



# Accessibility guide

# *Accessibility guide*





Mitchell Library. Photo by Merinda Campbell

# Contents

## **3 Welcome**

## **4 Getting to the Library**

## **10 Map**

Ground

Lower Ground 1 and 2

Level 1

## **12 Getting around the Library**

Macquarie Street building

Mitchell Library building

## **14 Accessible facilities**

Toilets

Hearing assistance

Mobility aids

Lockers

Computers

Wi-Fi

Printers and photocopiers

Height-adjustable tables

Adaptive technology

## **16 Engaging with our collections and services**

Requesting material

Special formats

Exhibitions

Learning programs

Events

Companion Card

Tours

## **18 Accessing the collection online**

Library website

Using the catalogue

Manuscripts, Oral History and Pictures catalogue

Eresources

Digital transcription

## **20 Further information**

Opening hours

Emergency evacuation





the verandah

STATE LIBRARY OF

The Verandah. Photo by Bruce York





Inclusion Advisory Committee. Photo by Joy Lai

## Welcome

With close to six million items in our collections and instant access to online information services around the world, the State Library is the major public reference and information service for the people of NSW.

The Library aims to enable full and active participation in and access to its collections, services, programs and workspaces by the whole community including people with disability, people who are culturally and linguistically diverse and people with prams. The Library offers access to its collections through services in two reading rooms, regularly changing exhibitions and displays, tours, education programs, public events, movies, and special events for Friends and supporters.

This guide offers information on how to access the Library and its services. We are committed to making our facilities and services more inclusive. To that end, the Library has established an Inclusion Advisory Committee who meet quarterly to provide formal advice to the State Librarian. In addition to the Committee, the Library proactively seeks feedback from its readers and visitors as to how we can become more inclusive. Write to us at the Library, telephone (02) 9273 1414 or go to **[www.sl.nsw.gov.au/feedback](http://www.sl.nsw.gov.au/feedback)**.



Macquarie Street building. Photo by Merinda Campbell

## Getting to the Library

The State Library is located at Macquarie Street in Sydney. There are two connected buildings: the Mitchell Library building and the Macquarie Street building. There is a wheelchair accessible ramp, tactile tiles and an automatic door at the entrance to the Macquarie Street building.

The Mitchell Library building is only wheelchair accessible from within the Macquarie Street building.

### T Trains

Martin Place Station is 200 metres from the Library and wheelchair accessible. From the station, proceed along Macquarie Street to the ramp into the Macquarie building, which is located at the intersection of Hunter Street.

Information: [www.sydneytrains.info/](http://www.sydneytrains.info/)  
 Accessibility information:  
[www.sydneytrains.info/travelling\\_with\\_accessible\\_services/](http://www.sydneytrains.info/travelling_with_accessible_services/)

Martin Place Station accessibility:  
[www.sydneytrains.info/stations/station\\_details.htm](http://www.sydneytrains.info/stations/station_details.htm)

### B Buses

There are bus stops in Elizabeth Street near Martin Place (240 metres away) and Castlereagh Street near Martin Place (350 metres away).

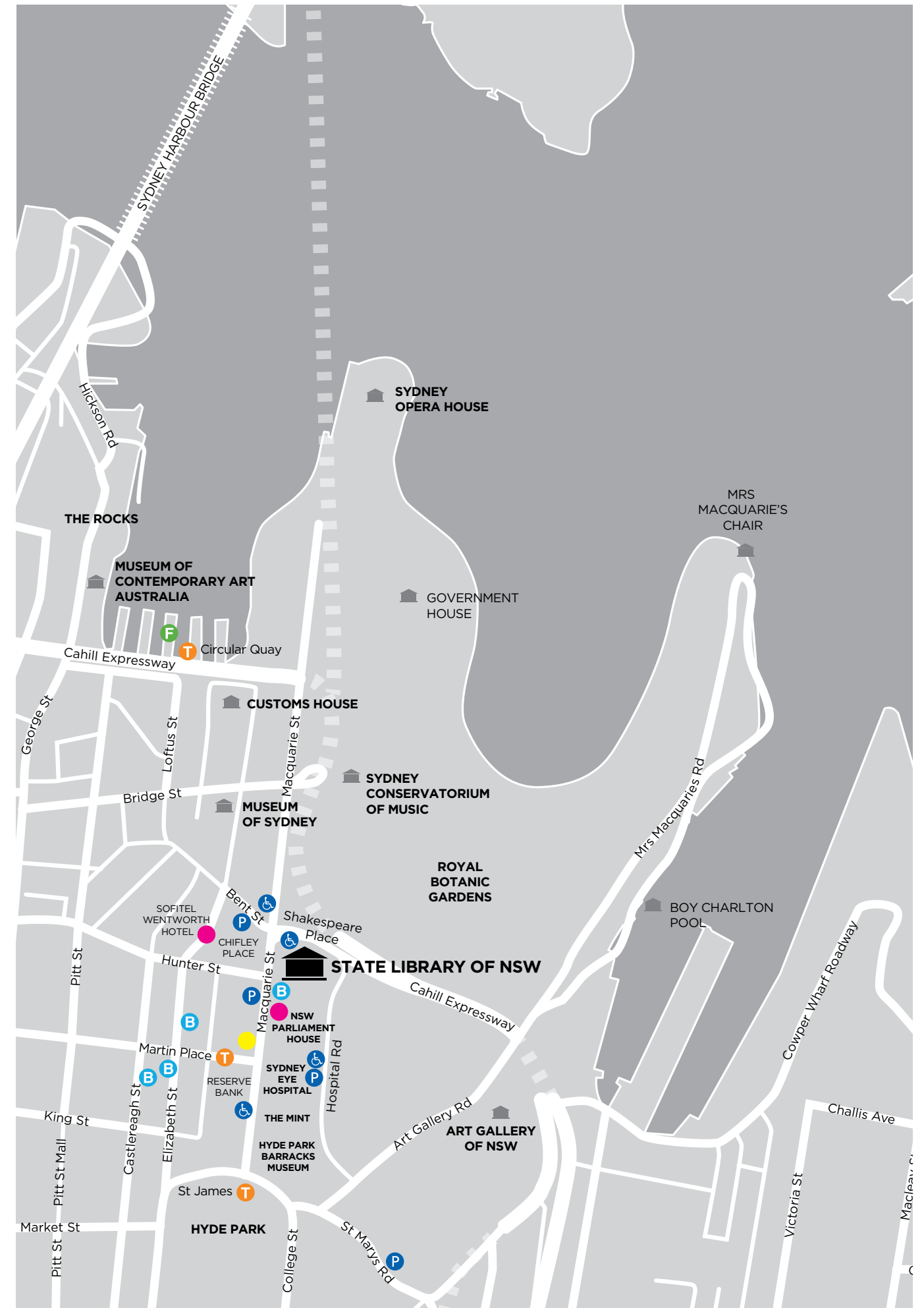
The closest bus stop is on Macquarie Street, 10 metres from the Library, near Hunter Street. However, it is only serviced by Route 200 – which travels between Chatswood and Bondi Junction – on weekdays in peak hours.

