



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



LIANZA & PLNZ MEETUP

Date: 5 May 2020

Subject: STRATEGIES LEVEL 2

Attending: 121 from special, public, tertiary and school libraries

Apologies: None

Welcome: Ana Pickering, LIANZA Executive Director

Karakia: Rosamund Feeney, LIANZA Aoraki

The aim of the meeting was to consider the guidelines being provided to libraries from their organisation to gain a national picture, to identify key issues and share any plans, concerns, solutions and innovations.

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General

Public libraries

Guidance from: COVID-19 Local Govt Response Unit, Council exec/management, Emergency Management, Council staff response working groups)

Whanganui: Level 2 - all staff in work; limits to public access because of distancing; more info on Thursday. Services will start with click and collect, home service and heritage collection by appointment only. Later will open to public, but with limited numbers in building. Our public access computers will not be in use at Level 2. Wifi will still be on.

Hauraki: Waiting for government guidance, getting Plan A & B ready based around current guidance.

Auckland Libraries: Taking a Go slow, go safe approach. Only 50% staff in the workspace. Team currently working on risk assessment for different Level 2 scenarios, with task analysis and risk management. Limited numbers in libraries and limited services. Identifying and focusing on areas of largest community need across the service. No programming at Level 2, which is also to reduce expenditure. Other important aspect to planning for Level 2 is that we will have reduced staff available because of vulnerability issues and because we are encouraging people to take annual leave to reduce the level of accrued leave.

Waimakariri: Open at Level 2 with limited staff and services. Taking returns and continuing with Click & Collect. We will be closed for the first week - at least to allow for returns to come back, be quarantined and shelved... some of the 31,000 items currently on loan. Not doing face to face storytimes. Public programmes connecting with schools.

Wellington City Libraries: Planning for limited reopening Thursday 14th

Selwyn Libraries: Taking it slow to plan properly and hope to open at Level 2 with limited services and numbers, finalised plans have yet to be provided.

South Waikato: Looking at go slow and safe. Management is still finalising plans and processes.

Hurunui: Will be opening with limited hours and services

Kaipara: Will stage opening and go slow, team must feel safe.

EST Crown Research Institute:

Guidance: CRI and strategic leadership team.

Plans to date:

Team meeting at Level 2 unless essential workers will still be working from home. Staff to access library for set blocks of time, not just popping in & out. Plans could change when Level 2 framework comes out.

Alexander Turnbull Library

Guidance: State Services Commission

Plans to date:

Some staff (up to %30?) maybe be able to return to work for specific activities.

Don't expect to be open to the public.

NLNZ/ATL researchers need to stay onsite for lengthy periods of time to use our collections, this is a big reason for us not to open to clients during Level 2.

However, if we are able to have some staff onsite we will be able to access research collections on behalf of clients and help them through Ask a Librarian.

ITP's

Guidance: ITP's executive (from MoE?)

Plans to date:

NMIT: No directives about being open at Level 2, may be offering some sort of restricted service - click & collect/delivery etc. Library is currently closed & staff working from home. Campus closed, some allowed on site to collect items.

Wintec: Few isolated staff allowed on site but no library staff. Library may offer click & collect at Level 2.

Ara Institute: Library team divided into two, one part at home & one part at campus. Advice coming from exec.

University

Guidance: Uni exec/management

VUW: One reading room open currently and staffed by staff volunteers with social distancing rules and contact tracing measures in place and offering click and collect for some print items (two campuses only).

School libraries

Guidance: School BoT/principal (from MoE)

Intermediate school: No guidance so far - waiting to hear what government requires from schools & then will adapt. Only have 2 staff & both with medical needs.

Prison libraries

Guidance: Prison director

How library is operating now is how it will operate for foreseeable future.

Book Quarantining

Tauranga: Working on 72 hours at WCL for quarantining

Wintec: Planning to wear masks and quarantining 3 days

Nelson Public: Quarantining for 72 hours, staff wearing gloves, masks available but not wearing them.

Auckland Libraries: Working with the LIANZA advice from Dr Siouxie Wiles for three days. **Wintec:** Browsing is our biggest concern at present.

Dunedin: If people use hand sanitiser at the entrance of the library they should be good for browsing.

