



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



LIANZA & PLNZ MEETUP - LEVEL 3 FOR PUBLIC LIBRARIES

Date: 24 April 2020

Subject: Level 3.

Attending: 130

Apologies: Pam Jones, Sue Gwilliam, Rachel Esson

Agenda:

Welcome and acknowledge LIANZA-PLNZ collaboration	Ana
Karakia	Louise
Zoom – chat and mute	Ana
Recording and notes	Ana
Acknowledge LIANZA & Co-hosting Bill Macnaught , National Librarian of New Zealand at Department of Internal Affairs David Reeves , Director, Collections & Research, Auckland Museum, Chair of LIAC.	Hilary
Meeting aim (see below)	Kat
Ask meeting to identify any other key issues to discuss and agree	Kat
Key people to share ideas and planning Invite any other thoughts from the group	Ana
Ask Bill to share his knowledge/information incl share role of the COVID-19 Response Unit for LG?	Hilary
Ask David Reeves, if he attends to share his thoughts	Hilary
Other issues discussion and questions for Bill or other library managers.	Ana
Thanks etc	Ana/Kat/Hilary
Closing karakia	Louise

Opening remarks

Kat Cuttriss, PLNZ Chair

This meeting is a great chance for us to share our respective approaches for public library activities and services, which are possible under Alert Level 3, commencing next Tuesday 28 April. Noting that we're each developing an approach that adheres to our own Council's position. Bill will talk later about the COVID-19 Local Government Response Unit, who they are and what their role is. This unit has provided guidelines to support consistency across Aotearoa in delivery of council services for all New Zealanders. And these guidelines have in turn been interpreted and applied at each Council, in accordance with what that Council and its library service is able to do, taking into account a range of context-specific factors:

- Staff capacity, size of workforce
- Size of buildings and physical spaces
- Unique needs of the local community, e.g. size of resident population, accessibility across the city, district, region

Some themes in common have emerged over the last week or so, and this meeting gives us the opportunity to canvass these so we can at least have a good level of awareness about what we're all doing, even if we're not able to achieve a level of consistency for Aotearoa public library services throughout Level 3.

Themes include:

- Library staff access to site and to the physical library/workplace, during Level 3
- Free WiFi access from library buildings
- Contactless and safe delivery and/or pick up and/or return of physical items (.e.g. home /mobile library, and "Click & Collect" services)
- Contact tracing, including guidance on the usability and privacy of various systems/approaches to this, ensuring consistency and maybe even universality across the sector

No further themes were identified for discussion by the hui participants.

Planning and ideas

Marianne Foster – Invercargill City Libraries: Still closed at Level 3. Limited number of staff who can access the building, very small number. Planning is mostly around Level 2 e.g. Click & collect, online programmes. Said yes to the WiFi, didn't have any issues when it was on. Extra signage around social distancing etc.

Carolyn Robertson and Elaine Sides – Christchurch City Libraries: No access under Level 3.

Staff will have access 3 - 4 days before Level 2 to get set up. Appropriate quarantine & hygiene requirements that will be needed. Contact tracing - talking across Council units to figure out how to manage that. Wifi is still on - has presented some issues but to provide access to those that may not have it. 230,000 items still out - concern around quarantining all those items if all returned at once, thinking of asking for books to be returned prior to Level 2. One library perhaps to open at Level 3 to provide delivery services, but logistics being quite difficult - pick up more likely. Looking at logistics of Level 2 home delivery. Books by mail.

Pauline Eskett – Waimakariri District Libraries: Proposal going to council management team awaiting approval for a Level 3 Click & Collect service with requests via an online form with four different options (teen, YA etc), general bag - unsure what the interest will be around this. Click & Collect at the front of the library on a timed schedule. Delivery for 70+ for the vulnerable members of the community. Team have been asked to express interest if they want to be part of the new service - exclusive work bubbles for the duration of their time working. Max of 5 people (probably around 4), 3 shifts a week in their work bubble. Won't bulk up with other numbers if anyone can't come in. Staff will use gloves, hand sanitiser etc. Yes to Wifi going back on & a new mobile phone service starting up. More boutique service for those wanting help with e-services. Looking at coming on to the library as the same as going onto a construction site & following their contractor rules around H&S. All ideas at present - nothing is signed off by Council yet.

Lorraine Weston Webb – Gore District Library: Conservative approach to Level 3 – closed. Extensive planning for Level 2. Developing online/social media. May staff working from home – full and part days, assisting with emergency services. After-hours returns have been active, low risk, two people reported to have COVID-19 in district. Comms/Facebook been developed with great feedback. Three-day quarantines for returns. Wifi is off during Level 3 as no one to patrol the social distancing.