Information: [www.sydneybuses.info/](http://www.sydneybuses.info/)  
 Accessibility information:  
[www.sydneybuses.info/travelling-with-us/bus-accessibility](http://www.sydneybuses.info/travelling-with-us/bus-accessibility)

### F Ferries

The nearest ferry terminal is at Circular Quay, approximately 750 metres from the Library. Buses can be taken from Circular Quay to Elizabeth or Castlereagh streets.

Information: [www.transportnsw.info/](http://www.transportnsw.info/)  
 Accessibility information:  
[www.transportnsw.info/en/travelling-with-us/access-ferries.page](http://www.transportnsw.info/en/travelling-with-us/access-ferries.page)





## Car parks

The Library has a limited number of parking spaces available for people who require mobility parking. Contact the Library on (02) 9273 1600 before you visit for information on availability. The underground car park has an exit via stairs. If you are unable to use stairs, please inform us and an alternative car park will be arranged.

Mobility car spaces for the public are located at:

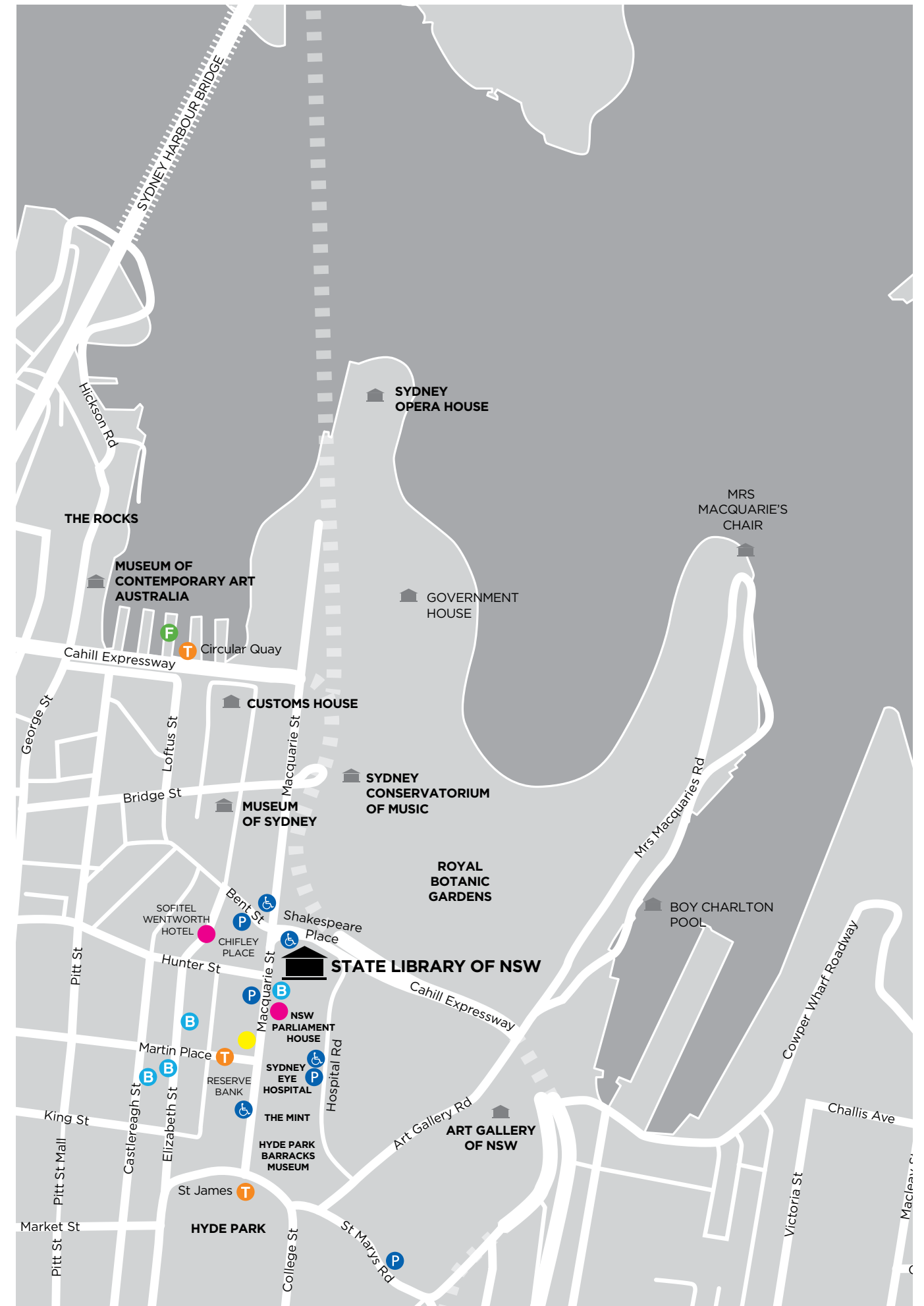
- Shakespeare Place at the corner of Macquarie Street and the Cahill Expressway (four places)
- Hospital Road, south side near Macquarie Street (two spaces, right behind Library)
- 155 Macquarie Street near the Bent Street intersection (two spaces, 120 metres from the Library)
- Macquarie Street near the Reserve Bank building just beyond Martin Place Station (two spaces, 230 metres from the Library)
- At the Sydney Eye Hospital Car Park in Hospital Road (200 metres from the Library): [www.metroparking.com.au/cms-new-south-wales/sydney-eye-hospital.phps](http://www.metroparking.com.au/cms-new-south-wales/sydney-eye-hospital.phps)

