Wi-Fi Access for Members

- Wi-Fi in the library is FREE for library members.
- Members must present their library card to staff to obtain a Wi-Fi pass.
- Members are entitled to recurring 1 hour sessions upon presentation of their library card throughout our library opening hours.

Wi-Fi Access for Non-Members

- Non-members may purchase a Wi-Fi guest pass for $2.00 per 30 minutes.
- Wi-Fi guest passes issued and paid for are non-refundable.
- Wi-Fi guest passes are only valid for the day they are issued.

Connecting to Wi-Fi

- Present your library card to staff for a pass or purchase a Wi-Fi guest pass.
- Select “librarywifi” on your device network connections.
- Depending on your device, a pop-up may display asking for username and password. Refer to your pass for this information. If there is no-pop up, then open your internet browser.
- Please note that the usernames and passwords are case sensitive.
- Library staff may not be able to provide specific technical assistance.

Printing from Wi-Fi

- Wi-Fi printing is not available in the library. Please use a public computer for printing.
Charging Your Device for Wi-Fi

- Sign-posted charging points are available for charging devices. Please consider others and restrict your charge time to a maximum of one hour.
- Extension cables or piggyback adaptors are not permitted at the charging points.
- Users must not create a safety hazard whilst using or charging their devices in the library.

Borrowing items using the self-serve kiosks

You must have your library card to borrow items from the library. Please see a staff member if you have forgotten or lost your library card.

It is important to follow the instructions given on the screens of the kiosks carefully. If you need assistance please see a staff member who will be happy to help you. Otherwise:

Press the start button.

Hold your library card with the barcode facing up and move it through the scanning area until you see a red cross. Make sure the red cross passes over the barcode of your library card.

Place no more than 6-8 items in a pile on the white part of the kiosk reading area. If you are borrowing kits, please place only 1 kit at a time and nothing else on the white part of the kiosk reading area.

Gently but firmly press the borrow button on the screen.

Watch the screen carefully as the items are individually added to your card. There is no need to scan item barcodes. Count your items and make sure the number on the screen matches what you have in your pile.

Once all your items are listed on the screen in green you may remove them and place any additional items to be borrowed on the white part of the kiosk reading area. They will automatically be read and loaned to you.

- If an item turns red on your screen you may not borrow it. Please see a staff member for assistance.
- If an item remains grey on your screen, gently shuffle your pile of items to allow the kiosk to work more efficiently. If the item remains grey, please see a staff member for assistance.

All Music CDs and DVDs are locked for security reasons. If you have borrowed these types of items you will need to follow the instructions given on the kiosk screen carefully to go through the unlocking procedure.

Once you have finished borrowing all of your items you may choose to print a receipt or not.

Gently but firmly press the FINISH button on the kiosk to end your session and to protect your membership details from other users.
Returning items using the automated return shelf

Our very clever self-return ‘Smartblade’ unit makes returning your items a breeze!

Simply place your items in one of the pigeon holes with the spine facing toward you.

The RFID technology will automatically remove every item that you place in the pigeon holes from your library card.

Please do not lay your items flat in the pigeon holes as this may inhibit the effectiveness of the Smartblade.

If you would like to check that everything has returned successfully, please scan your library card at one of our self service kiosks and check your items on loan.

Computer Access for Members

- Public computers in the library are FREE to use for library members.
- Members are entitled to a maximum of 2 hours use per day subject to availability.
  Additional time may be purchased for $2.00 per 30 minutes.
- Members MUST have their library card to access computers at all times.
- Staff reserve the right to deny computer access if members fail to present their library card.

Computer Access for Non-Members

- Non-members may purchase a guest pass for $2.00 which will entitle you to 30 minutes of internet use.
- Guest passes issued and paid for are non-refundable.
- Guest passes do not ensure immediate availability of a computer.
- Guest passes are only valid for the day they are issued.
- Guest passes are NOT available to children under the age of 12 without adult supervision.

Computer Availability Times

Public computers are available between the following times (subject to availability):

- Mondays 9am to 8:15pm
- Tuesdays 9am to 8:15pm
- Wednesdays 9am to 8:15pm
- Thursdays 9am to 8:15pm
- Fridays 9am to 4:45pm
- Saturdays 9am to 11:45am
Computer Zones

- Public computers are classified according to different zones in the library:
  - 30 minute express computers
  - 1 hour computers with A4 flatbed scanners
  - 2 hour computers with A4 flatbed scanners
- Computer users may not always be granted the full allowable time on a computer due to pending reservations or other unforeseen circumstances.
- Extension of a computer session may be granted provided there are no pending reservations AND you have not exceeded your allowed limit for the day.

Reserving a Computer

- Library members can reserve a computer up to 7 days in advance at the library or by phone.
- Non-members with a guest pass can only reserve a computer on the day the pass is issued.
- Using a different computer whilst waiting for your reservation WILL cancel your reservation.
- Please keep your reservation receipt as proof should there be any discrepancies.
- Reservations are held for 5 minutes after your booking time.

Starting and Ending a Computer Session

- Public computers immediately ready to use will display “Available” on the monitor.
- Public computers that are reserved will display “Reserved” on the monitor.
- Members “login as a patron” with their library card barcode number and their PIN.
- Non-members “login as a guest” with their guest pass number.
- All users must click “accept” on the terms and conditions before continuing.
- Click on the “end session” button displayed at the bottom right corner of the screen to end your session.
- Your session may automatically end if you do not use the computer for over 5 minutes.

Staff Help on Computers

- Users are expected to have basic working knowledge of computers and software.
- Library staff provide limited assistance where possible and cannot assist where help involves private or personal matters or specific technical assistance.
- A volunteer is available to provide computer help by appointment only. See staff for more information or to make a booking.
Saving Work on a Computer

- You MUST have a USB device to save any work or documents on the public computers.
- All documents saved on the computer will be erased when your session ends.
- For added privacy, please delete any personal documents saved on the computer and log out of any internet web pages such as email accounts.

Downloading Software on a Computer

- Attempting to download and install any software on the public computer is prohibited.
- Only software that is pre-installed on the public computers may be used.

Printing from a Computer

- Printing is available from all public computers.
- Printing default is A4 black and white. Colour and A3 options are also available.
- Printing costs are as follows:
  - A4 black and white $0.20 per page
  - A3 black and white $0.40 per page
  - A4 colour $1.00 per page
  - A3 colour $2.00 per page
- You may pay by cash to a maximum value of $10.00 using our coin/note vending machine located at the public print release station. If the value exceeds $10.00 or you wish to pay by EFTPOS ($2.00 minimum), please see a staff member before printing.
- Saved print jobs that have not yet printed will remain available to print for up to 2 hours or 15 minutes prior to library closing time.
- Jobs that have been printed will remain available to reprint for the remainder of the day until 15 minutes prior to library closing time.