library restricted to 30 minutes.
- Ramp entry into library. Ramp with handrail on one side. No TGSi at top or bottom.
- Outside entry with undercover area.
- Entry to library is through two sets of glass, automated sliding doors.
- Visual communication board to support customer communication.
- Security partitions in front of entry doors.
- Library floor surface – short pile carpet and tiles (toilet area).
- One all-gender accessible toilet with baby change.
- Three women/girls toilets and one mens/boys toilet (no ambulant).
- All toilets are located in entry foyer, between the two sets of entry doors.
- Food and drink permitted in library.
- Water fountain in entry foyer.
- Information desk with wheelchair accessible counter.
- A variety of seating including adjustable chairs on wheels.
- Large print materials available.

## Libraries Victoria app

The [Libraries Victoria app](#) is a handy way to keep your library account up to date, access library resources and find out about upcoming events.

Use the app to:

- Keep a digital copy of your Mornington Peninsula Libraries membership card
- Keep track of your current loans and renew your items
- Search our catalogue
- Place holds and check their status
- Link your family's accounts and store multiple Mornington Peninsula Library cards in one convenient location
- Scan the ISBN barcodes of books you find in stores or other libraries to see if we hold them at our library.

## Self-Serve Kiosks

Self-serve kiosk home screen features an accessibility button at bottom centre. Accessibility options include:

- **Lowered instructions.** Lowered instructions make it easier for people to understand instructions and follow along
- Enlarged font selection
- Verbal instruction mode for spoken guidance
- "English" button on bottom left allows language selection.
- Mornington Peninsula Shire is Relay Service friendly.

- Free Wi-Fi.
- External return chutes are outside the front of the library, to the right. Items need to be scanned for chute to open.
- Large return shelf inside the library, on the left. Signed with "Return your Books Here".

## Computer Accessibility

A modified keyboard is available with large yellow keys and black lettering.

Users that require advanced accessibility on library computers can use ChromeVox. ChromeVox provides spoken feedback to navigate web pages.

You can turn ChromeVox on or off from any page by pressing Ctrl + Alt + z.

To enable ChromeVox on library computers:

1. Open the Chrome browser and go to Settings.
2. From there, select "Advanced," then "Accessibility,"
3. Under the "Accessibility" section, toggle the ChromeVox option to enable it.

To enable ChromeVox on library tablets:

1. Press and hold the Volume down + Volume up buttons for 5 seconds.
2. While holding the buttons, you'll hear a sound to indicate it's working.
3. Keep holding the buttons, then ChromeVox will start speaking.

# Sensory Guide

A sensory guide helps people understand what they might feel, hear, see or smell.

It's useful for people who are sensitive to sensory experiences, such as those with autism spectrum disorder or sensory processing disorder.

This guide can be helpful in preparing for new or challenging situations.



## At Hastings Library, I might:

### Feel

- Change in ground surface
- Enclosed spaces (Junior and Young Adult Sections, Magazines and DVDs)
- Heating/Cooling
- Shared personal space

### Hear

- Alarms beeping (security partitions)
- Children playing, singing and clapping (Storytime sessions)
- Computers
- Heating/Cooling
- Library trolleys rattling
- Photocopier/Printer
- Scanner beeps (self-serve kiosk/borrowing books)
- Telephones
- Traffic

### See

- Digital screens
- Glare

### Smell

- Food/Drink



# Communication Board

## Hastings Library

This communication board uses symbols to share wants, needs, and thoughts, assisting individuals with communication challenges.

An example; first, we will go to the toilet, then we will go to the computer.  
Ways to use communication boards:

1. Point to symbols to convey messages.
2. Speak in full sentences pointing to assist board users.
3. Read words aloud while pointing, allowing partners to respond with "yes" or "no."
4. Encourage others to support communication difficulties by using the board.



FIRST NEXT THEN

Yes	Accessible parking 	Accessible toilet 	Deaf/Hard of hearing 	EFTPOS 	Emergency 
No	First Aid 	Headphones 	How much? 	Large print 	Library activities 
Help	Membership 	Nappy change area 	Printer 	Public computer 	Question 
I want	Receipt 	Reception 	Recharge station 	Social Story 	Storytime 
Something is wrong	Talking books 	Toilet 	Wi-Fi 	Write it down 	
Where is					

I am going to Hastings Library to use a computer.

I need to be a library member to use a computer.

If I am not a library member, I can ask for a temporary membership if I am over 16 years of age.

A temporary membership means I can use the computers but cannot borrow any library items.