## Drop-off areas

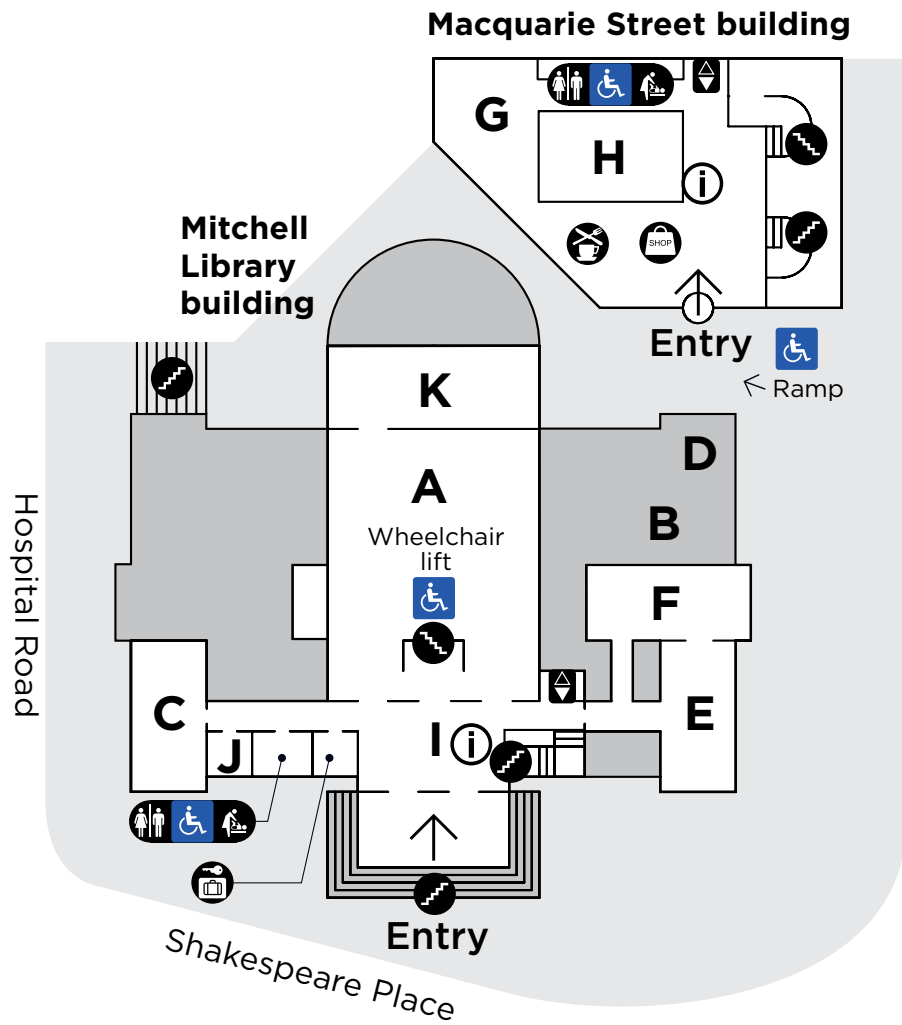
There is an accessible drop-off area 65 metres from the Library in front of St Stephen's Church at 174 Macquarie Street. People who require a closer set-down point can contact Library Security on (02) 9273 1600 to make suitable arrangements.

## Taxis

Taxis may use the accessible drop-off area in front of St Stephen's Church. An alternative taxi drop-off point is located on Macquarie Street towards Martin Place Station, 140 metres from the Library. The nearest taxi rank is in Phillip Street adjacent to the Sofitel Wentworth Hotel (200 metres from the Library). If a closer drop-off is required, please contact Library Security on (02) 9273 1600.