Louise LaHatte and Kim Taunga – Auckland Libraries: Stay Safe. Go Slow. Libraries closed at Level 3. Return bins are closed. Developed online services & uptake of members using e-services increased at Level 4. Extending all loan periods, some libraries may be used for emergency services. WiFi off. Small number of staff will have site access - checking heritage collections and making preparations for level 2 - shifting self check units etc. Contact tracing, working across Council at how to do that. Exploration for contact tracing around membership system/library cards but that's for Level 2). Site by site variations based on needs. Local boards make a lot of the decisions around library services - planning has to fit into what they want. Targeted at communities with most need

Very strict cross-Council approach. Very small number allowed into libraries (27 out of 700). Some similar things to Christchurch. Talking at local board chair level (they meet weekly) getting sign off that may be quite a different service across the different sites. Layer across the needs of the communities - which ones need the libraries open the most. Request from the police to keep the WiFi off during Level 3 has been followed.

Bernie Hawke – Dunedin Public Libraries: Under Level 3 all facilities closed and no plans for staff to enter during that level. Can retrieve equipment. Interest in contactless delivery & exploring the idea of Level 2 home service. Wifi has remained on during Level 4 in line with directions from Council, with no issues so far. Looking forward to expanding services at level 2. Full guidelines distributed to Councils reflects a high level of coordination between the central and local governments on Level 3.

Chris Pigott - Far North District Libraries: Staff access to site is very limited, some collection staff allowed in to clear backlog. Given permissions to restart key projects - new library at Kawakawa etc & project at Kerikeri library. Contactless delivery won't be happening at Level 3 due to site restrictions - have a plan in place but won't be actioned. Safety first approach from Council. APNK Wifi to be on. Some towns have less than 50% WiFi in homes so is needed. Now have an e-library team, one positive outcome - comms, facebook etc.

Laurinda Thomas – Wellington City Libraries: Not opening & no physical services at Level 3. Building given the go ahead to start up again in Level 3. No access to staff at Level 3 but perhaps towards the end depending on the guidance around Level 2. Security guards & cleaners to be on site due to café and ece Centre. May open returns towards end of Level 3 so can start quarantining before reopening. No pick-ups & no deliveries at Level 3, wanted the stay at home rule to also apply to staff and not put pressure on courier services. Being conservative since once you start to do something it's a lot harder to pull back. May start up during Level 2 so that it may help limit the number of people having to enter the building. Wifi has been on throughout - no issues so far. There has been usage but no large clusters. Started contact tracing before closing - did using spreadsheets with mixed success. Looking at getting a cheap phone that people can text their name to that phone so there is a timed list of who came in. Statements of expectations for customers both for on-site & for returns e.g. don't return items if you've been sick in the last 14 days.

Cellphone: as people come in to the library, they text a mobile number that we provide (a different number for each library) with their name. That captures their contact number, name, and the time they came in, in case we need to contact them later.

Kat Cuttriss – Hutt City Libraries: Firm line from Council - all sites closed, no physical services. Did contest, and advocated for the view that library services (physical and virtual) are essential. Had protocols & work flows to make sure it was done under H&S rules and requirements. Was considered but Council did not approve these at Level 3. Switching focus & energy more into Level 2. Doing a needs assessment outbound phone calling during Level 3 to identify who we can proactively outreach to during Level 2. Wifi has stayed on throughout + cleaning/security still running also. Financial/economic side has been a key focus also.

Joan Simpson – NLNZ: APNK shut down in Level 4, permission to turn back on at Level 3 but this is an opt in. 8am - 8pm 7 days. 2/3 saying yes so far. Will go live as soon as 2degrees can action this (may not be Tues depending). Not sure what will happen during Level 2. Services shared by government & local authorities.

Tangimeriana Rua – Whakatane District Council: Facilities are CLOSED to public but staff are permitted to return under strict protocols (Museum, Aquatics, Libraries & Galleries, Visitor

Information Centre)

