



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

LIANZA

COVID 19 meeting

April 6, 2020

Thank you to the people who joined the third LIANZA COVID-19 online meeting.
There were 10 people from public libraries.

These notes are from the discussion and are not intended to be taken as direct advice. However, the ideas shared may help in your library planning and approach.

Please note that this discussion took place in the second week of Level 4.

NOTES

1. Supporting Staff

Discussed what libraries are doing to support staff working from home;
Audits of staff to identify people with vulnerabilities or caring for vulnerable people or children under 14.
Checking in from line-managers and other managers.
Identifying staff skills set and possible re-deployment e.g. to welfare checks for MS or Civil Defence.
Staff buddy system for library staff with low IT skills.
Using Microsoft Teams effectively to connect library team.
Some libraries facing issues since not all staff have work-provided devices.

2. Staff work

Some staff very busy and others not so busy esp frontline customer service staff.
Staff being used to make calls to all library customers with a template of questions to ask incl do they want more support or a weekly call.
Staff template of activities that can be done incl online webinars, prof development to up-skill e.g. digital skills.
Frontline staff given time to learn more about library databases, and Chrome Book.
Staff being used to transcribe manuscripts and archival material.
Staff taking turns to answer library phone and to answer questions about setting up digital devices or accessing library resources online incl Ask a Librarian service.
Staff being encouraged to work on LIANZA Professional Registration.
ACTION: LIANZA Office to set up meet-up to share current learning and how relevant to registration.

3. Virtual offerings

Online Heritage talks at Auckland Libs have had upsurge in interest and had to be capped at 150/session.
Virtual storytimes have begun in many public libraries.



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4. Future Financial Challenges

Local councils will face increasing financial pressures due to decrease income and pressure for zero rates increases and requests for rates relief.

Some Councils signalling cut in physical book budgets and putting tighter controls on purchase orders.

Public libraries may have to continue to offer some virtual events to cut costs eg. events with guest authors.

5. Library support for digital access

The lockdown has made it more obvious the crucial role of libraries to enable NZers to engage online, not just setting up devices, but helping with digital skills and critical thinking to access and engage effectively with information.

Some Telcos are now giving free data between 5-10pm and/or have lifted data caps.

Is there now an opportunity for LIANZA to campaign for access to internet and digital skills as a fundamental human right.

6. Moving to different levels

Libraries are beginning to plan for changes to lower pandemic levels.

In some areas smaller libraries may open doors sooner than larger libraries, particularly if there need to be limits on number of people in the physical space.

Sign in for contact tracing, using Zoom to reduce contact for frontline staff, tape on floor.

ACTION: LIANZA to provide a meet-up for people to share ideas, planning for moving levels.

NB: [LIANZA Meetup – SHARING STRATEGIES FOR MOVING LEVELS](#) Thursday April 16, 1.30pm RSVP at <https://lianza.org.nz/events/>

We are taking a break for Easter, so this meeting will run again on Monday April 20 at 2pm. Join us again!