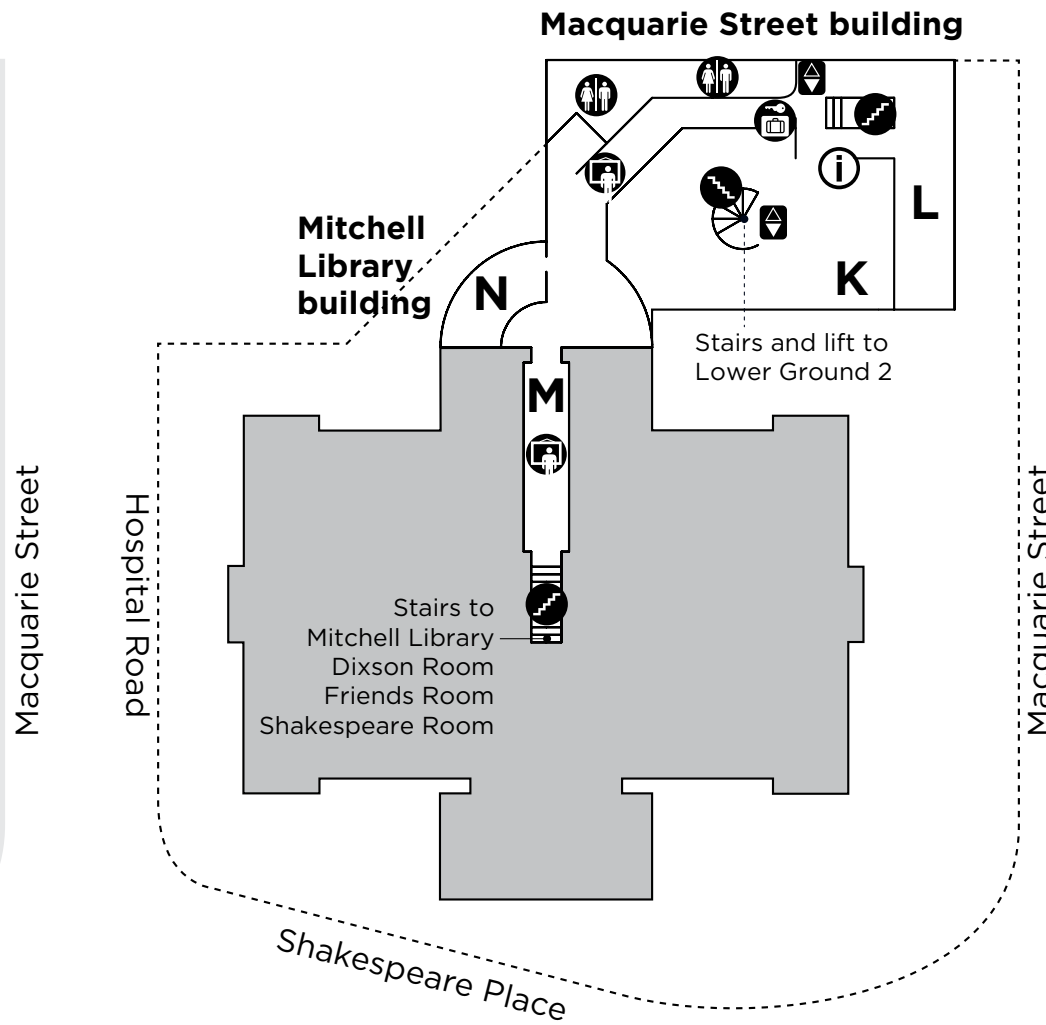


**GROUND**  
**Mitchell Library Reading Room**  
**Macquarie Street building**



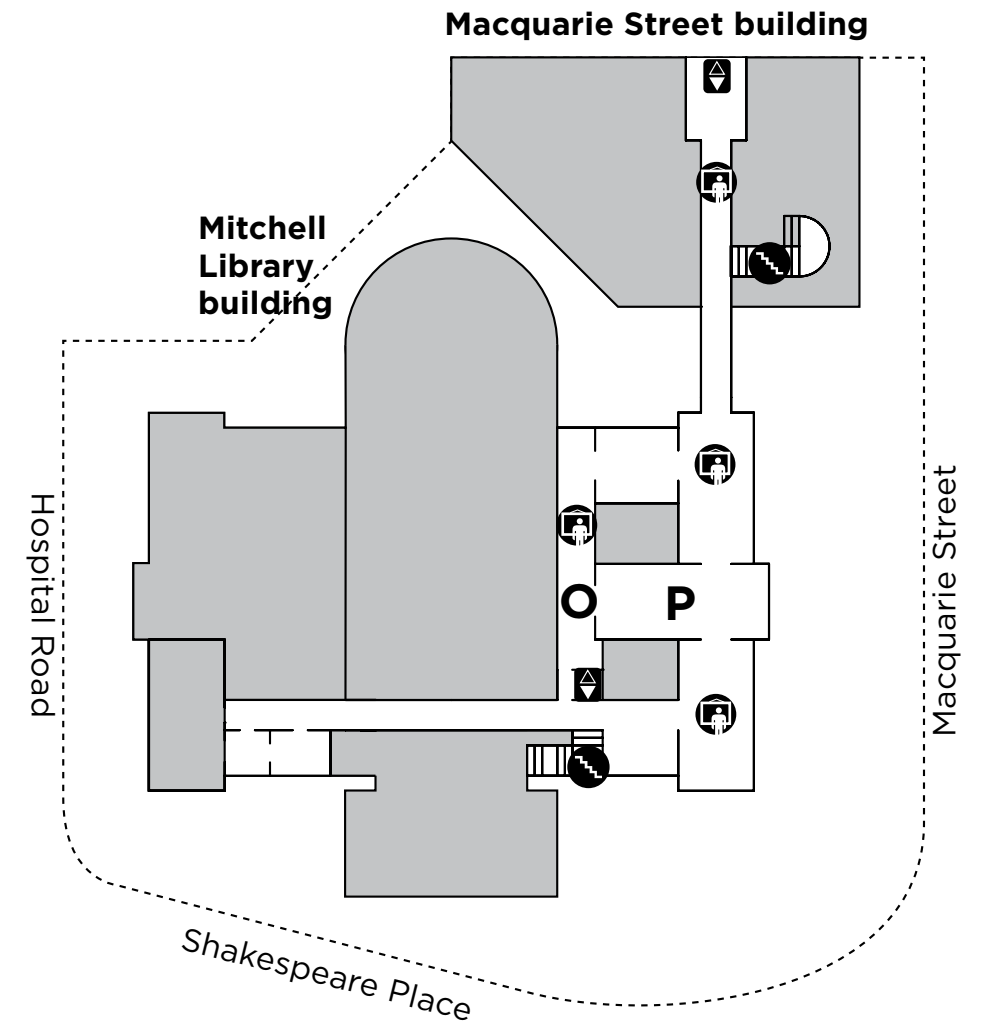
<b>Mitchell Library Reading Room</b>	<b>A</b>
Sir William Dixson Research Library	<b>B</b>
Dixson Room	<b>C</b>
Donald and Myfanwy Horne Room	<b>D</b>
Friends Room	<b>E</b>
Gallery Room	<b>F</b>
Macquarie Room	<b>G</b>
Metcalfe Auditorium	<b>H</b>
Mitchell Vestibule	<b>I</b>
Shakespeare Room	<b>J</b>
Special Collections area	<b>K</b>