<https://www.theguardian.com/us-news/2020/apr/04/how-long-does-coronavirus-live-on-different-surfaces>

<https://www.ifla.org/covid-19-and-libraries>

Book Loans and Returns

Waimakariri: Are live with My Book Bag - click and collect ... it's VERY popular!! Pace yourself! Had close to 200 requests already. Collections start tomorrow at two libraries.

Roster with 15min intervals for pickups and last collection time is 45 mins before staff shift ends.

People there to keep social distancing. No returns allowed. 10 books per bag at present. Will review as the week goes along. Approved by CDHB Chief Medical Officer.

<https://libraries.waimakariri.govt.nz/about/library-services/services/my-book-bag>

VUW: Our click and collect very popular with large number of requests coming through. Making it possible to request items via the catalog, which required new implementation that had to be worked through. Offered in limited number of libraries - main campus & law. May be extended to architecture & design library. More popular than the reading room.

Wellington City Library: will put items straight into quarantine, then back-date returns to the day books came through the door. This mean shelving, reserves and branch deliveries will be OK to handle. Our due date is not till 6 July so we don't anticipate problems with overdues.

Upper Hutt: Bulk loans to rest homes for the ones that have requested it

Contact Tracing

Contact tracing should be capturing both entry and exit times as per [Worksafe NZ](#) and need full name & either number or email.

Hauraki: Small rural library so pen and paper for contact tracing to start with. May mover to the app across the council at some point.

Auckland Libraries: Council are developing a Council wide solution using QR codes for contact tracing. Still waiting on detail on QR solution but understand scan QR code at door and customer puts contact details in. Library staff will have phone to do this for customers with no phone

Tauranga: are going to use contact tracing system "swiped on" for all public and staff entering a library building. Will use iPads and QR codes

South Waikato: is looking at contact tracing app. our IT department is investigating.

Wellington City Libraries: Typing details into spreadsheet at entrance - did same prior to lockdown

DPL: Dunedin Council is also looking at software for public contact tracing which will be used across all council facilities.

Kaipara: Contact tracing our customers who will scan their own card before entering on a laptop on Excel so there is a record of who arrived when, confirm details when they issue items. Initially only

allowing members/those with library cards in. We will tell them why we would use the info before the customer scans their own card.

Waitaki: Planning to use a phone, people will text their name to when they enter the library.

Joan Simpson – APNK; Scan the barcode from a library card into a spreadsheet & run that against your own system. Signage will be required to show who the information will be shared with.

Upper Hutt: Need to be aware of Privacy Act requirements and that use of library data is not an approved or agreed use of their personal information, may need signage to inform people.

VUW: Use a Sharepoint 'Sign in register' that also has a mobile app to download from the Microsoft PowerApps app.

Tauranga: QR codes may be used at Level 1 as well if it works in Level 2. Need council legal advice for use of data. Getting a solution that is purpose built, how long data is stored & kept for. iPad based. Will need someone to manage it. Customer coming in, hold up their phone to scan QR code - randomly generated so new one each day. Form will pop up on their phone asking for their details, they will out themselves. Have to accept terms & conditions. Scan out also. If you don't use the QR code, the person with the iPad will have to enter manually. Automatically record time in & out. Stored in database accessible when required.

Hygiene measures

Masks

Waimakariri: Health and Safety manager not keen for masks to be worn, 1m social distancing is the priority. Variations amongst the team based off what staff is comfortable with.

Whanganui: We've always had a lot of sanitiser dispensers around our libraries anyway, prior to all this kicking off, and using these is the best protection.

Cleaning

Waimate: Will be cleaning the library ourselves as cleaning support is already limited and the job needs to be thorough.

Hauraki: Hoping to recruit volunteers from some of the newly unemployed - silver linings

Dunedin: Council property department which normally employs the cleaners won't be able to resource additional cleaning, and that library staff will be expected to pick up these tasks.

Other comments:

Will remove all soft furniture and only have plastic chairs and tables that are easy to wipe down.

Access to computers

Invercargill: planning to allow limited use of APNK computers, spaced 2 metres apart

Whanganui: Our public access computers will not be in use at Level 2. Wifi will still be on.

Dunedin: may not allow library computers to be used under Level two, own devices only, do not

want people to linger.

