

Visiting Parramatta Library @ PHIVE 5 Parramatta Square: A Visual Story

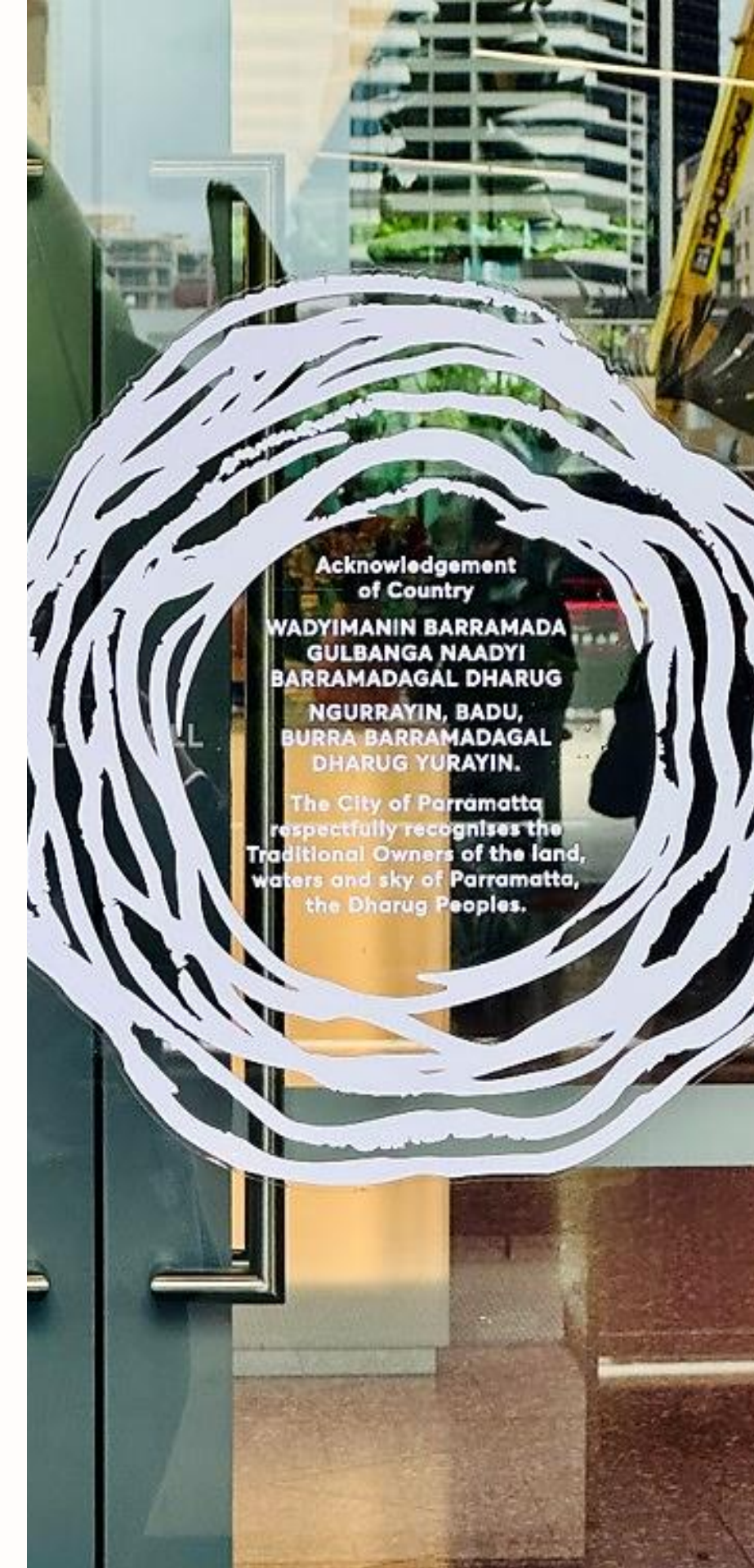
Prepared July 2025



Acknowledgement of Country



City of Parramatta Council acknowledges the Traditional Owners of the land of Parramatta, the Dharug people. Council also acknowledges the present Aboriginal and Torres Strait Islander people who now reside within Parramatta.



Quick Access Guide

If you don't have time to read the whole document, here are key links to using the Library.



[Opening Hours & Address](#)



[Library Level 1: Map](#)



[Library Membership](#)



[Library Level 2: Map](#)



[Getting to the Library @ PHIVE: Map](#)



[Borrowing Items](#)

Contents

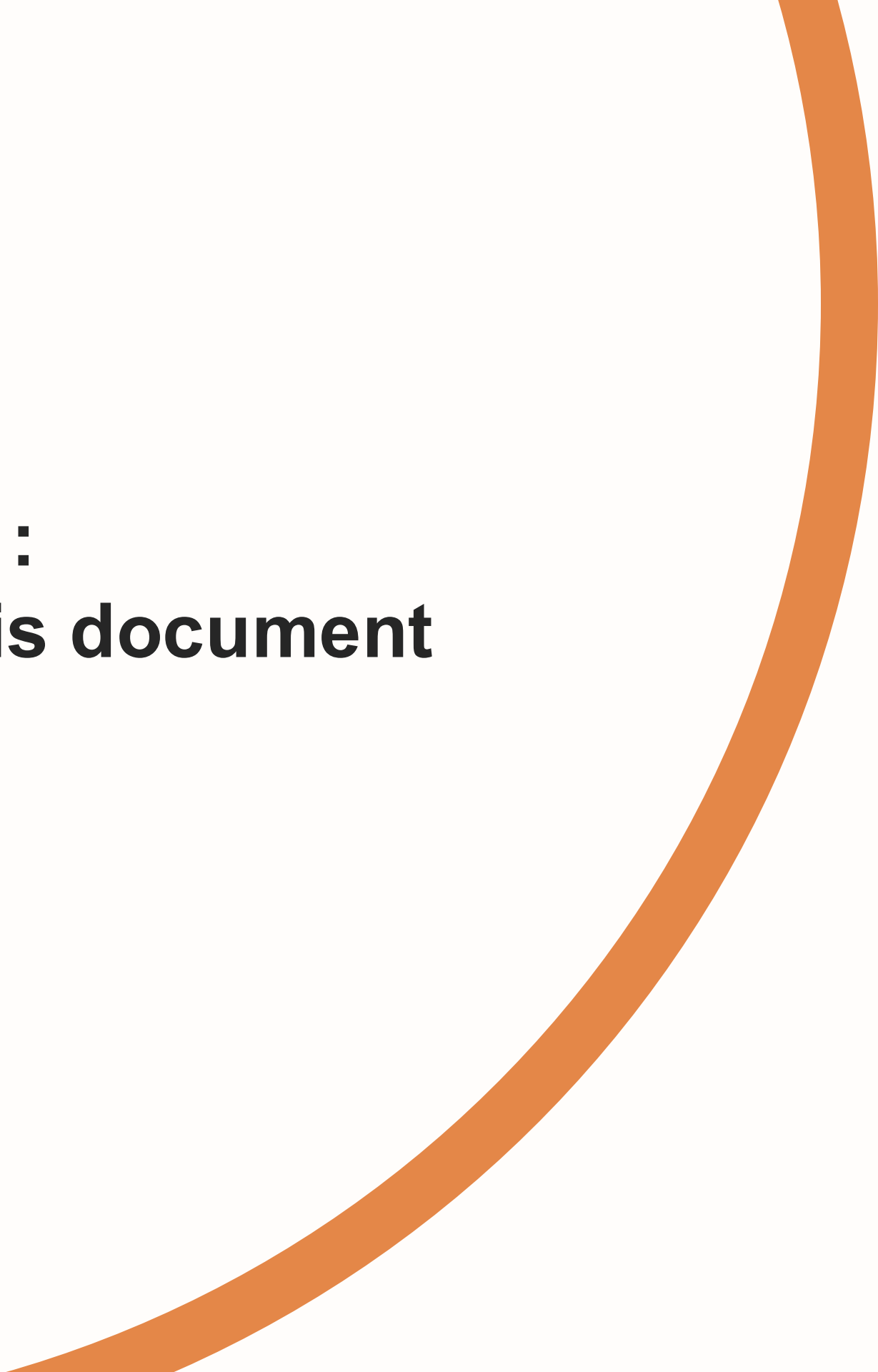
(Page 1 of 2)

Section 1: About this document.....	<u>pp.6-8</u>
What is a Visual Story.....	<u>p.7</u>
Inclusion Statement.....	<u>p.8</u>
Section 2: Things to know before I go.....	<u>pp.9-20</u>
About Parramatta Library.....	<u>p.10</u>
Hidden Disabilities Sunflower.....	<u>p.11</u>
Sensory Environment (Quiet Spaces).....	<u>p.12</u>
Library Membership.....	<u>p.13</u>
Library App.....	<u>p.14</u>
Section 3: Getting to the Library.....	<u>pp.15-19</u>
Map: Getting to PHIVE.....	<u>pp.16-17</u>
Getting to Library @ PHIVE.....	<u>p.18</u>
Parramatta Library (Levels 1 & 2).....	<u>p.19</u>

Contents

(Page 2 of 2)

Section 3: At the Library.....	<u>pp.20</u>
Online 3D Library Tour.....	<u>p.21</u>
Map: Library Level 1.....	<u>p.22</u>
Library Level 1 Information.....	<u>pp.23-26</u>
Map: Library Level 2.....	<u>p.28</u>
Library Level 2 Information.....	<u>pp.29-32</u>
Finding Library Items.....	<u>pp.33-34</u>
Borrowing Items.....	<u>p.35</u>
Returning Items.....	<u>p.36</u>
Public Computers & Printing.....	<u>p.37-38</u>
Story Time & Library Programs.....	<u>pp.39-40</u>
Leaving Parramatta Library.....	<u>p.41</u>
Customer Care Charter.....	<u>p.42</u>
Message from ASPECT.....	<u>p.43</u>
Thank You.....	<u>p.44</u>



Section 1:

About this document

What is a Visual Story?