**LOWER GROUND 1**  
**Governor Marie Bashir Reading Room**



<b>Governor Marie Bashir Reading Room</b>	<b>K</b>
<b>LG1 (Lower Ground 1)</b>	<b>K</b>
Get a Library card, book a PC, printing, photocopying, adaptive technology, study rooms, height adjustable tables, recently received books, magazines & newspapers	
The Verandah	<b>L</b>
<b>LG2 (Lower Ground 2)</b>	<b>K</b>
Help with your research, requesting items and copying. Reference books, family history & local history, study rooms, PCs	
<b>Dalgety Walkway</b>	<b>M</b>
<b>Glasshouse Learning Space</b>	<b>N</b>

**LEVEL 1**  
**Mitchell Library building**



Amaze Gallery	<b>O</b>
Galleries	<b>P</b>

Baby change facilities	Lifts
Cafe Trim	Lockers
Exhibition/display area	Stairs
Information desk	Toilets
Library Shop	Wheelchair accessible





The Verandah. Photo by Bruce York

## Getting around the Library

### Macquarie Street building

The Macquarie Street building entrance is wheelchair accessible.

The Macquarie Street building entrance is on the ground floor and has:

- an information desk with staff who can assist you
- the Library Shop
- Cafe Trim
- the Metcalfe Auditorium
- the Macquarie Room
- an accessible toilet, and baby change facilities.



### Lifts

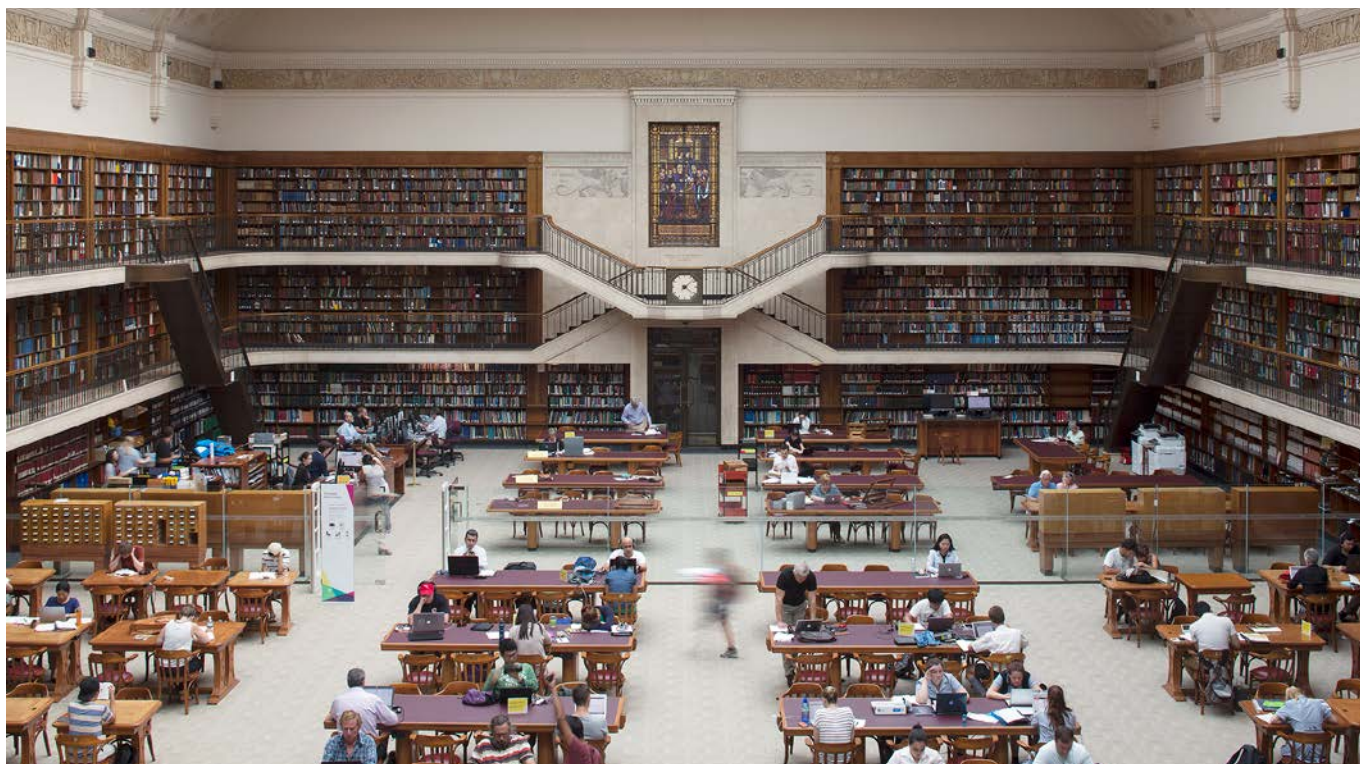
Two lifts allow access from the ground floor to level 1 to provide access to

the Mitchell Library building and the Galleries, and LG1 for the Governor Marie Bashir Reading Room. These are wheelchair accessible, have braille signage on the controls and audible information on arrival.