Hauraki: computers already 2 m distanced, will be cleaned after each user. We want to do this for job seekers - high deprivation district.

Joan Simpson – APNK: Think about how you can offer computers in a safe secure way as they will be quite a necessity at present.

Auckland Libraries: Want to ensure we can support the communities most in need - high computer use over borrowing in South Auckland & only place some people can get to use those. Working on risk assessment of public computers. Team looking at developing guidelines with helping people who are having trouble with computing.

Tasman: Looking at lending Chromebooks but not using fixed stations. Easier to manage time limits and keep clean

Central Otago: Planning on having public computers available for all of the reasons mentioned above - spaced appropriately, of course!

Invercargill: Will also to use chrome books

South Waikato: will be encouraging customers to use Chromebooks rather than PC stations.

Whanganui: It's not the distance between computers, it's the cleaning between uses that is important.

Cash handling

In high deprivation communities often a single page print is urgent and paid by coin

Wellington: No cash handling for Wellington at Level 2

Invercargill: No cash, looking at payWave

Tasman: No cash handling, also looking at payWave.

Dunedin: Looking at payWave

Hauraki: No cash handling is just cash/checks, We don't have payWave and won't be getting it, so will be cleaning the keypad in between each use. I am proposing to Council that holds fees be waived at this time.

Tauranga: Can also add fee to account for payment at later stage.

Children in library spaces

Different issues than in ece centres, where children are kept in consistent bubble of <10.

Nelson: Working on how to manage children and physical distancing - restrict children coming in or close the children's section? Thinking about doing grab bags. Concerned about young children & carers coming in to choose books.

Hauraki: We are thinking children only with caregivers. Still will not have toys, puzzles out

Waimakariri: Staff presence in children's library spaces.

Small community library: going to exclude children and offer Click and Collect service for parents>

Intermediate school: At schools, students are not allowed in the library before school, at morning tea, lunch time or after school. This is the time when children from different class bubbles could mix.

Virtual Storytimes Aotearoa Coalition for Books

Many library services noted there will be no public programming at Level 2 (Whangarei District Libraries, Auckland, Central Hawke's Bay, Upper Hutt, Hauraki, Tasman, Nelson, Waitaki, Waimakariri, Clutha, Dunedin, Invercargill).

NB: LIANZA approached Coalition for Books May 5 to request the agreement be extended to Level 2. To date over 340 readings have been logged by libraries.

Communications

Dunedin: People aren't going to be able to use the library in the same way as they did pre-COVID-19.. We need to manage their expectations through our messaging at Level 2.

Waipa: Patrons will not expect a return to normal and will just be happy to have some form of service return. We have sent printed newsletters in bulk to our rest homes to pick up older patrons who may not have email. We have been calling too.

Auckland Libraries: Having a small FAQ on how to use library and sent bulk emails out to community - useful for those who aren't looking at the website for information.

Other comments:

No one channel of communication is "most effective", it's more a case of layered messages across different mediums.

Facebook and newsletters via emails, newsletters, posters on our windows if people are driving past, local newspaper ads, Council adverts in print media, short videos by staff have been well received and seem to be shared more than just a written post.

Staffing

Need to continue to look after staff with your current OSH procedures and guidelines

Gisborne: shifts to minimize interaction between staff

Wintec: Two work teams, working one day per team on site. Teams are in their own "bubble"

Waimakariri: Exploring the idea of a night shift, so parents could do shifts at night if they have children at home during the day etc. Small work bubbles as exclusive as possible for as long as possible.

Auckland Libraries: Auckland Council also interested in work bubbles

Tauranga: Considering shifts for non-frontline staff. For frontline the size of the staff needed to provide service doesn't allow for shifts but we will keep each location team in its own bubble, no meetings or visits between teams.

Opening Hours



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Reduction in opening hours: Auckland, Selwyn, CHB, Tasman, Hurunui, Nelson, Waimate, and Wintec.

Normal hours: Central Otago, Upper Hutt

Waimakariri; Thinking of offering a time for the vulnerable/elderly - most likely early in the morning with the library is at its cleanest.

Fees

Kaipara: Not charging for rentals, referring photocopy, scanning, etc to local businesses.

Upper Hutt: S topped hold fees for the duration to encourage the click and collect service and all loans extended till 30 June.