I can ask for a temporary membership from library staff at the information desk.

The information desk is in the middle of the library.

Staff will be wearing lanyards and name tags.





If I am aged under 16, I need my guardian's permission to use the computers.

Staff at the library can tell me if my guardian has given permission.



I do not need to book to use a computer at Hastings Library.

However, if I want to make sure that there is a computer available for me to use, I can book by:

- going [online](#)
- calling the library on (03) 5950 1710
- going to the library and speaking with a library staff member.



There are two areas in the library with computers.

The children's area has four computers.

The teenage and adult area has eleven computers.

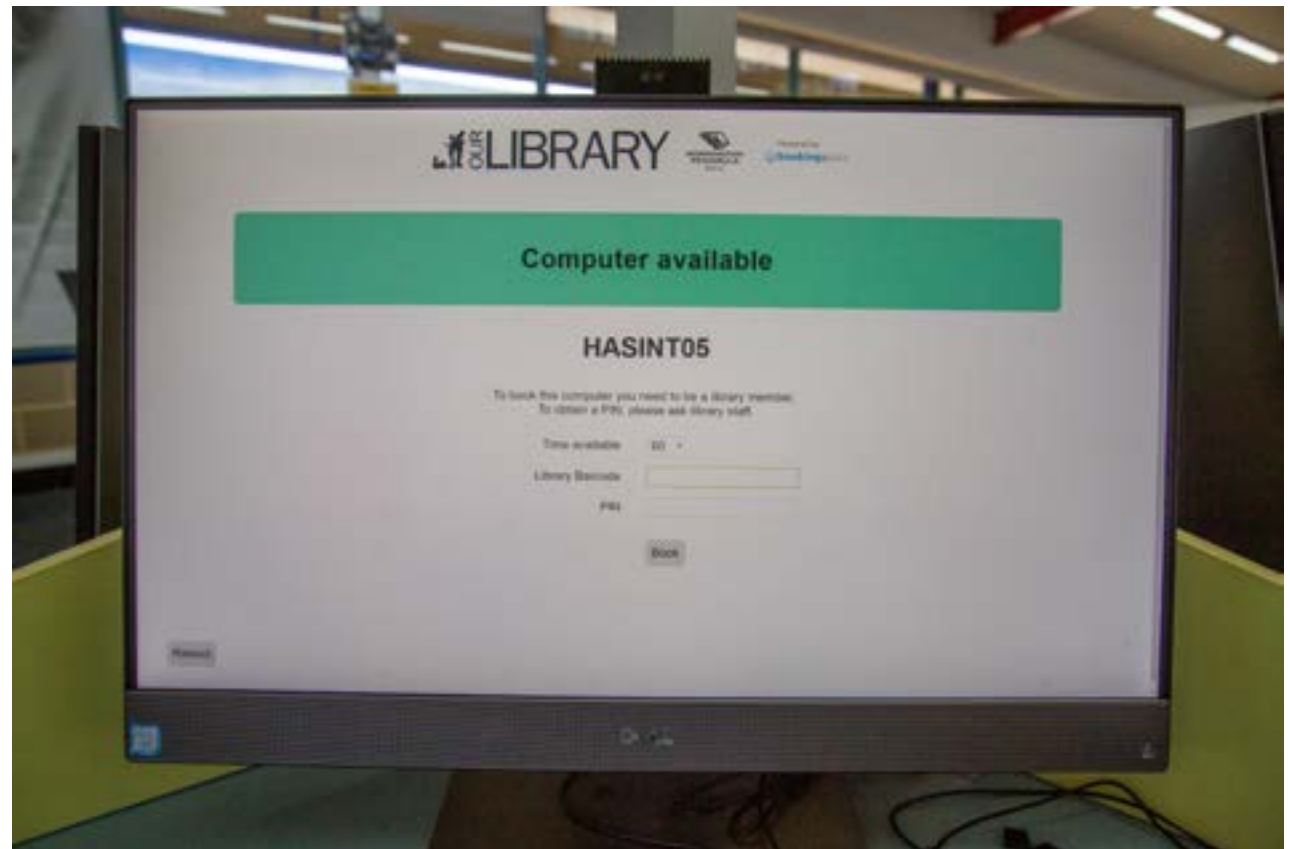


First, to start using the computer, the computer screen will ask me to enter the barcode numbers on my library card or temporary card.

To enter the numbers, I can use the mouse and keys on the keyboard.

Next, I will need to enter my 4-digit pin code.

