

2.01 Office Administration

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1.0 Purpose

LIANZA office has a small administrative team. This policy provides a resource to support training and induction of new personnel, a method to capture institutional knowledge, and a document to enable members to understand the work completed by the office.

2.0 Scope

This applies to all office and administrative tasks completed by LIANZA employees, members, and volunteers.

3.0 Definitions

LIANZA	Library and Information Association of New Zealand Aotearoa
SIG	Special Interest Group
IFLA	International Federation of Library Associations
AuSAE	Australasian Society of Association Executives
ALA	American Library Association

4.0 Related policies and procedures

- Financial Guidelines and Procedures for National Office
- Health and Safety
- Management of Memberships

5.0 References

6.0 Exceptions

Exceptions to this policy may occur with the approval of the Executive Committee.

7.0 Responsibilities

It is the responsibility of the Executive Director to ensure that all aspects of this policy are followed.

It is the responsibility of anyone volunteering or working within the LIANZA office to familiarise themselves with this policy and ensure they adhere to its guidelines.

8.0 Policy

- 8.1 LIANZA office administration is overseen by the Executive Director
 - 8.1.1 The Executive Director will keep the President informed of key actions taken in relation to this policy in their weekly meetings
 - 8.1.2 The Executive Director will keep LIANZA council informed of key actions taken in relation to this policy through their regular report
 - 8.1.3 Any exceptions to this policy will occur only after written approval is granted by majority vote of the Executive Committee
 - 8.1.4 Exceptions will be notified to the LIANZA Council

9.0 Procedures

9.1. Setting Policy and Procedures

- 9.1.1. All organisational policy and LIANZA policy statements will be brought to Council for their approval
- 9.1.2. Where appropriate council will ask the Executive Director to circulate key policies to the members for consultation prior to sign-off by council
- 9.1.3. Any changes to documented policy and procedure must be approved by council
- 9.1.4. Any changes to other systems or processes can be instigated by any employee or member but must be approved by the Executive Director

9.2. Planning the Annual Calendar

- 9.2.1. At the beginning of each calendar year the LIANZA office team will map the key events for that year and publish these on the LIANZA website as appropriate.
- 9.2.2. These events will include:
 - 9.2.2.1. Council election (including nomination / voting deadlines)
 - 9.2.2.2. Awards application dates for the year
 - 9.2.2.3. Credentials Committee dates for the year
 - 9.2.2.4. Conference and other events
 - 9.2.2.5. Council meetings
 - 9.2.2.6. Library Life publication dates
 - 9.2.2.7. Other key publication dates
 - 9.2.2.8. Events being planned by members

9.3. Visits by Members

- 9.3.1. LIANZA wants the office to be accessible to its members and welcomes drop-in visits
- 9.3.2. LIANZA will maintain a visitors book to record who is on the premises
 - 9.3.2.1. Visitors will be asked to record their name, organisation, and purpose of visit plus arrival and departure time to assist with health and safety
- 9.3.3. LIANZA will maintain a small area for use of members who visit the office
 - 9.3.3.1. Visiting members will be welcome to help themselves to tea and coffee and use bathroom facilities

9.4. Post and Courier

- 9.4.1. LIANZA maintains an account with a courier company on behalf of all companies using the LIANZA office
 - 9.4.1.1. The courier company is selected as laid out in the Financial Guidelines and procedures for National office
 - 9.4.1.2. Courier tickets are recorded as a prepayment in the LIANZA accounts
 - 9.4.1.3. All courier packages sent are recorded in a log, noting the date, tracking number and individual sending the package
 - 9.4.1.4. All companies are invoiced on a quarterly basis for tickets used – a journal from prepayments is completed at this time
- 9.4.2. LIANZA maintain a PO Box in Thorndon

- 9.4.2.1. LIANZA will not move the PO Box due to member familiarity with the address, and the cost of making such a change
- 9.4.2.2. As the PO Box is at a significant distance from the office, LIANZA uses a courier pickup service to deliver mail to the office

9.5. Stationery

- 9.5.1. LIANZA maintains accounts with several stationery providers and shops around to get the best deal
- 9.5.2. Staff are able to order stationery via the Office Administrator as required

9.6. Filing and Record Keeping

- 9.6.1. A robust filing structure for LIANZA was introduced in 2004 – all physical records are maintained according to this filing structure
- 9.6.2. Where possible LIANZA maintains an electronic copy of new records generated
 - 9.6.2.1. New membership and award applications are now generated electronically
- 9.6.3. LIANZA maintains offsite storage for records deemed worth keeping
 - 9.6.3.1. These include financial records, records that have not yet been digitised, and those of historic interest
 - 9.6.3.2. A record of all boxes sent to the LIANZA archive with detail about their contents is maintained by the office administrator

9.7. LIANZA Organisation and Employee Membership

- 9.7.1. LIANZA will maintain membership in the following organisations:
 - 9.7.1.1. IFLA (including the Indigenous and Association sections)
 - 9.7.1.2. AuSAE (or an equivalent sector group)
 - 9.7.1.3. ALA (as an associate member)
 - 9.7.1.4. Volunteer Wellington

9.8. IT Support

- 9.8.1. LIANZA will contract regular IT support for both desktops and the remote operating environment

9.9. Business Continuity

- 9.9.1. LIANZA ensures that it is able to continue operations in case of an emergency
 - 9.9.1.1. The remote server is backed up daily to both Auckland and Wellington
 - 9.9.1.2. In case of failure of the primary server in Wellington access will automatically divert to Auckland
 - 9.9.1.3. All staff have access to their work desktop via VPN when working from home or remotely

9.10. Telephone

- 9.10.1. LIANZA maintains a landline and message facility
- 9.10.2. Mobile phones are not provided, however, LIANZA will reimburse 50% of the cost of a staff plan where the staff member uses their phone for work purposes

9.11. Office Layout and Appearance

- 9.11.1. The office team will ensure their space is free of clutter, and that pathways are clear
- 9.11.2. The kitchen will be maintained at a reasonable standard by the office team during the week
- 9.11.3. Cleaners will come into the office once a week on weekends

10.0 Review

This policy will be reviewed two yearly

11.0 Attachments

- Filing structure



*Library and Information Association
of New Zealand Aotearoa
Te Rau Herenga O Aotearoa*

LIANZA - File Structure

Office Activities:

ADM	Administration
FIN	Finance
HRS	Human Resources

Core Business Activities:

AWD	Awards
CM	Committees
CNF	Conferences
EAP	Equipment and Property
INT	International
ISS	Issues advice and policy
MEM	Membership
NC	National Council
PRI	Professional Registration Implementation
PRD	Professional Development
PUB	Publications
REG	Regions
SIG	Special Interest Groups
WEB	Website