

Customs House Library access information

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About Customs House Library

Located in one of Sydney's finest historical landmarks, the Customs House Library (Customs House) spans 3 levels and highlights the building's contemporary and traditional design features. It houses a collection of more than 50,000 items and is open 7 days a week. Customs House offers 2 meeting rooms for hire. Customs House occupies a full block between Loftus, Alfred and Lodge streets at Circular Quay.

Getting to Customs House Library

Public transport

There are 2 bus stops nearby on Alfred Street. One is 100m away on the southern side of Alfred Street, and the other is 130m away on the northern side of Alfred Street. Bus stops are serviced by routes:

- 301 and 302 to Eastgardens
- 303 to Sans Souci
- 333 to North Bondi
- 373 and 374 to Coogee
- 377 to Maroubra
- 380 to Bondi Junction
- 392 to Prince Henry Hospital
- 394, L92, X94 and 399 to La Perouse
- 396 to Maroubra Beach
- 397 and X97 to South Maroubra
- 500 to Ryde
- 507 and 518 to Macquarie University
- 515 to Eastwood
- 520 and M52 to Parramatta
- 890 to University of New South Wales.

Circular Quay train station is 80m away serviced by T3 Bankstown Line and T2 Airport, Inner West and South Line.

Circular Quay ferry terminal is 90m away serviced by F1 Manly, F2 Taronga Zoo, F3 Parramatta River, F4 Darling Harbour, F5 Neutral Bay, F6 Mosman Bay and F7 Eastern Suburbs routes.

To plan your trip, visit [Transport for NSW](#) or call 131 500

Driving or parking

There is no on-site dedicated accessible parking at Customs House.

There are 2 on-street mobility parking spaces nearby on Pitt Street. Both parking spaces are 250m away on the western side of Pitt Street, south of Alfred Street.

Taxis and private vehicles

There is no dedicated set down area for taxis or private vehicles near Customs House.

Entrance

Customs House Library (Customs House) is situated away from the street front on Alfred Street.

There is a large forecourt at the front of Customs House. The forecourt is bounded by steps around the perimeter on Loftus, Alfred and Young streets, and café seating along Loftus and Young streets. There are 2 steps from Alfred Street on to the forecourt. Steps do not include handrails, tactile ground surface indicators, or nosings (non-slip edges). Take caution as there are bollards along the Alfred Street boundary of Customs House forecourt.



Entrance to Customs House is via steps from forecourt on to verandah. There are 4 steps from Loftus Street and Young Street. Steps recede towards the centre of forecourt to only 3 steps directly in front of the Customs House entrance. Steps include handrails from Young Street and Loftus Street sides of the building only, and include tactile ground surface indicators, but do not include nosings (non-slip edges).

There are 2 ramps leading to the Customs House verandah. One ramp from Loftus Street, and the other from Young Street. Ramps are 1230mm wide and include handrails on both sides and tactile ground surface indicators at top of ramps on verandah. Once on verandah, travel straight ahead, entrance is at centre of building.



Entrance is through double glass swinging doors. Doors remain open during operating hours. Doors open to 1490mm wide. Entrance is level and includes a carpet doormat on inside of doorway.

Once inside entrance, travel straight ahead through internal glass doors. Glass doors open automatically during operating hours. Doors open to 2010mm wide. Inside entrance is a large atrium. Atrium includes columns around the perimeter and a glass floor, featuring miniature model of Sydney city underneath. Take caution here when navigating perimeter columns and as many patrons stop at the centre of the atrium to view model underneath glass floor.



Customer service

Reception desk is located on ground floor to the right of atrium. From the main pedestrian entrance, travel straight ahead into atrium, turn right and reception is straight ahead. There is a low level desk area for wheelchair users to the right hand side of desk.

Audio communication

There is no hearing loop available in Customs House.

Toilets

There are 2 unisex accessible toilets at Customs House Library.

One unisex accessible toilet is on ground level at back of magazine area.

From the main pedestrian entrance, turn left and travel straight ahead, past newspaper area and into magazine area. Pass through electronic detection gates which are 860mm wide.