Visual stories can help people feel more comfortable with a place or event, and to know what will happen before they go.

Knowing what will happen can make us all feel less worried or stressed.

Visual stories are written in easy-to-understand words and have pictures to make them accessible to everyone.

This visual story was made in partnership with Autism Spectrum Australia's Autism Friendly team.

You can find more information about Autism Spectrum Australia on their website:
<https://www.autismspectrum.org.au/>



*City of Parramatta
Council was supported
by ASPECT to create
this Visual Story.*

Inclusion Statement

Everyone is welcome here at Parramatta Library.

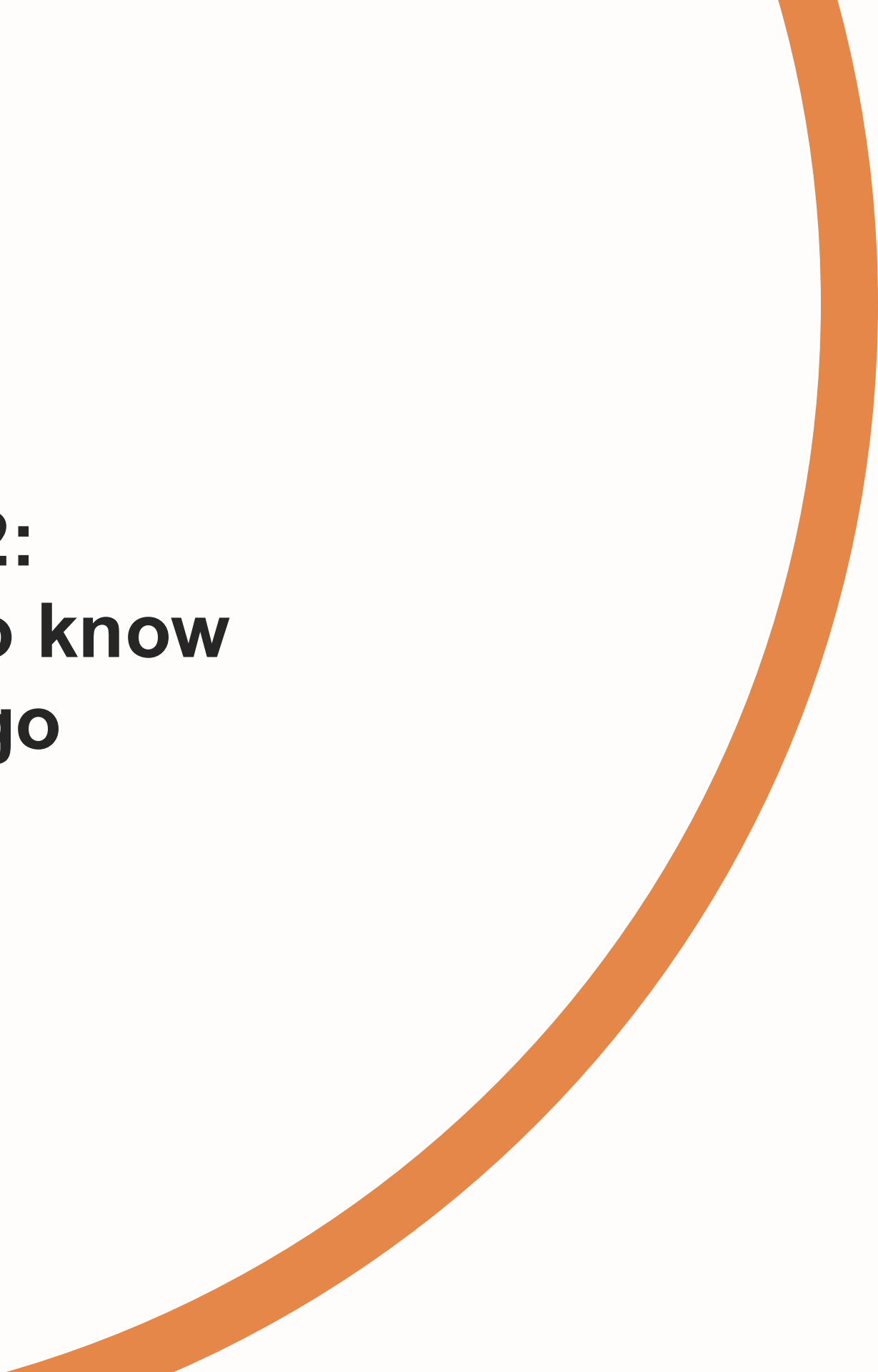
We want you to know that you are welcome to be your authentic self here without judgement.

Please let us know if there is anything we can do that would make you feel more comfortable during your visit– for instance show you to a quieter area.

We are committed to creating the best environment for you to discover, learn and socialise.

By committing to the Sunflower Program we aim to create a safe accessible environmental for all.





Section 2:

Things to know before I go

About Parramatta Library



Parramatta Library is located within PHIVE, on Levels 1 and 2.

PHIVE is an accessible community building with ramps, elevators, and restrooms designed for diverse needs.

At the Library, you can find:

- Book collections
- DVD collections
- Historical displays
- Children's Library
- Work and study spaces
- Newspapers and magazines
- Public computers
- Photocopiers



Library Address

Levels 1 & 2, PHIVE - 5 Parramatta Square, Parramatta

Opening Hours

Monday–Thursday: 9:00am– 8:00pm

Friday–Sunday: 9:00am – 5:00pm

Closed Public Holidays

Other Library Branch Locations:

[www.cityofparramatta.nsw.gov.au/
community/library/locations-and-
opening-hours](http://www.cityofparramatta.nsw.gov.au/community/library/locations-and-opening-hours)

Hidden Disabilities Sunflower

The Sunflower is a globally recognised symbol for people with hidden disabilities.

Parramatta Library is **Sunflower Friendly**. We are committed to providing a helping hand, understanding, and being aware that you may need more time and assistance.

Displaying your Sunflower will help us to know you may require additional assistance.

It is OK if you don't have a Sunflower lanyard, you can still get help if needed. Parramatta Library has Sunflower Supporters ready to help.

We also keep Sunflower collateral on Level 1 in the Library – please ask staff at a Help Desk. PHIVE also keeps collateral at Reception on the Ground Floor.



Sensory Environment

Parramatta Library welcomes many visitors. You will find people gathering, eating, working and studying.

With these activities you may experience:

- **Noise:** People talking.
- **Crowds:** When there is a popular program being run, during after-school hours and high school exam preparation periods, there may be more people using the Library.
- **Lights:** In some spaces, lights can be bright.
- **Touch:** People might accidentally bump into each other in crowded areas, including lifts.
- **Smells:** Food from people eating.



The Library does not have separate Quiet Spaces of retreat for sensory overload, but you can find quiet corners with natural light across PHIVE if you require this.

You can also head outside to Parramatta Square or Centenary Square, which offer seating near trees and grassed areas, and charging points.

Some things you can bring to help you:

- Headphones/earplugs
- Fidgets
- Sunglasses

Library Membership



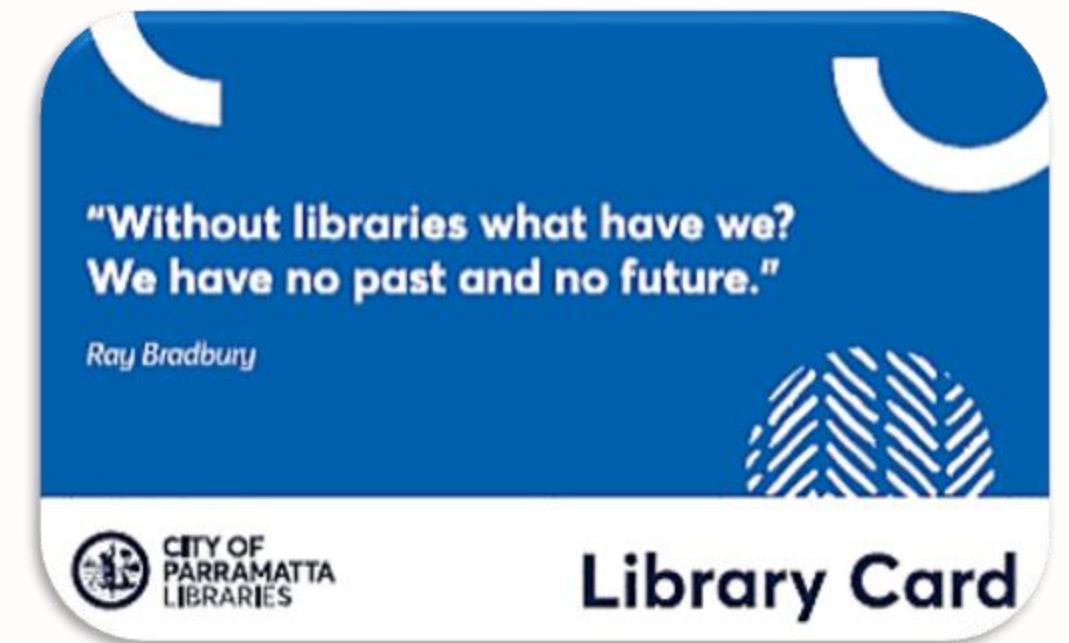
Library membership is **free and open to anyone**, even if you don't live within the City of Parramatta.

Online Membership: Complete the online form. This gives you access to digital resources.

Full Membership:

Visit any City of Parramatta Library with identification that shows your name and current NSW residential address (e.g. Driver's Licence). If you do not have a residential address, please talk to our staff.

If you are under 16, your parent or guardian will need to provide their identification and a Medicare card showing their relationship to you.



Full Membership gives you access to additional benefits including being able to borrow and reserve items, and use computer and printer facilities.