1. Vulnerable and high-risk staff must still remain at home during Level 3
2. Staff access to facilities is limited to one per facility with PIN code only (not open access to staff)
3. Health and safety is paramount
4. Staff enter facilities one at a time with safe distancing practiced throughout from start to finish.
5. On-line services developed will continue
6. Projects
 - a. Library staff will assess whether the rearrangement of the children's area and some shelving can be completed during the Level 3 period (2 weeks) safely and activate the plan
 - b. After hours return chutes will be CLOSED (left open during level 4 and cleared by the same and one staff member once a week)
 - c. Wi-Fi – We have responded YES to Wi-Fi being turned back on but some reluctance from GM / Controller (needs to be convinced)
 - d. Exhibition staff will be de-installing existing artworks so these can be returned to artists
 - e. Galleries will be painted & maintained (contractors under strict guidelines developed by colleagues in our portfolio – Facilities & Assets Manager, Contracts Manager, Aquatics Manager, Waste Management Manager; approved by GM)
 - f. Heritage Gallery / Museum – small revamp of our heritage gallery objects will be updated during Level 3
 - g. Explore on-line archival and photographic projects with Museum and Research Centre team
7. Staff in facilities Mon to Fri only (not usual 7 days)
8. Staff on site hours reduced from 8am – 5pm to 9am - 3pm initially but will be flexible with staff input (9am to 1pm perhaps)
9. My primary role during level 4 is still Emergency Management. Discussion are being had about my role during Level 3 due to the size of my team, etc.

Dyane Hosler – Puke Ariki: Three library services across Taranaki are working together and any changes have to go through all three councils. At Level 3 home delivery service & contacting housebound readers in the first instance - delivery six books at a time in a bag that they will keep, quarantined before they go out. Staff working in bubbles, following strict guidelines (sign-in register, hygiene guidelines etc). Community libraries will open at Level 2 but not Puke Ariki as too large. Online services have jumped significantly, especially audio books for children. Kanopy usage has increased - having to pour more money in to that. Phone service running 5 days a week. Skinny Jump increased by 500 since lockdown.

Bill Macnaught, National Librarian:

Govt ministers do have a good appreciation of the impact of APNK (WiFi in general) being switched off on some of the most vulnerable people in the community. Looking at the possibility of support

package for the GLAM sector, incl libraries and archives, including new ways of working together. Advocating strongly for support to libraries - when funding pressures come on councils, some councillors still think of libraries as a 'nice to have' but from Bill's point of view they are an essential service and ministers spoken to accepted that.

The guidance from the local government response unit is pretty clearly saying libraries should not be doing Click and Collect (at Level 3) Important that your mayor/chief executive is aware if you are doing something different than the guidance that was provided by COVID-19 LG Response Unit. Suggestion that LIANZA or PLNZ could put together an example of how this Level 3 could work to take to COVID-19 LG Response Unit for consideration, but there is always the risk that the unit will look at it and still say no.

David Reeves, Chair LIAC: LIAC is able to speak to Minister directly. Was expecting to hear more advocacy around libraries and reading as an essential service. There is a degree of risk to miss this advocacy opportunity and may show public libraries aren't so important after all if communities go through Level 3 'perfectly fine' with reduced library services. Library community could be making stronger advocacy towards finding ways to provide those services, safely. Urged people to look at actual real risk, fewer than 400 active cases in NZ at present. Contact tracing is an important part moving forward - have the basis of this already with borrower/library card records, great opportunity to work together to use these systems that already exist could work for contact tracing. Rather than all at some public libraries across the country trying to interpret what will work there's possibility for collective action here, developing privacy policies and also investigating the technology systems that might apply

Other library services shared in the Zoom chat

STDC: Click and Collect - Returns open, contactless delivery - all libraries will be open for the contactless delivery at limited hours - no public onsite - they will be only be able to get books pre-reserved from their 'bubble' library. We have established 'bubble' work teams. NO WIFI at present.

Stratford District Library: very small library - population under 10,000. No new cases of Covid-19 in Taranaki for three weeks now - so we are going to offer a click and collect service. Very small staff bubble. No APNK.

South Waikato: We were planning for a contactless deliveries to our elderlies but will not happen as L3 is not much different to L4. Returns bins were open at level 4, somehow libraries did not get the right message, we will most likely leave it open during L3. WIFI was off at L4. We are waiting for guidance from this meeting before we decide on our L2 and what it going to be like. Staff are working from home.

Whanganui: Wifi stayed on throughout, no problems. Plan for click and collect has been deferred to Level 2. Some staff (about 40%) in main library when Level 3 starts, but not fulltime, in bubbles. No changes to budget in council's draft annual plan.

Gisborne: No click and collect for L3 for Gisborne in L3 - wanting to stick to Govt guidelines and avoid confusion with messaging public. In process of ordering Perspex screens in prep for Level 2, but will still have limited numbers in library, contact tracing protocols, close all internal study rooms



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and limit to 1 entrance + PPE gear for staff. Wifi off for L3 mainly because staff cannot monitor distancing and library is in central city right next to Maccas which will be very popular from next Tuesday. Currently working on redeployment of staff into Civil Defence.

Marlborough: Returns are open. District Library being used as a bubble with library staff assisting with Welfare issues for EMOC. This work will continue through L3. A good number of staff returning to work in both libraries on Tuesday to prepare for L2 and work through backlogs that haven't been able to be worked on from home.