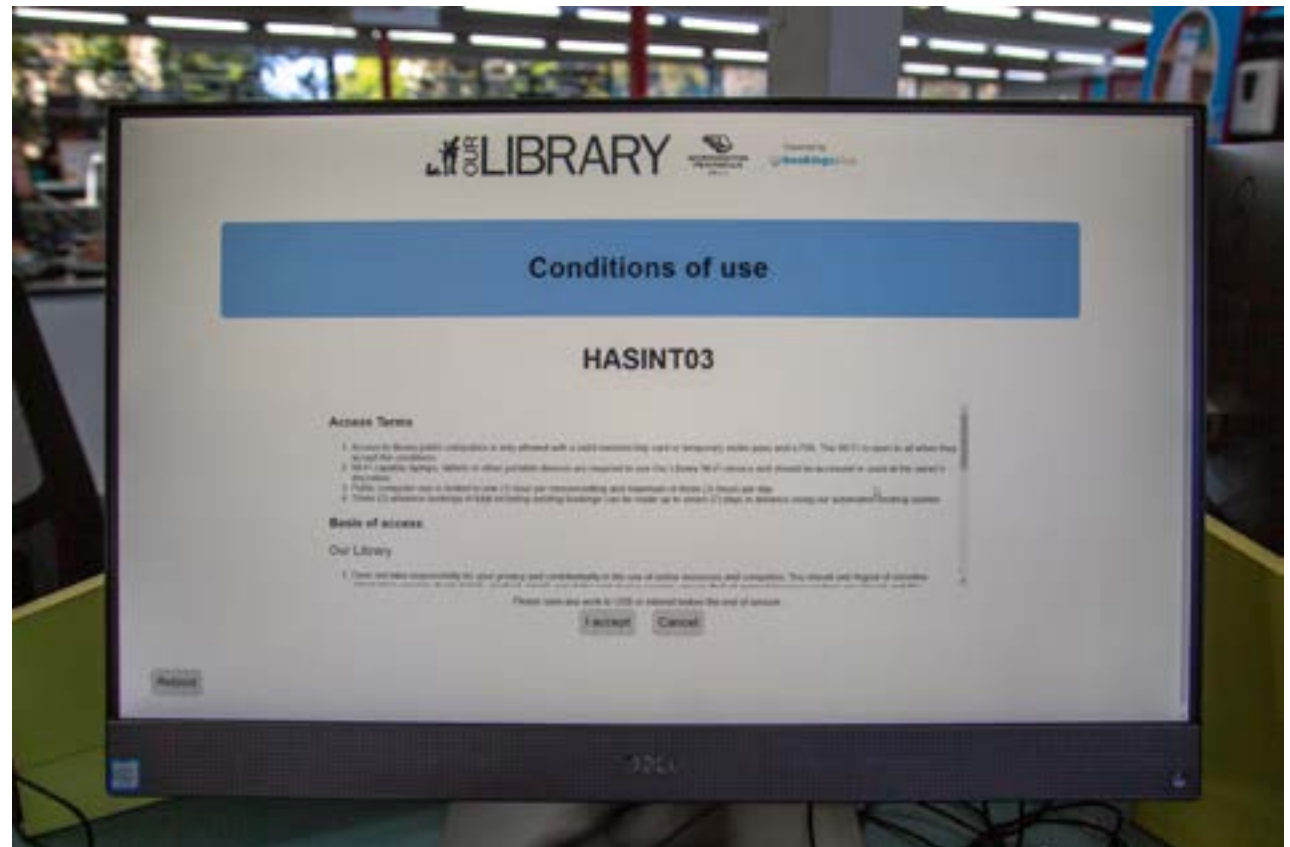
If I forget my pin code, staff can help me set up a new one.



Next, I will need to read and agree to the Terms and Conditions.

These are a list of rules about computer use at Hastings Library.

I can use the computer mouse to click on the “I accept” tab.



Then, the Windows desktop screen will be on the computer.

I might see icons on the screen.

Icons are small pictures or symbols that show computer applications and programs.

Clicking twice on the icons will open the applications and programs.



I can also click on the start button in the bottom corner of the screen, on the left.

This will open a menu, where I can find all the applications and computer programs available.



I might choose a web browser.

A web browser allows me to search the internet.





I will try to wear headphones while I watch videos or play games on the computer.

This is a good idea, so I do not disturb other computer users.

I can use my own headphones or I can borrow them from the information desk.



On the computer, I can also:

- use a USB stick to open a file
- print A4 or A3 documents from the computer. (There is a fee for printing).