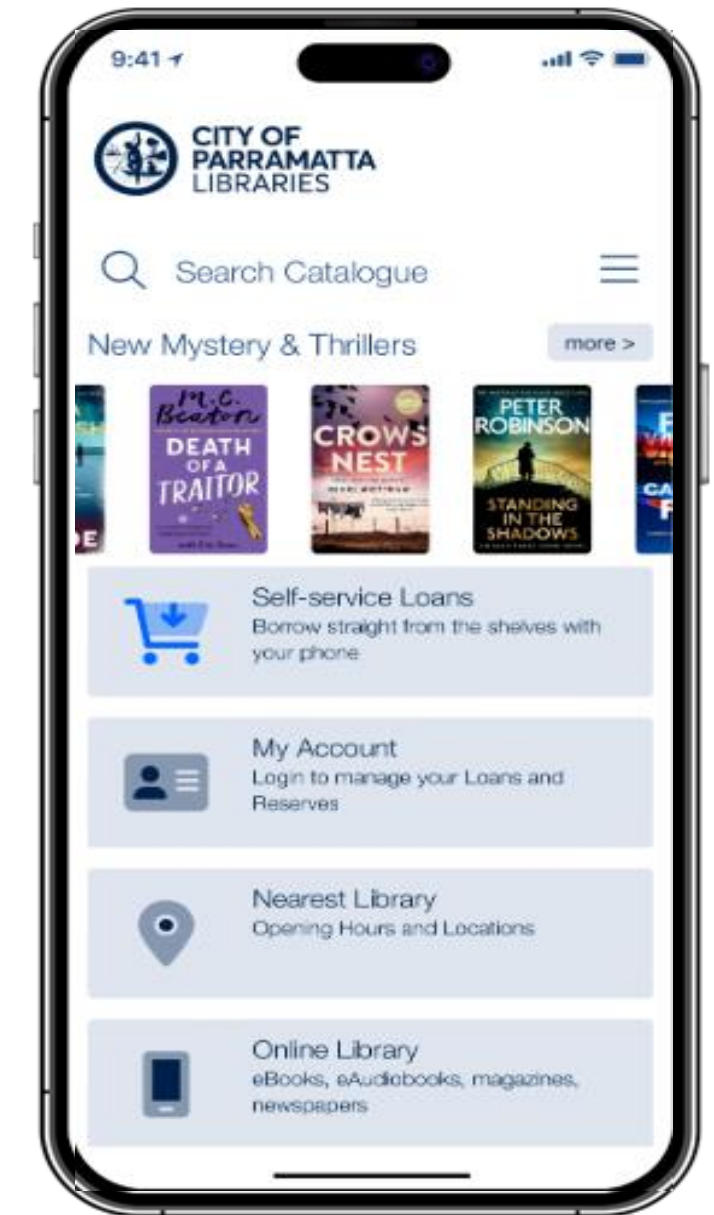
For more information and to access the online form, go to:
[www.cityofparramatta.nsw.gov.au/
community/library/membership](http://www.cityofparramatta.nsw.gov.au/community/library/membership)

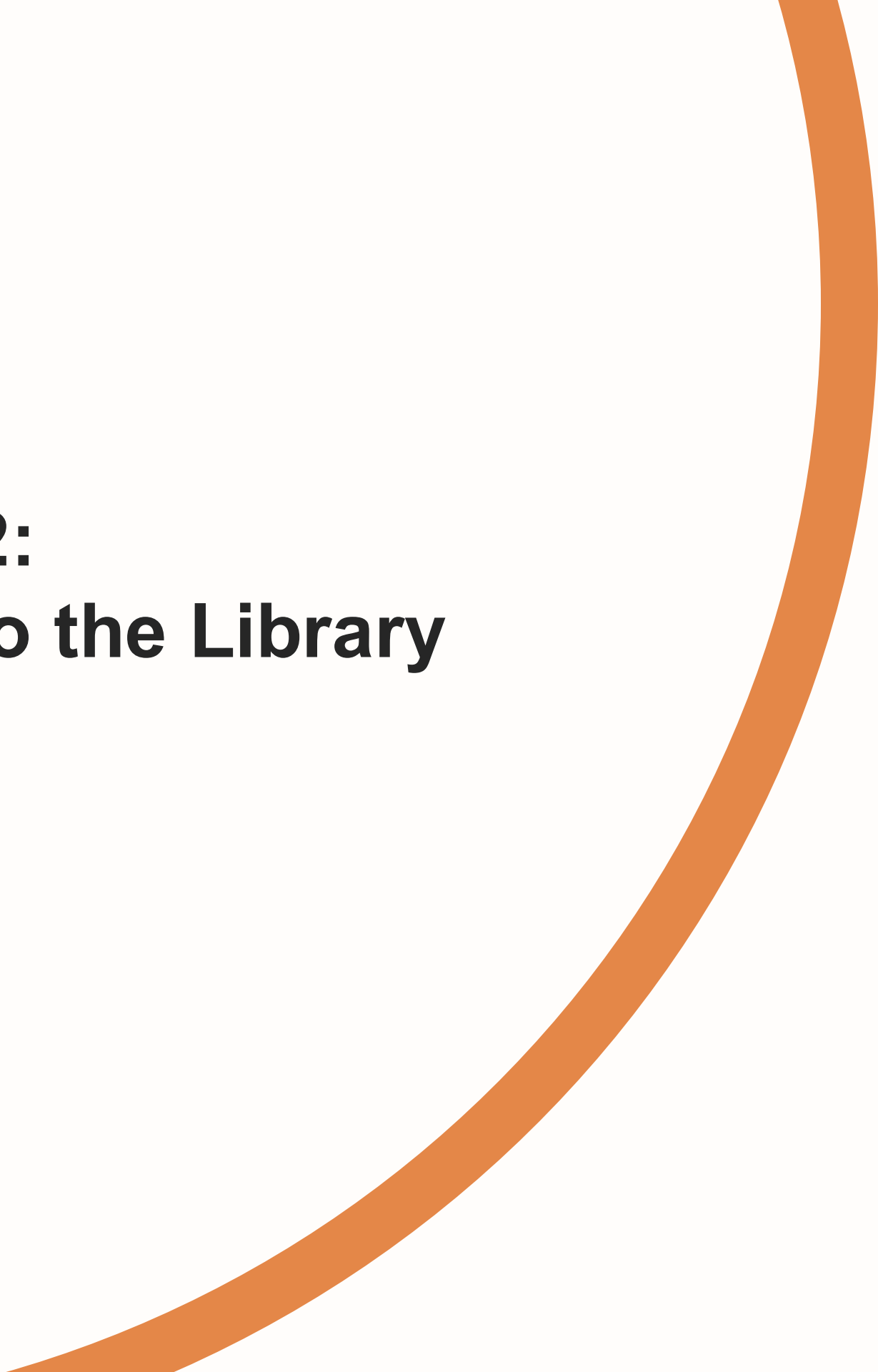
Library App

Access all our Parramatta Libraries from your mobile device with the **City of Parramatta Library App**:

- Search the library catalogue.
- Borrow items straight from the Library shelves.
- Place and manage holds, inter-library loans, and suggestions for purchase.
- Access digital resources, including e-books, e-audiobooks, magazines, newspapers & movies.
- Use your device's camera to instantly reserve the Library copy.
- Print from your device & book a public computer

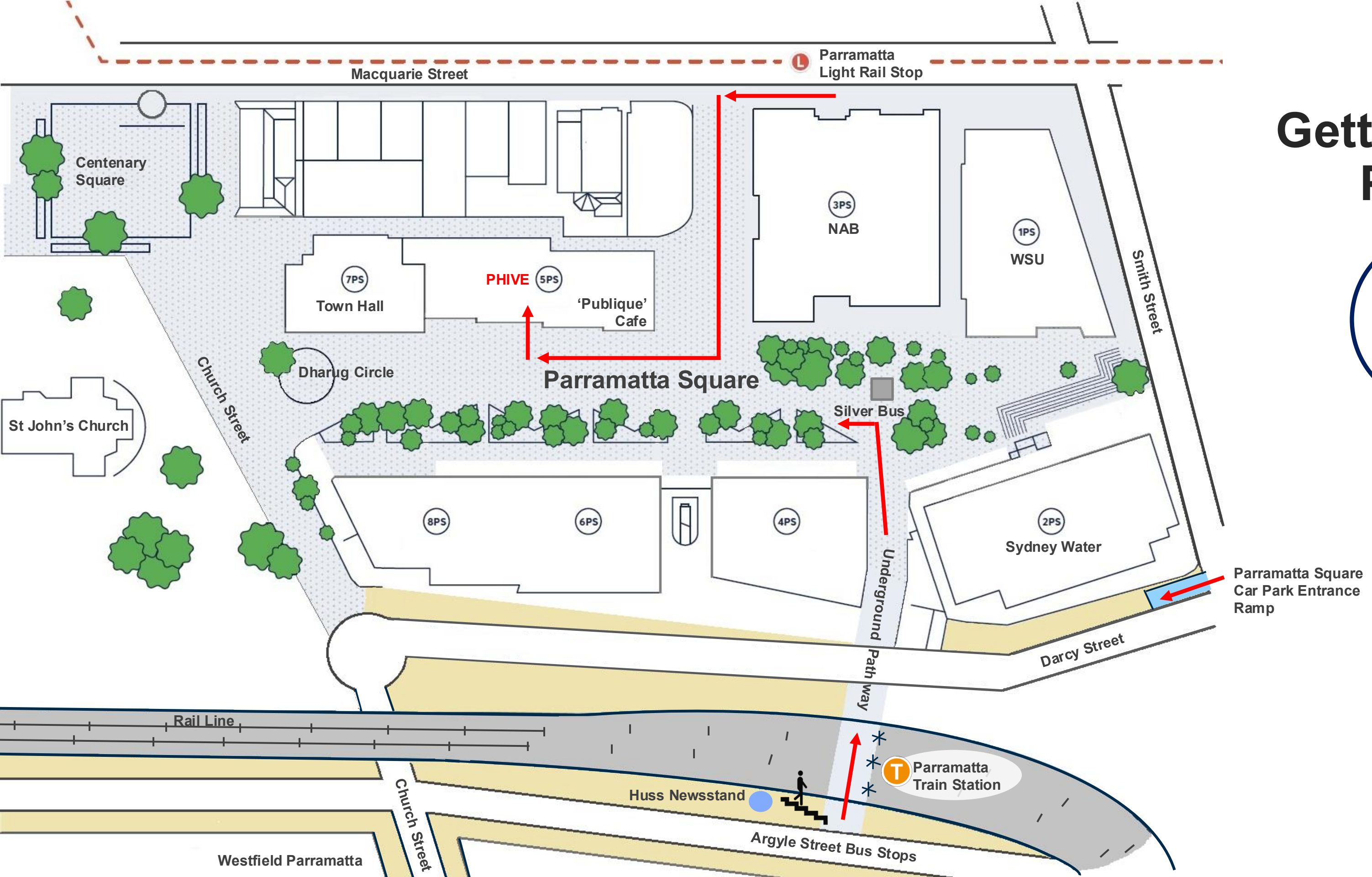
For more information, visit:
yourlibraryapp.co.uk/CityofParramattaLibraryapp