To get to the Mitchell Library building from the Macquarie Street building, use the lift from the ground floor to level 1 and move across the glass bridge and through the Galleries.

LG1 in the Macquarie Street building has the Verandah area (an open area just outside the reading room), lockers, toilets, the Glasshouse Learning Space and connects to the Dalgety Walkway.

LG1 in the Governor Marie Bashir Reading Room includes a service desk, public access computers, adaptive technology, recent newspapers and

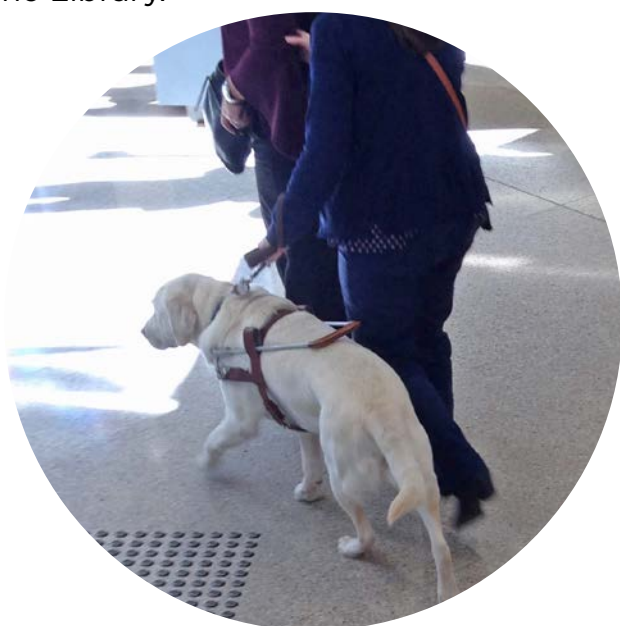


Mitchell Library Reading Room. Photo by Joy Lai, Merinda Campbell

magazines, and a browsing collection of new books.

LG2, accessible by lift within the Governor Marie Bashir Reading Room, has a reference collection, a service desk, study rooms, Family History service point and resources, and past newspapers.

Guide dogs are welcome within the Library.



Guide dog. Photo by Simon Leong

### **Mitchell Library building**

The Mitchell Library building does not have a wheelchair accessible entrance. Those requiring wheelchair or ramp access are directed to enter through the Macquarie Street building. Once in the Macquarie Street building you can use the lift to level 1 to cross the glass bridge through to the Galleries in the Mitchell building up until 5 pm. Then a lift in the Mitchell building provides access to the ground floor of the Mitchell building where you will find:

- the Mitchell Library Reading Room
- the Special Collections area
- the Dixson Room
- the Shakespeare Room
- the Friends Room and Gallery Room
- lockers
- accessible toilets.

To move between the ground floor and level 1, where the Galleries are located, use the lift in the Mitchell building. Staff at the information desk inside the Mitchell Library Reading Room can provide directions.





Readit Air adaptive technology. Photo by Merinda Campbell

## Accessible facilities



### Toilets

Accessible toilets with baby change facilities are located on the Macquarie Street building ground floor and Mitchell Library Building ground floor. The accessible toilets in the Macquarie Street building have braille signage.



### Hearing assistance

In the Macquarie Street building, there is a hearing loop in the Metcalfe Auditorium, one-to-one hearing assistance at the Family History and LG1 service desks, and a hearing system in the Glasshouse Learning Space.

There are two hearing loops in the Mitchell Library building:

- Dixson Room
- Sir William Dixson Research Library.



### Mobility aids

The Library can provide wheelchairs to assist visitors to move around the Library. Please see staff at the Information Desk in the Macquarie Street building foyer.

## Lockers

Lockers are available in the Macquarie Street building on LG1 and on the ground floor of the Mitchell Library building. The lockers are accessible to visitors who use wheelchairs but do not have braille signage. Please ask staff at an information desk for assistance.

## Computers

The Verandah in the Governor Marie Bashir Reading Room has Express PCs, which can be used by anyone visiting the Library. If you have a Library card, you can use PCs in the Governor Marie Bashir Reading Room, which have access to the internet, the Library's resources and Microsoft Office software (Word, Excel and PowerPoint). If you require assistance with using a library computer, please see staff at a service desk.

## Wi-Fi

The Library provides free Wi-Fi access in all areas. Please select 'SLNSW' from the list of available networks.

## Printers and photocopiers

The Library has printers/photocopiers in both buildings. In the Macquarie Street building, they are on both levels of the reading room and in the Verandah. They are also located in the Special Collections area of the Mitchell Library Reading Room.

## Height-adjustable tables

Height-adjustable tables are available in both the Mitchell Library and the Governor Marie Bashir reading rooms.

## Adaptive technology

The Library has a dedicated PC with adaptive technology in Governor Marie Bashir Reading Room, including the following:

- Readit Air is an automatic reader that converts printed documents to large print or speech in over 15 languages. It is designed to help people with a print disability or who have trouble reading. It works by automatically scanning a document and identifying the language. Documents are then captured and read back in a natural voice in just two to three seconds.
- Magnifiers for people with low vision. Clearview magnifies books, magazines and newspapers. Zoomtext magnifies websites, databases and the Library catalogue.
- JAWS software is used to access websites, databases and the computer catalogue. Due to the complexity of JAWS, prior knowledge is expected. For information about training courses run by Vision Australia call 1300 847 466.