Once in magazine room, turn right travel straight ahead past chairs and shelves. Accessible toilet is at far end of magazine room to the left. Door is heavy wooden swinging door, pull to open. Door opens to 890mm wide. Toilet is right hand side transfer.



The other unisex accessible toilet is located on level 1. From the lift, pass through electronic detection gates which are 860mm wide, turn right and right again. Travel down the hallway which is 1800mm wide.

The unisex accessible toilet is on the left. Door is solid wood swinging door. Push to open with lever handle. Door opens to 750mm wide. Toilet is left hand side transfer.



There are no ambulant toilets at Customs House

Change and shower facilities

There are no change and shower facilities at Customs House.

Lifts, stairs and passageways

Customs house has 2 lifts traveling to all floors.

From the main pedestrian entrance, travel straight ahead past newspaper lounge on the left hand side. At end of atrium, turn left and lifts are straight ahead. Access to the lifts on level 1 and 2 are through electronic detection gates that are 860mm wide. Control buttons are located between the lifts, buttons include braille, and illumination. There are handrails on left and right hand side of the lifts, and include audio announcements. The lifts do not include mirrors.



Customs House includes stairs to level 1 and 2.

From the main pedestrian entrance, travel straight ahead to the far end of atrium, turn right and the stairs are straight ahead. The stairs include handrails on both sides, tactile ground surface indicators, and nosings (non-slip edges). The stairs are 1520mm wide.

To travel to level 1 there are 3 flights of stairs each with 10 steps, 30 steps in total. To travel to level 2 there are 3 flights of stairs with a total of 28 steps.





There are multiple corridors and passageways around Customs House Library and in between shelves.

Passageways on level 1 are 1700mm wide, spacing between shelves is 1180mm wide.

Passageways on level 2 around shelves are 890mm wide, spacing between shelves 1100mm wide. Passageways in reading room on level 3 are 1030mm wide, spacing between desks are 890mm wide.

Navigating Customs House Library

Ground level lounge area

Customs House offers a lounge area for reading and congregating. The lounge area includes multiple individual chairs arranged around mixed rugs. From the main pedestrian entrance, turn right and travel straight ahead to lounge area. Lounge area extends further to the right towards the front of the building. Take caution here as chairs can be placed randomly around the lounge area.

Ground level newspaper area

Customs house offers multiple newspapers to read, including mixed communal seating and standing desks. From the main pedestrian entrance, turn left and travel straight ahead, newspaper area is on the right hand side. Newspaper area includes large communal seating on mixed rugs. Take caution here as seating is placed at various points in the space.

Ground level magazine area

Customs House offers magazine reading area together with free computer use. From the main pedestrian entrance, turn left and travel straight ahead, past newspaper area. Pass through electronic detection gates, which are 860mm wide, and into magazine area. Magazine lounge extends to the right towards the back of the building. Take caution here as there are multiple lounge chairs and mixed rugs within the space.

To find computers, pass through electronic detection gates, which are 860mm wide, and into magazine area. Computers are directly in front of the entrance to magazine area and behind glass magazine displays. Computers are found along the wall and extend to the back of the building. Take caution here as glass magazine displays stand between mixed seating and the computer desks.



Level 1 lounge area and exhibition space

Level 1 offers additional lounge area together with an exhibition space. From the lifts travel through electronic detection gates which are 860mm wide, travel straight ahead past library desk towards the stairs. At the stairs turn right and travel straight ahead into lounge area. Lounge area is carpeted, features exhibition panels along the western wall and couches at the north end of the lounge area. Caution here as library catalogue computers are situated at the entrance of the lounge area.

Level 1 shelves

Level 1 shelves includes children's collection and fiction A-Z. From the lifts travel through electronic detection gates which are 860mm wide, turn right and travel straight ahead. Passageways on level 1 are 1700mm wide, spacing between shelves is 1180mm wide.



Level 1 audio visual & community language collections

Customs House level 1 offers a range of texts in community languages, Korean and Japanese collections, audio and visual resources, and musical scores.