Section 2: Getting to the Library

Map: Getting to PHIVE





PHIVE & Parramatta Square

(Walking from the train station
& Argyle Street bus stops)

Getting to Library @ PHIVE

The Library is located on Levels 1 and 2 of PHIVE.

To find out more about PHIVE and to see detailed instructions on how to get to PHIVE, go to the separate PHIVE Visual Story.

This will provide details on getting to PHIVE by:

- Train
- Bus
- Light Rail &
- Car

The Visual Story also provides details on PHIVE amenities, including toilets, parent room and the onsite café.

The PHIVE Visual Story is available here:
www.cityofparramatta.nsw.gov.au/phive/visiting-phive



Parramatta Library (Levels 1 & 2)

Accessing the Library



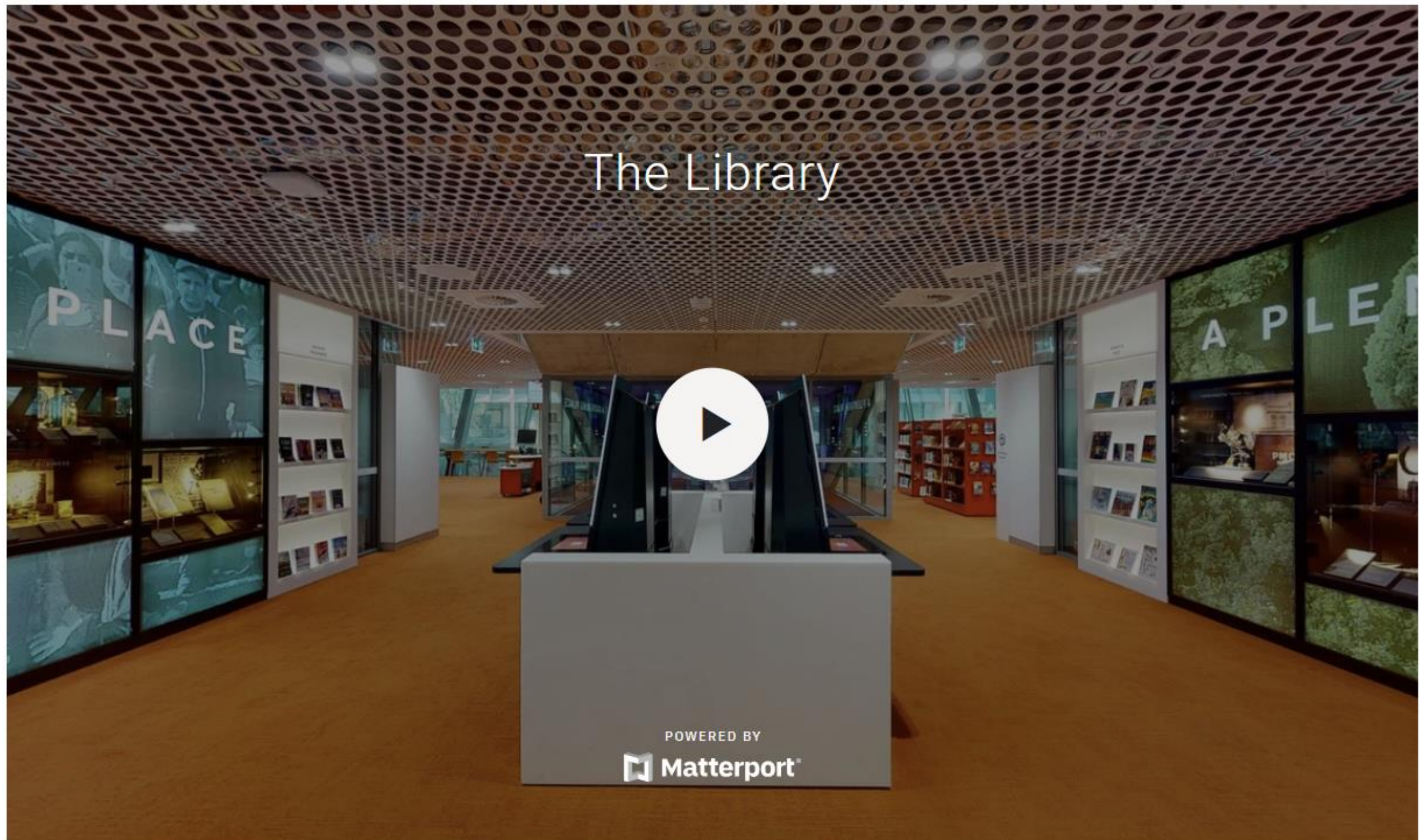
By Lift:

From the carpark or the Ground Floor foyer, take any lift to the Library (Levels 1 & 2).

By Stairs:

From the Ground Floor foyer, take the stairs, through the double glass doors located on the right-hand side of the lifts.