Specialised equipment includes:

- Scanning systems for people with a print disability. Kurzweil 3000 scans and reads books, magazines and newspapers and is suitable for people who have some experience using a computer.
- A Microspeed trackball mouse: an alternative mouse to assist with hand control can be requested at the service desk on LG1.
- A large print keyboard.

For assistance in using adaptive technology, please see staff at the service desk on LG1. Further information is available at: [www.sl.nsw.gov.au/about-library-access-inclusion/adaptive-technology](http://www.sl.nsw.gov.au/about-library-access-inclusion/adaptive-technology)





NSW Premier's Literary Awards 2016. Photo by Joy Lai

## Engaging with our collections and services

### Requesting material

The Library is a reference library and collection items can be physically viewed in the Governor Marie Bashir and Mitchell Library reading rooms.

Requests to use published items in the Library can be made via the online catalogue. For newspapers, magazines, films or original unpublished materials, a paper request slip is required, which can be completed with staff at a service desk.

Once you have submitted your request it may take up to 24 hours for the item to be available. If you are travelling from outside of Sydney and have limited time at the Library it is recommended that you request items in advance.

To request original material, rare printed material, newspapers, magazines, films and videos before you visit, use the Access to Collections request form at [www.sl.nsw.gov.au/access-collections-request](http://www.sl.nsw.gov.au/access-collections-request).

Some collection items may be borrowed through an interlibrary loan at your local public library, an academic library or work library. Please contact (02) 9273 1414 for more information on interlibrary loans.

### Special formats

The Library has a range of collection items in formats suitable for people with print disability and for culturally and linguistically diverse communities. These include talking books, large print books, ebooks and full-text electronic newspapers and journals. Large print

and talking books are available for loan by contacting a local public library and asking them to organise an interlibrary loan.

The Library has a limited braille collection. For access to more braille material, contact Vision Australia on 1300 84 74 66 or go to [www.visionaustralia.org](http://www.visionaustralia.org)

### **Exhibitions**

Exhibitions at the State Library engage audiences with the extraordinary range, breadth and depth of our collections. The Library's exhibitions are designed to be inclusive with all items and signage displayed at an accessible height. Video content screened as part of exhibitions is captioned or audio described. To view the exhibition program go to: [www.sl.nsw.gov.au/whats-on](http://www.sl.nsw.gov.au/whats-on)

### **Learning programs**

The Library offers learning programs and resources which promote engagement, creativity and curiosity for all ages. Some programs are held in the Glasshouse Learning Space which is wheelchair accessible and has a hearing system. It is recommended that clients advise of any special requirements when booking.

### **Events**

The Library provides talks on literary, historical and contemporary issues, movies, workshops and courses as well as viewings of the Library's rich collections. Events are held in a range of locations across the Library. Each venue is wheelchair accessible. The Library offers a range of accessible facilities and inclusive services. Should you require any assistance in relation to access of these services, please contact our Client Services Officer on 9273 1770 or via email: [bookings@sl.nsw.gov.au](mailto:bookings@sl.nsw.gov.au)

For people who are deaf or hard of hearing, the Library provides captions at major events, including the NSW Premier's Literary Awards and the NSW Premier's History Awards. For enquiries about Auslan interpreters for events, please contact (02) 9273 1770 or [bookings.library@sl.nsw.gov.au](mailto:bookings.library@sl.nsw.gov.au) and provide a minimum of 10 working days' notice.

### **Companion Card**

Companion Card provides fair ticketing for people with disability who require a companion to accompany them. Where entry fees apply to programs or events, carers of Companion Card holders are invited to attend free of charge. Please advise at the time of booking. Further information: [www.companioncard.org.au](http://www.companioncard.org.au)



### **Tours**

The Library provides regular, free, one-hour history and heritage tours for up to 10 people at 10.30 am Monday to Friday. The tours are wheelchair accessible. For enquiries about Auslan interpreters for tours, contact (02) 9273 1770 or [bookings@sl.nsw.gov.au](mailto:bookings@sl.nsw.gov.au)





Photo by Merinda Campbell

## Accessing the collection online

### Library website

The Library website has been developed in accordance with Web Content Accessibility Guidelines (WCAG) 2.0 to ensure content is available to the widest possible audience, including readers using assistive technology or accessibility features.

For information about website accessibility go to [www.sl.nsw.gov.au/website-accessibility](http://www.sl.nsw.gov.au/website-accessibility)

### Using the catalogue

[www.sl.nsw.gov.au/discovery](http://www.sl.nsw.gov.au/discovery)

The Library catalogue contains records of all collection items. Some accessible formats include large print and talking books.

The following are search strategies for these accessible formats:

- Large print books — at the Advanced Search screen, select 'Call Number', 'contains', and type in 'LP'. This will find large print collection items. Results can be refined with options on the right-hand side of the screen.
- Talking books / audio visual material — at the Advanced Search screen, select 'Audio Visual' as the material type.

## Manuscripts, Oral History and Pictures catalogue

archival.sl.nsw.gov.au

This catalogue provides a more directed search of manuscripts, oral history and pictures collections. Identify collection items in specific formats through searching in the 'Advanced' Search screen and selecting relevant entries from the 'Type of material' field. To find items that have been digitised, select the 'Digital content' button at the Search screen.

### Eresources

www2.sl.nsw.gov.au/eresources

Go to eresources to find an annotated listing of internet links and databases that can be used at the Library, including access to selected databases from home. Newspapers, journals, ebooks and family history resources can be

searched and accessed. Ebooks can be downloaded, displayed onscreen or listened to. The list includes online resources and newspapers in languages other than English.