From the lifts travel through electronic detection gates which are 860mm wide, turn right and right again towards the back of the bookshelves. Turn left and travel straight ahead down passageway. Doorway to language and audio room is on the right. Doorway remains open during operating hours, and is 1870mm wide. Audio visual and community languages room is carpeted, spacing between shelving is 730mm wide.

For audio and visual resources and musical scores, entry to audio visual and community languages room, turn left and travel through doorway. Doorway remains open during operating hours and is 1020mm wide.



For the sitting area, travel past audio and visual resources and musical scores, turn right and travel straight ahead, entrance to sitting area is on the left. Doorway remains open during operating hours, and is 1450mm wide.



Level 2 shelves

Level 2 includes raised seating, desk tops and power outlets for personal computer use. Raised desks surround the atrium at the centre of level 2. Book shelves offer fiction L-Z and are situated on both sides of atrium.

From the lifts travel through electronic detection gates which are 860mm wide. Travel straight ahead, past loans desk, or, turn right and travel straight ahead down passageway. Passage way between raised desks and bookshelves is 890mm wide, passage way between bookshelves and walls are 1030mm wide and spacing between shelves is 1100mm wide. Take caution here as raised seating might be placed randomly within the space.



Level 2 large meeting room

Customs house offers multiple meeting rooms for hire. The level 2 large meeting room is a large room that can be arranged depending on the needs of the space. From the lifts travel through electronic detection gates which are 860mm wide. Turn right and travel down passageway between bookshelves and raised desks, passage way is 890mm wide. Take caution here as raised seating might be placed randomly within the space. Meeting room is to the right. Entrance to the reading room is through 1 of 2 doors. Both doors are heavy swinging wooden doors. Doors open with a spherical knob, push to open. Doors open to 840mm wide. Meeting room is carpeted and can include rows of seating, tables or stage depending on set up of meeting room.



Level 2 small meeting room

Customs House offers multiple meeting rooms for hire. Level 2 small meeting room is a smaller room which can be arranged depending on the needs of the hirer. From the lifts travel through electronic detection gates which are 860mm wide. Travel straight ahead towards the stairs, turn right at the stairs

and travel straight ahead, past shelves towards the front of building. Passageway along centre of building is 1100mm wide, take caution here as chairs can be arranged randomly in this space. Passageway between wall and shelves is 1030mm wide. Once past shelves entrance to small meeting room is on the left hand side.



First doorway towards small meeting room is double wooden swinging doors. Doors are controlled by swipe access from library staff. Single door opens to 550mm wide, and double doors open to 1140mm wide. Push to open. There is a small lip at doorway where floor transitions from linoleum to carpet. Doors remain open for the duration of the hire period. If doors are closed, exit is via button on silver panel to the left of double doors, 1090mm up from ground.



Once through first doors, turn right and travel down the hallway, the hallway is 1300mm wide. Entrance to small meeting room is on the left. Door to small

meeting room is wooden swinging door. Door is opened with lever handle, and opens to 740mm wide, push to open. Small meeting room is carpeted, with chairs surrounding a medium sized table in the centre of the room, as well as 2 chairs behind the door on the right hand side. Room can be arranged to suit hirer's needs. Passageway around desk and chairs is 950mm wide.



Level 2 reading room

Level 2 offers a quite reading room with multiple large desks for studying and reading, as well as computers for free use. From the lifts travel through electronic detection gates which are 860mm wide. Turn right and travel down passageway between bookshelves and raised desks, passage way is 890mm wide. Take caution here as raised seating might be placed randomly within the space. At end of passageway, enter through door to reading room. Door remains open during operating hours, and is 840m wide.

Once inside reading room, turn left, reading room extends to the whole width of the building. Tables are located at centre of room. Passageway around perimeter of room and around desks is 1300mm wide. Space between desks is 890mm wide. Take caution here as chairs may be place at random points around room.



Find out more

To find out more about the Customs House Library and the activities on offer, contact Customs House Library staff at the City of Sydney on 02 9242 8555 or library@cityofsydney.nsw.gov.au.