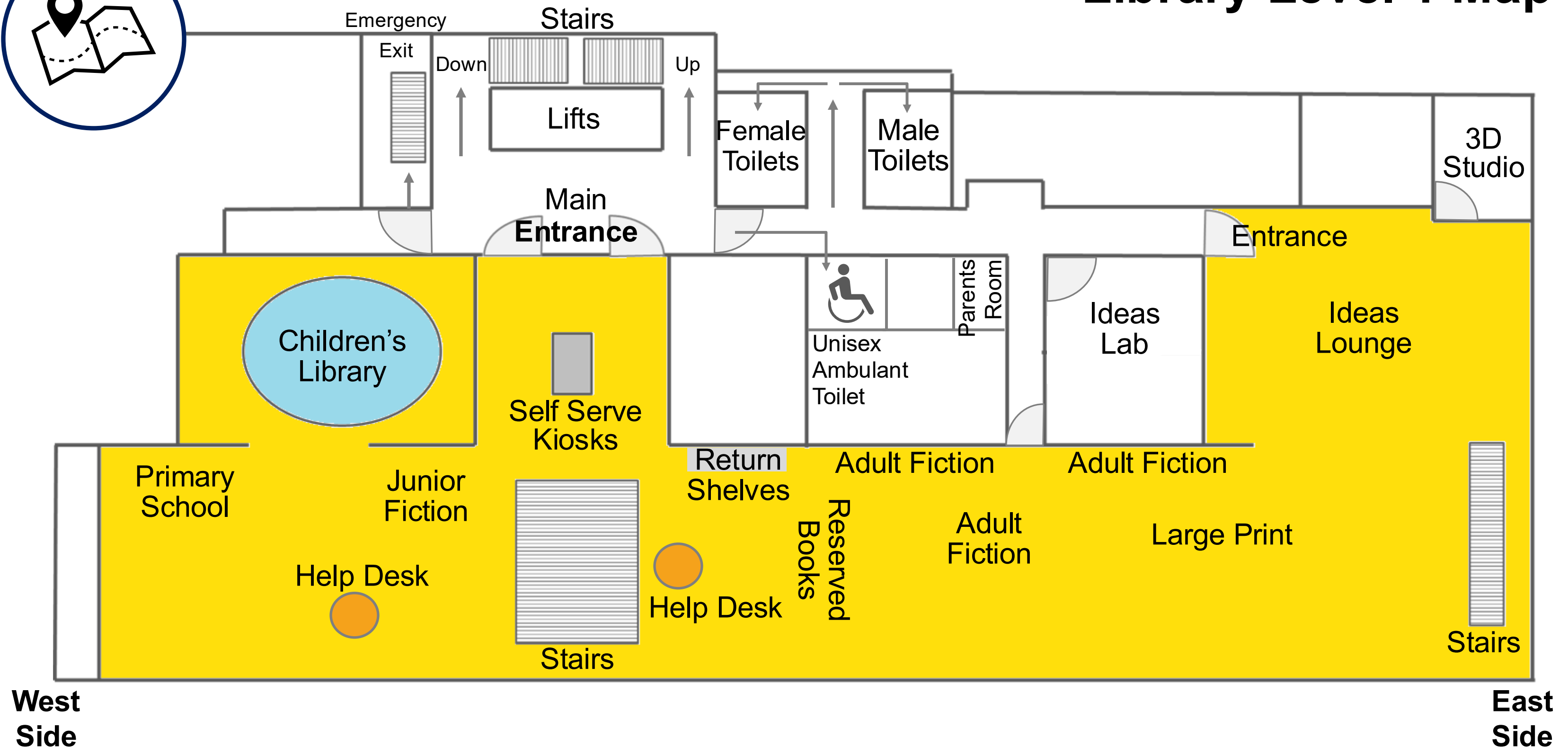
Section 3: At the Library



Online 3D Library Tour: www.cityofparramatta.nsw.gov.au/phive/library



Library Level 1 Map

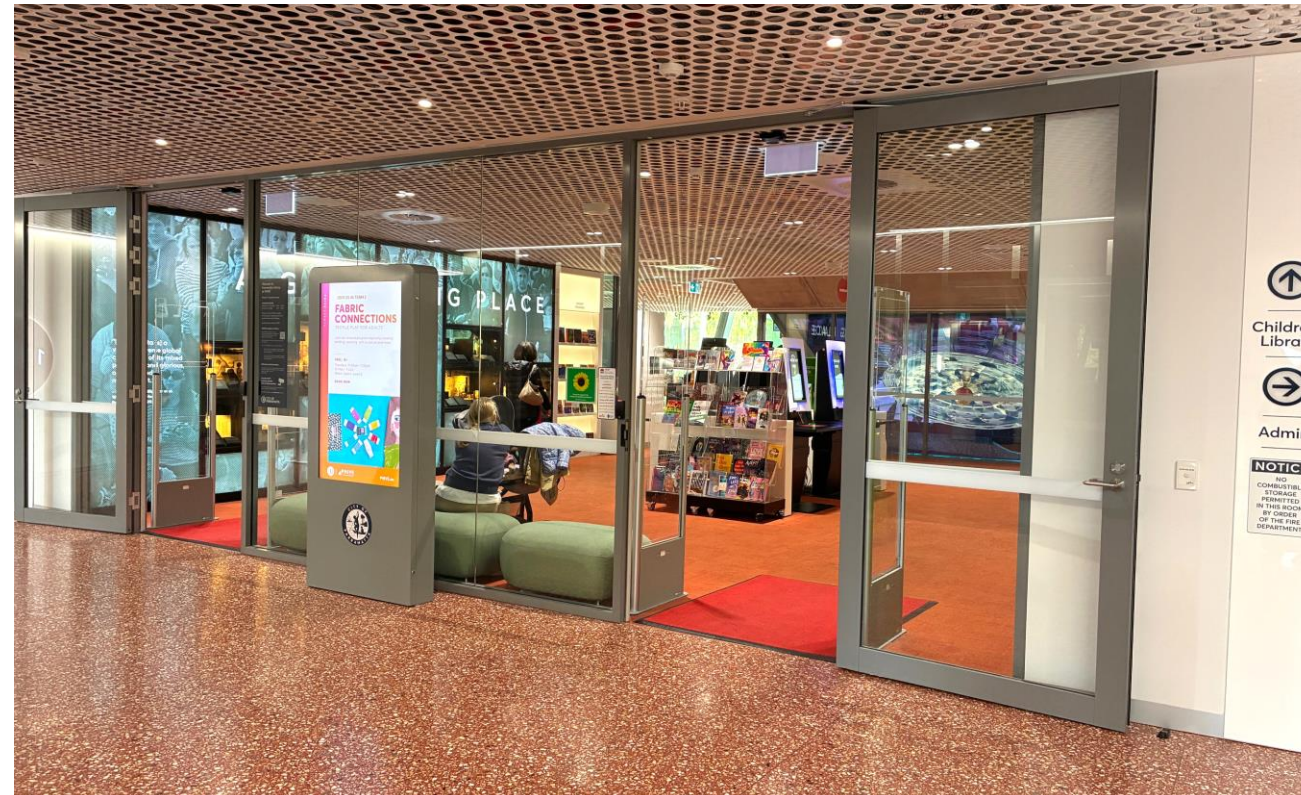


Parramatta Library

- Level 1

Main Entrance

(Page 1 of 4)



Level 1 Main Entrance:

- *A Plentiful Place* display
- *Gathering Place* display
- *Ripple Effect* art installation
- 4 borrower Self-Serve kiosks

Parramatta Library

- Level 1

(Page 2 of 4)



Level 1 - West Side

- Children's Library
- Library Helpdesk



Level 1 - East Side

- Item Return Shelves
- Library Helpdesk

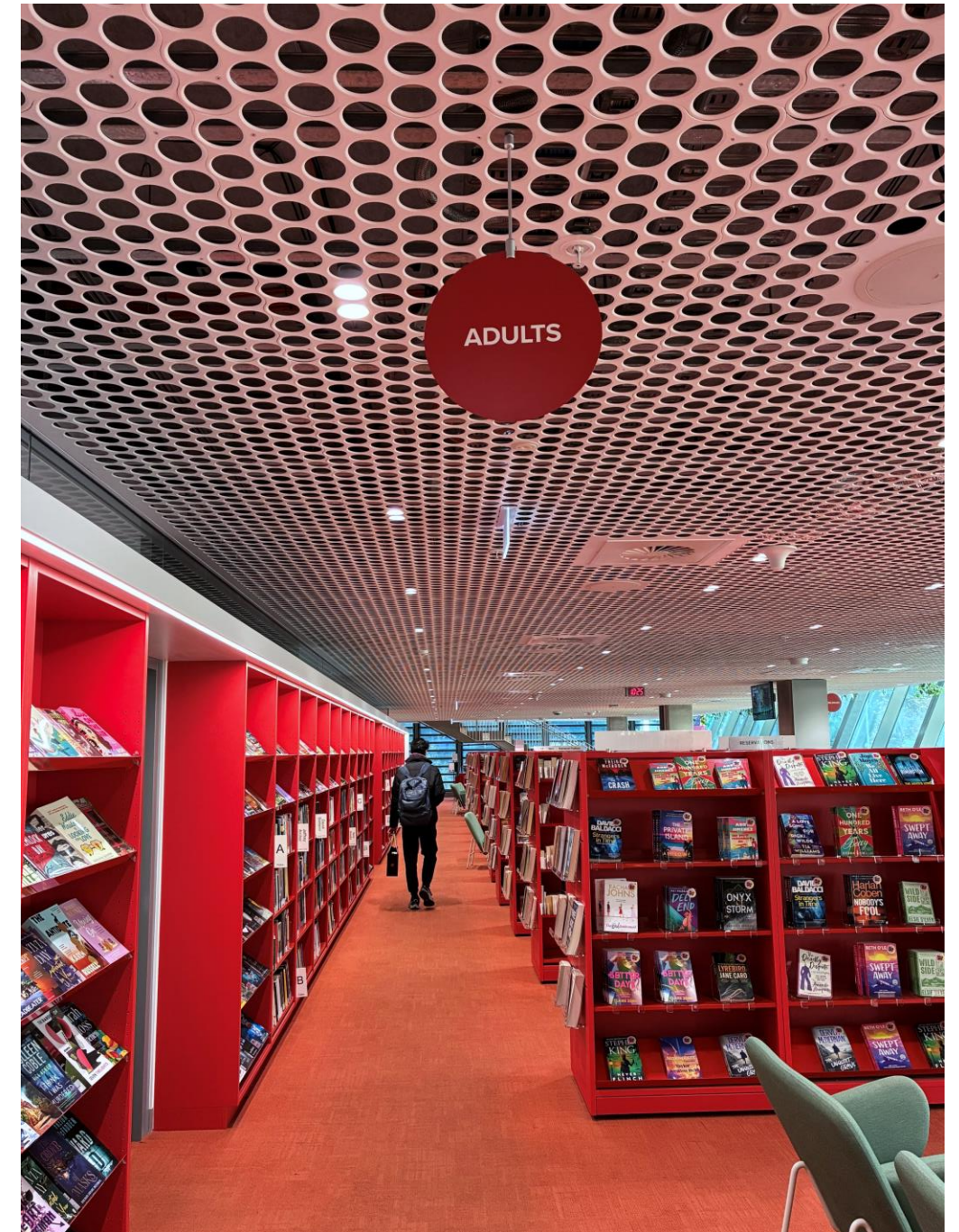
Parramatta Library

- Level 1

(Page 3 of 4)

Also on Level 1:

- **Reservations** – Books reserved by customers now ready for collection. Held for 7 days and arranged alphabetically by customer's last name.
- **Read Now Collection** – Popular titles to read without the need to reserve them.
- **New Fiction Book Displays** – Newly received novels from our book suppliers.
- **Adult Fiction Collection**
- **Large Print Fiction Book Collection**
- **Young Adult Fiction Collection**
- **Young Adult Manga / Graphic Novel Collection**



Parramatta Library

- Level 1

(Page 4 of 4)



More on Level 1:

- **City of Parramatta Council Papers** – Printed copies of all Council documents for public exhibitions, Council Meeting Minutes, Development Applications, Policies, Procedures, Reports and Statements.
- **Work study spaces, tables and chairs**
- **IDEAS Lab, IDEAS Lounge, 3D Studio** – Rooms and spaces for Library programs