Library staff can help me.



If I need to leave the computer, I can lock the screen.

Locking the screen stops anybody else from using the computer while I am gone.

There is a “lock screen” tab inside a window on the bottom right-hand side of the computer screen.

This window also tells me how much time I have left in my computer session.

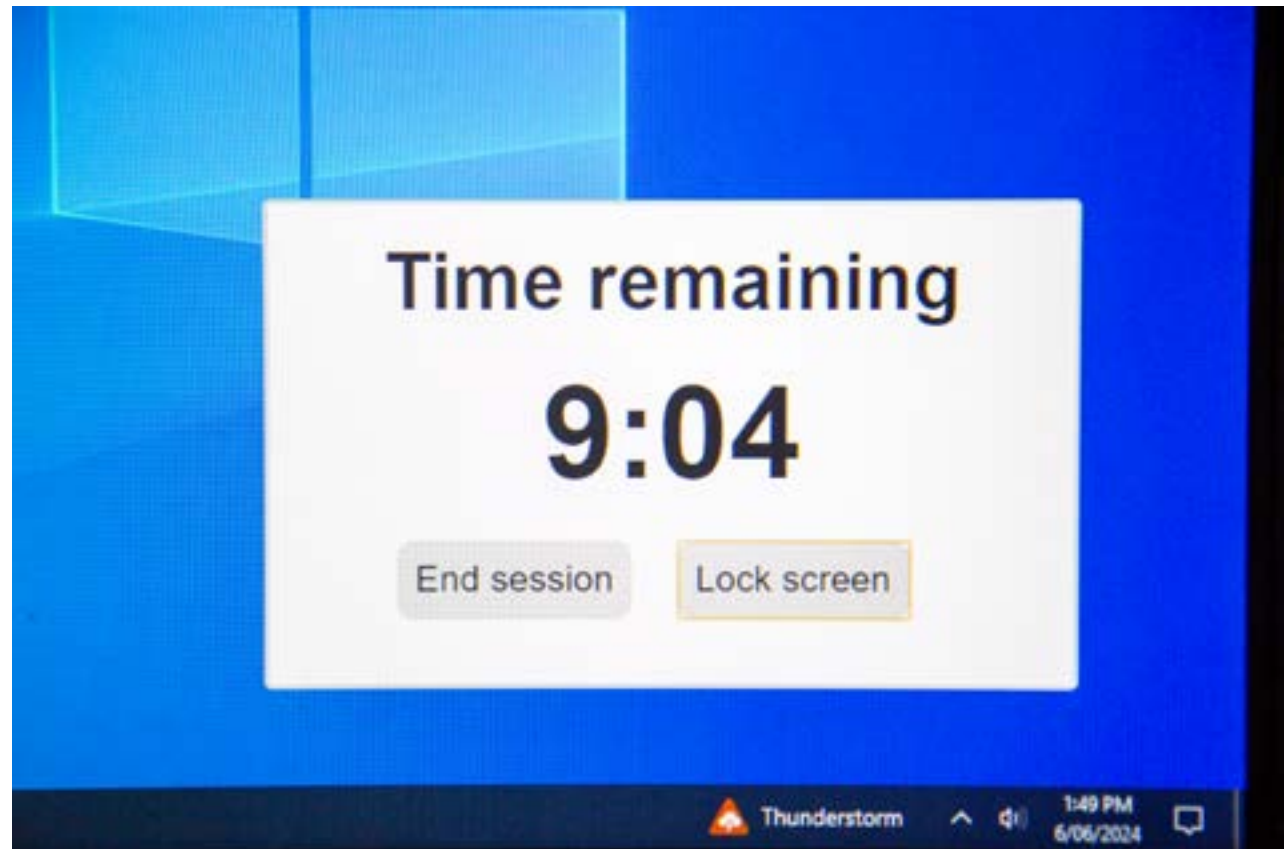


My computer session lasts for one hour.

At the end of each hour, a message will pop up on the screen, asking if I would like to stay on the computer for longer.

I can keep using the computer for up to three hours.

If I want to use the computer for longer than three hours I need to ask a staff member.



When I have finished using the computer, any files I have saved to the computer are deleted.



Hastings Library is a great place to use a computer.



# Hastings Library



## Contact Details

7 High Street  
Hastings, Victoria, 3915

Phone (03) 5950 1710

Website [ourlibrary.mornpen.vic.gov.au](http://ourlibrary.mornpen.vic.gov.au)

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