### Digital transcription

Some of the Library's oral history and manuscript collections are being made more accessible through digitisation and text transcription by digital volunteers. Examples include transcriptions of audio interviews with Nimbin residents in 1973, the Sydney Harbour Bridge builders, as well as First World War diaries and the Sir Joseph Banks archive.

For more information visit:  
[www.sl.nsw.gov.au/research-and-collections-research-and-engagement/digital-volunteering](http://www.sl.nsw.gov.au/research-and-collections-research-and-engagement/digital-volunteering)

The screenshot shows the top navigation bar of the State Library of NSW Catalogue website. It includes the logo, the title 'Catalogue', and links for 'START NEW SEARCH', 'JOURNAL SEARCH', 'LIBRARY WEBSITE', 'HELP', and 'BROWSE'. There are also utility icons for a refresh, a star, and a user profile. Below the navigation bar is a search bar with the text 'Search for ...' and a dropdown menu set to 'Everything except articles'. To the right of the search bar is an 'ADVANCED SEARCH' button. The main content area is divided into two columns. The left column contains sections for 'Search and Discover', 'Search tips', and 'New features'. The right column contains sections for 'Special Care Notice', 'Copyright', and 'Feedback'. Each section provides detailed information and links to related resources.

**Search and Discover**  
This catalogue is best viewed in Chrome, Firefox and Internet Explorer 11+.  
Use the Library's powerful single search tool to discover material from our constantly growing collections. You can search here for:

- published material (books, magazines and maps)
- unpublished collections (manuscripts, oral histories, pictures)
- digital content (digitised by the Library or acquired in a digital format)
- most eresources (ebooks, journal articles and databases).

**Search tips**  
If you get too many results you can narrow your search by adding more keywords, by limiting your search using the drop down box or by filtering using Refine my results. Use [Help](#) for more search tips.  
Start your search here unless you only want to search:

- a specific eresource e.g. Ancestry
- the State Library's website
- the Manuscripts, Oral History and Pictures catalogue (including pre-1945 Manuscripts Index catalogue)
- Classic catalogue of published materials.

**New features**

- Enhanced searching and record display for archival items
- New facets for archival formats.

**Special Care Notice**  
Members of Aboriginal and Torres Strait Islander communities are respectfully advised that records may contain names and images of people who have passed away.  
The records may also contain terms or annotations that might be culturally sensitive and not normally used in certain public or community contexts. Certain terms or annotations may reflect the period in which they were written and considered inappropriate today.

**Copyright**  
If you find an image which is out of copyright you may use it freely for any purpose. Please acknowledge that the material is from the collections of the State Library of NSW. It is your responsibility to check the copyright status of material. If it is in copyright you will need to seek permission from the copyright owner.  
For more information see [Copyright](#).

**Feedback**  
If you find an error or have a problem let us know via the [feedback form](#). Your feedback is important as we continue to improve our search tool.  
If you need further help with searching the catalogue please contact [Ask a Librarian](#).



## Further information

### State Library of NSW

The State Library of NSW is one of the great libraries of the world with unrivalled historical and contemporary collections. Close to six million items are available including books, manuscripts, maps, photographs, paintings and architectural plans.

The Library offers online content including ebooks, ejournals and databases as well as a growing collection of digitised material, such as personal diaries and letters.

### Opening hours

#### Governor Marie Bashir and Mitchell Library reading rooms

Monday to Thursday	9 am to 8 pm
Friday	9 am to 5 pm
Weekends	10 am to 5 pm

The Special Collections area is closed on Sundays.

### Galleries: until mid 2018

The exhibition program will be limited during this period while we carry out important building work as part of our master plan. Learn more at [www.sl.nsw.gov.au/ourvision](http://www.sl.nsw.gov.au/ourvision)

### Library Shop

Monday to Friday	9 am to 5 pm
Weekends	11 am to 5 pm

### Cafe Trim

Monday to Friday	7.30 am to 5 pm
Weekends	10.30 am to 4.30 pm

1 Shakespeare Place Sydney NSW  
2000 Telephone: (02) 9273 1414  
Fax: (02) 9273 1255  
Email: [library@sl.nsw.gov.au](mailto:library@sl.nsw.gov.au)  
[www.sl.nsw.gov.au](http://www.sl.nsw.gov.au)

Follow us on     

### Become a Friend

Become a Friend of the Library and receive exclusive benefits including our quarterly *SL* magazine, weekday access to our Friends Room and a 10% discount at the Library Shop and cafe. Call (02) 9273 1593 or email [friends@sl.nsw.gov.au](mailto:friends@sl.nsw.gov.au)

### Find out what's on

Subscribe to our monthly *What's On* newsletter at [www.sl.nsw.gov.au/system/forms/newsletters.html](http://www.sl.nsw.gov.au/system/forms/ newsletters.html)

### For help with your research

Click on the 'Ask a Librarian' link on our home page.

### Emergency evacuation

In case of an emergency, occupants of the Library may need to evacuate. The Library's evacuation procedures include evacuation of people with disability, in which case staff will give directions and coordinate assisted evacuation as needed.

If you will require assistance in the event of an emergency please advise staff at the information desk on the ground or lower ground floor in the Macquarie Street building or a Security Officer on the ground floor of the Mitchell Library building.

There are sets of flashing indicators on LG1 and LG2 of the Governor Marie Bashir Reading Room and in the Donald & Myfanwy Horne Room and Sir William Dixson Research Library in the Mitchell Library building to alert people who are deaf or hard of hearing that an evacuation is in progress.