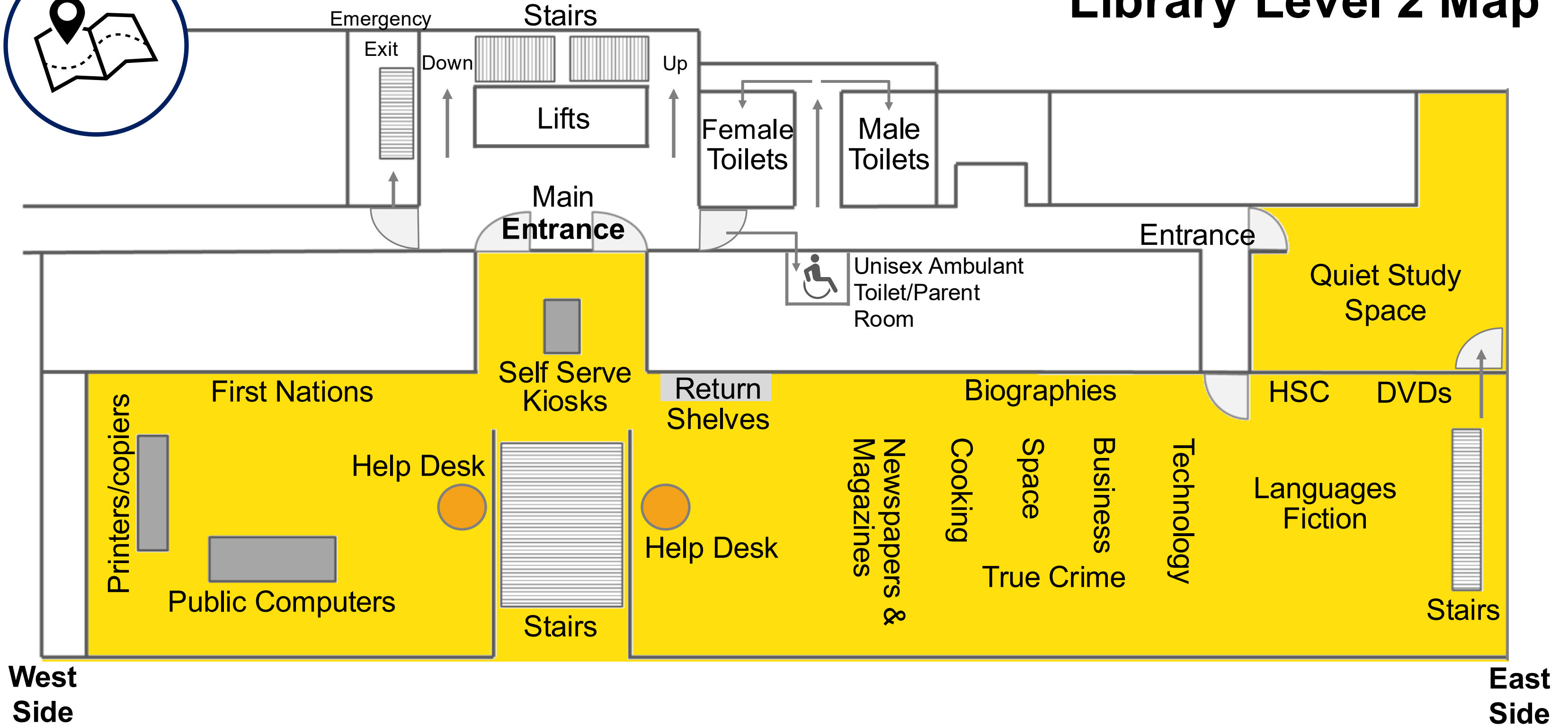
There is also a First Aid Room, Parent Room and toilet facilities and water bubbler located on Level 1, outside the Library.

Library Internal Staircase





Library Level 2 Map



Parramatta Library

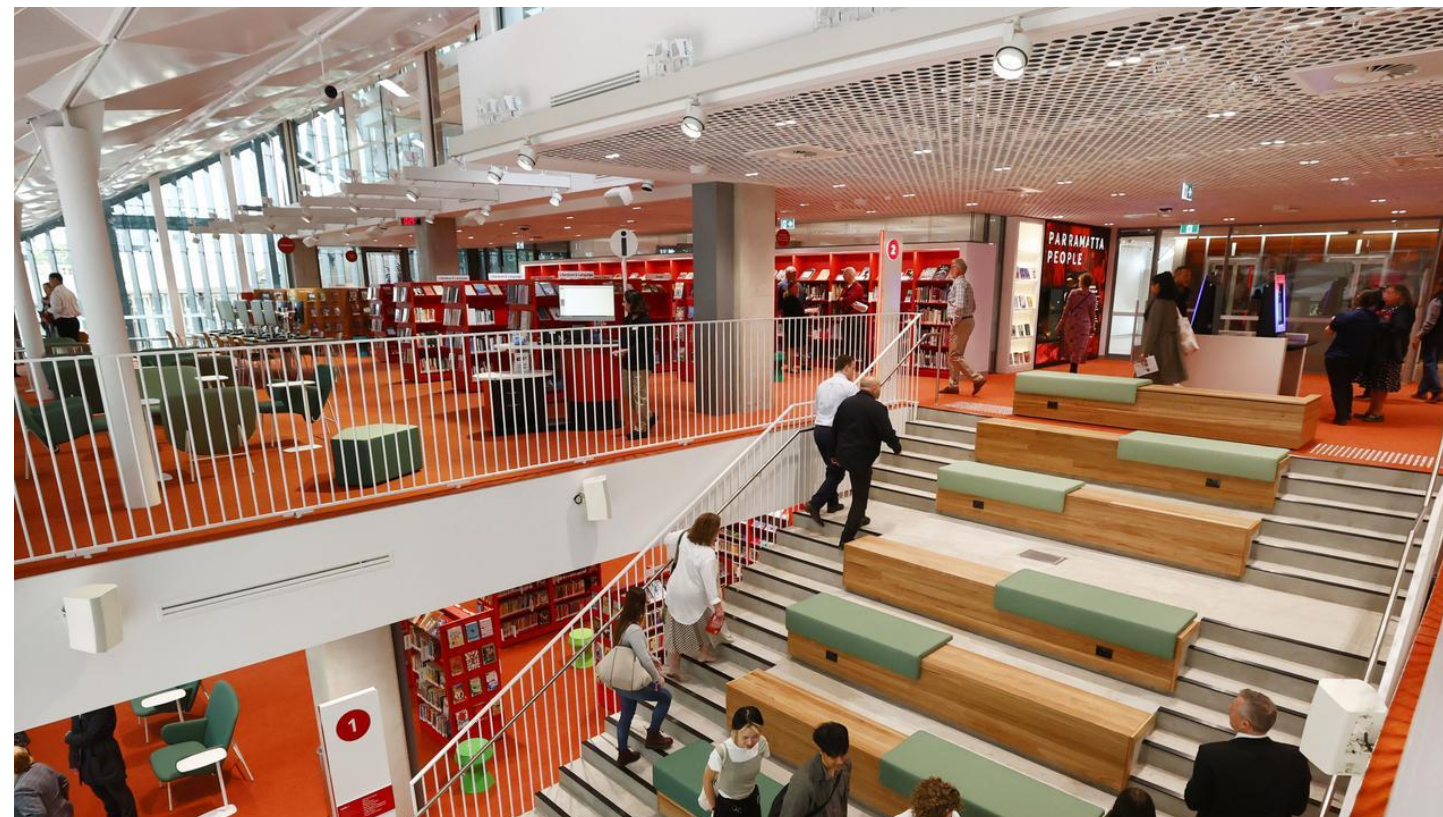
- Level 2

(Page 1 of 4)



Level 2 Main Entrance from PHIVE lifts:

- *Parramatta People* display
- 2 borrower self-serve kiosks



Level 2 access from the central internal staircase:

- The staircase centre can also be used by Library patrons as seating.
- It is also used for events like Author Talks.

Parramatta Library

- Level 2

(Page 2 of 4)

Level 2 - East Side

- Item Return Shelves
- Library Help Desk
- **Biographies** (arranged along the wall)
- **High School Reference Collection** (Years 7-10)
- **High School Certificate Reference Collection** (Years 11-12)
- **Learning English Collection** – curated for non-English speaking backgrounds.
- **DVD Collection**
- **Community Language Collection**
- **Non-Fiction Collection** (Dewey Decimals 000-600)
- Printed Newspapers & Magazines



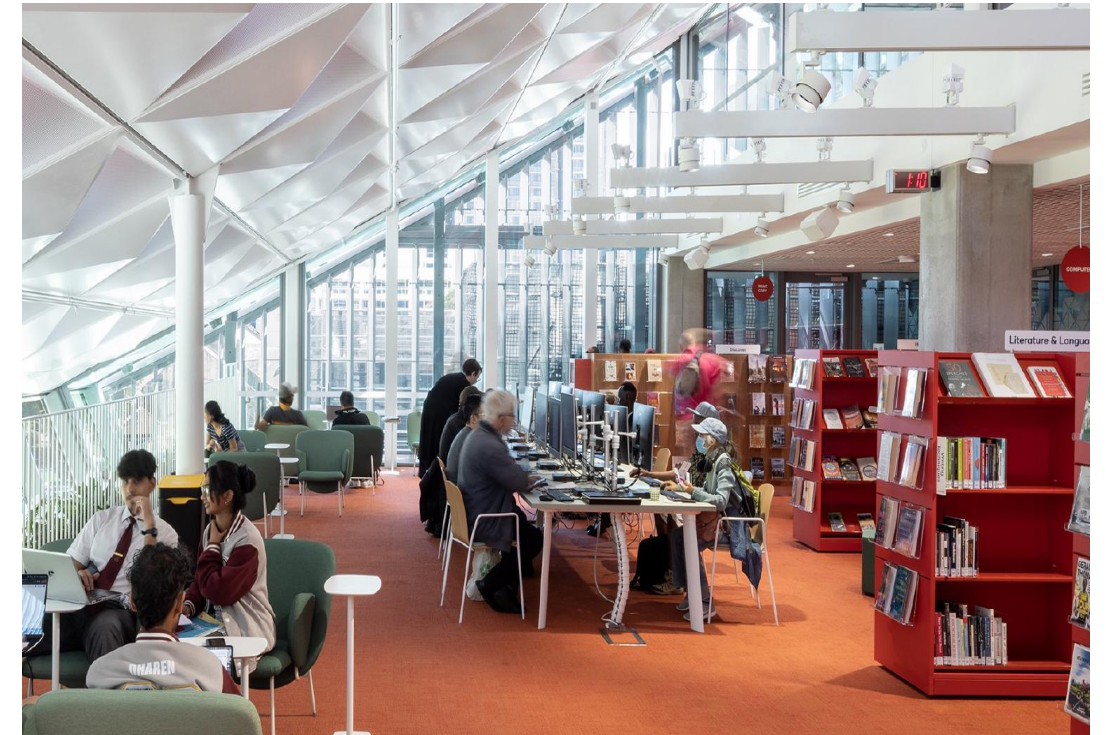
Parramatta Library

- Level 2

(Page 3 of 4)

Level 2 - West Side

- Library Helpdesk
- Public computers
- Print/Copy/Scan facilities
- Printing & Payment kiosks for guest tickets and printing/copy fees
- **First Nations Collection** – Identified by the Aboriginal flag sticker
- **Local Studies and Family History Reference Collection** – Not for loan special reference collection that focuses on the local history of Parramatta and its suburbs.
- **Non-Fiction Collection** (Dewey Decimals 650-999)



Parramatta Library

- Level 2

(Page 4 of 4)

Quiet study spaces and rooms are available on Level 2. These are not Quiet Spaces of retreat, as some low-level noise is permitted.

Our quiet study rules are:

- Noise from group discussions or conversations should be kept to a low level and not disturb other people.
- Headphones must be worn when listening to music/multimedia and should not be heard by others next to you.
- In the **quiet study room**, mobile phones must be switched to silent, with no talking on mobile phones inside the room.



Finding Library Items

(Page 1 of 2)

Our Libraries have over 65,000 items!

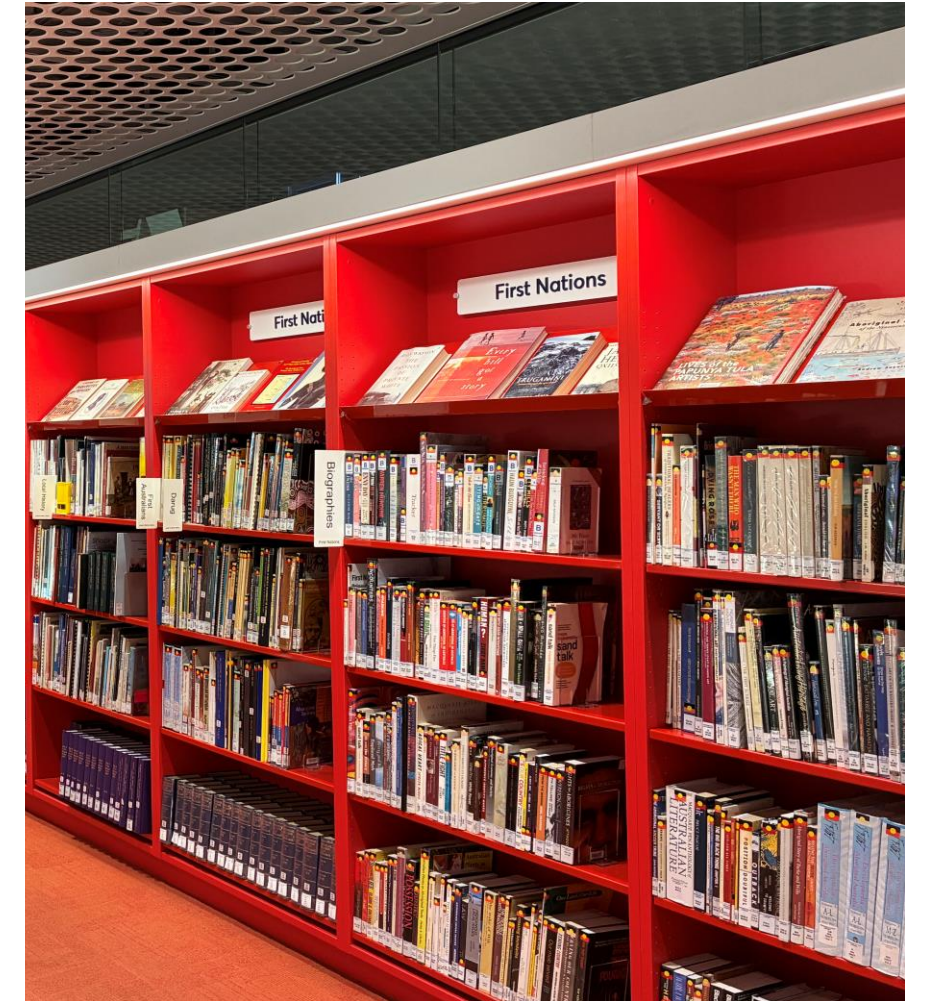
You can wander around and browse our shelves. If you have something specific you are looking for, or don't have much time, use our **online directory** to search for items and services.

Search results will show if the item is:

- Available, or on loan, or we don't have it;
- Library branch location (and you can request it to be transferred to another branch);
- Formats available (ebook, audiobook, hardcopy, etc);
- Current shelf location.

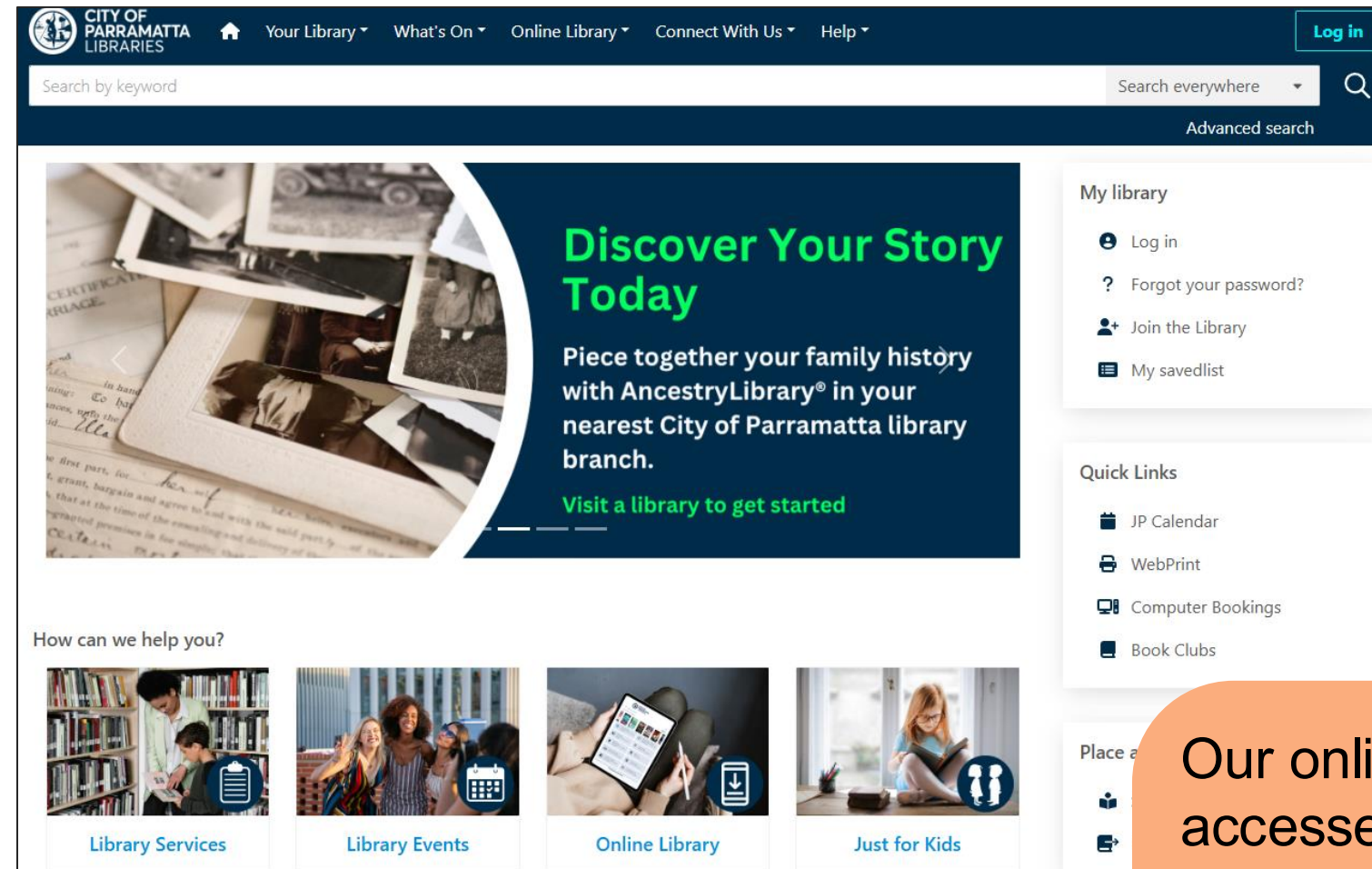


If you need assistance finding an item on the shelf, don't hesitate to ask one of our Library staff on the floor.



Finding Library Items

(Page 2 of 2)



Our online directory can be accessed:

- Via the Online Library website: parralibrary.spydus.com/cgi-bin/spydus.exe/MSGTRN/OPAC/HOME
- Via the Library App downloaded to your mobile device.

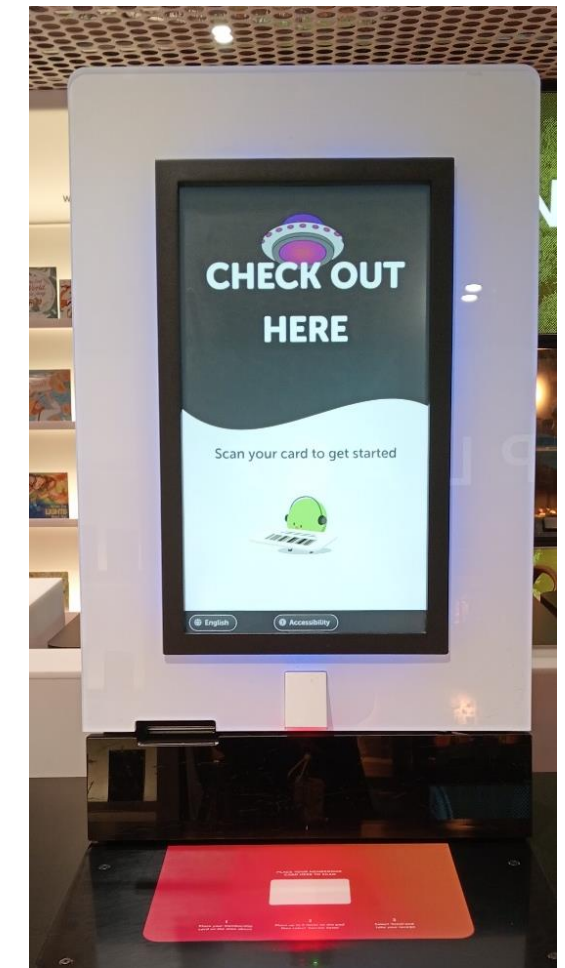
Borrowing Items (Self-Serve Kiosk)



How to borrow items available for loan:

1. Take the items you want to borrow to any **Self-Serve kiosk** located at the Library main entrances on Levels 1 and 2.
2. **Scan** your Library Membership Card.
3. Touch the '**Borrow items**' button on the screen.
4. Put the items you want to borrow on **the red borrowing pad**:
 - If an item title goes green, you have successfully borrowed the item.
 - If an item title goes red or a pop-up message appears, you will need to go to a Library Help Desk for assistance.
5. After all items have been processed for borrowing, to finish, choose '**Print/Email/No receipt**'.

Items are on loan for 3 weeks. You can usually renew this once, unless it has been reserved or there are specific conditions for the item.



Returning Items

How to return your borrowed City of Parramatta Library items:

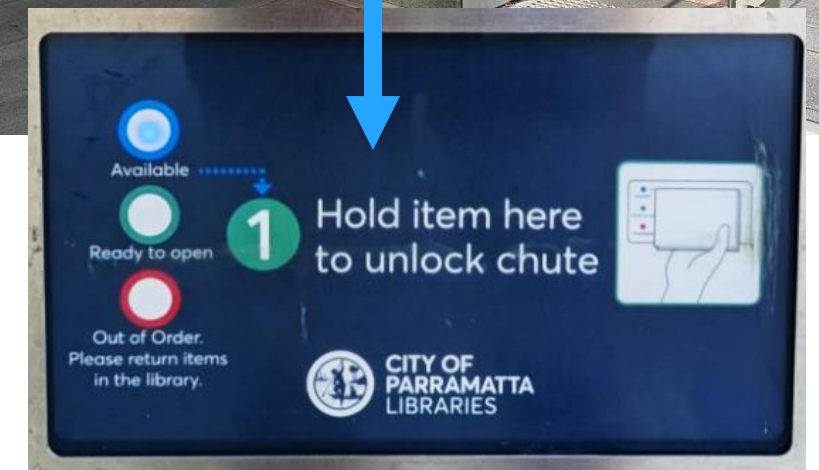
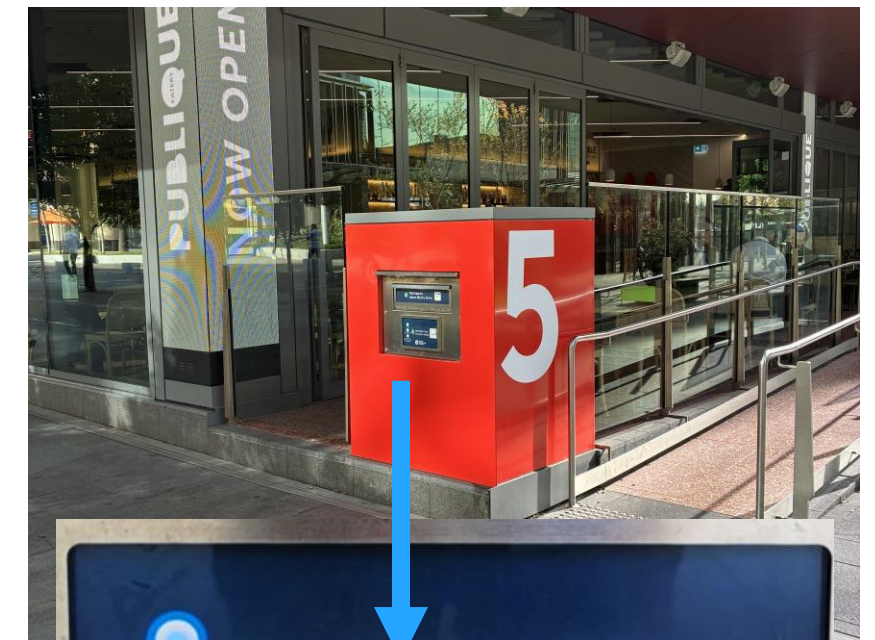
1. During Library operating hours, you can place your borrowed items inside our black return shelves located inside the library on Levels 1 and 2.

OR

2. At any time, day or night, you can also place your items inside our external 24/7 Library return chute. This is located outside the PHIVE building (eastern corner facing Parramatta Square) inside the red “5” sign box.

All items have a due date they must be returned by.

If you have overdue items on your card, you cannot borrow more items or access digital resources.



Public Computers

The public computers on Level 2 can be reserved or used if available:

- **Guest tickets** allows people to use a computer for 15 minutes.
- **Full Library Membership** allows people to use a computer for 60 minutes. If computers are available, this can be extended to 90 minutes.
- Computers can be reserved using the Library App:
yourlibraryapp.co.uk/CityofParramattaLibraryapp



Printing Services

You can print from your device:

1. Go to <https://parra.city/webprint>.
2. Sign in with your Library Membership card number, password and PIN (**or get a guest ticket from the red printing kiosks next to the printers**)
3. Upload your file to be printed.
4. Check you have enough credit to print your file and add credit if necessary.
5. Sign in to any Library printer with your library card and PIN, then collect your print job.



Story Time

During the school term, Parramatta Library runs free Story Time sessions from the Children's Library area on Level 1:

- Mums, dads, grandparents, carers and little ones can join us for stories, rhymes and interactive fun.
- Sessions are run for different age groups.
- Once a month, Story Time is also Auslan interpreted – this is open to everyone, whether they require Auslan interpretation or not.
- Bookings are not required.

For more information, including ages and times, visit:

cityofparramatta.nsw.gov.au/community/library/storytime



Library Programs

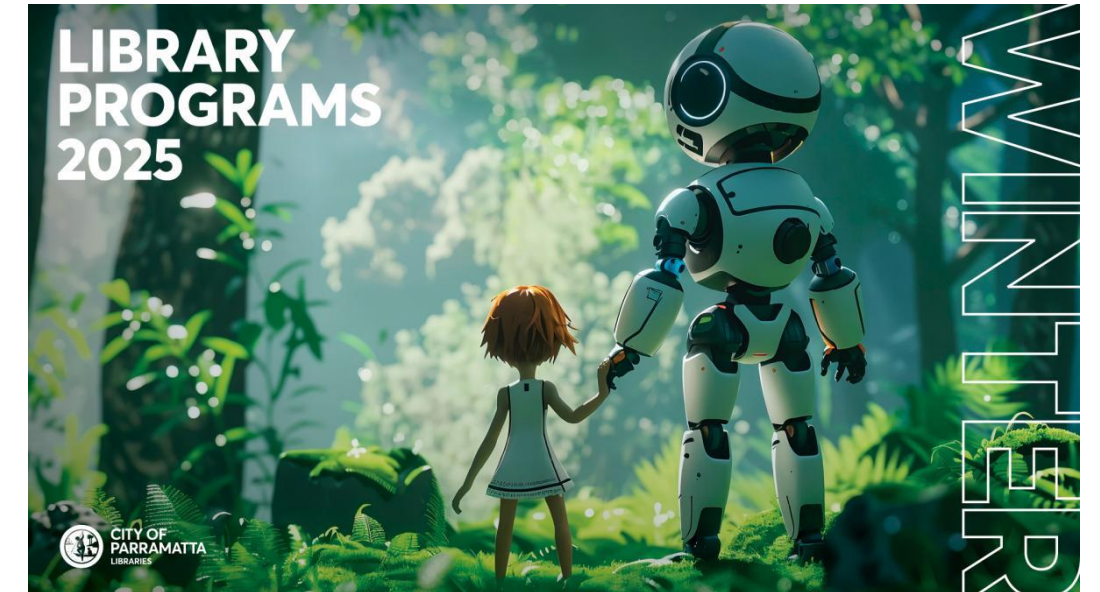
The Library delivers programs for the community throughout the year, including school holidays and exam preparation periods.

Library programs are planned around the four seasons, Summer, Autumn, Winter and Spring, with Calendars created for each season. Programs are run from all Library Branches.

Most programs are free to participate in but require registration.

To explore all Library programs and to register, visit City of Parramatta's events booking site, and search by **Parramatta Library**:

[Parramatta-events.bookable.net.au](https://parramatta-events.bookable.net.au)



To view the Library's current season Program Calendar, go to the **What's On** section of the Library webpage:

[cityofparramatta.nsw.gov.au/
community/library](https://cityofparramatta.nsw.gov.au/community/library)

Leaving Parramatta Library



From the Library, Levels 1 or 2:

1. You can take a lift back down to the Ground Floor (G).
2. You can also walk down the stairs to the Ground Floor. The stairs are located on the left-hand side of the lifts.



3. From the Ground Floor:

Walk straight from the stairwell exit or the lift, through the open doors or the automatic sliding glass door (Press the green button to open if needed).

Customer Care Charter

Our Customer Care Charter sets out our Library Vision, standards, and expectations for the behaviour of our Library team and our customers.

When visiting the Library, expect our Library staff to welcome you and provide you with a prompt, courteous, and inclusive experience in safe and accessible spaces, whether in-person or online.

[View Customer Care Charter](#)



Message from Aspect

We hope you have a wonderful time visiting Parramatta Library, and have found this Visual Story helpful!

Our Autism Friendly team are working hard to make more places autism-friendly. If you have any questions or feedback, or want more information, you can:

- Email us at autismfriendly@aspect.org.au
- Check out our webpage: <https://www.aspect.org.au/our-services/autism-friendly>



**Thank you for visiting
Parramatta Library. We
look forward to seeing
you again!**

Parramatta Library

