



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



LIANZA & PLNZ MEETUP

Date: 1 May 2020

Subject: SUPPORTING the LIBRARY and INFORMATION SECTOR WORKFORCE

Attending: 82

Apologies: Kat Cuttriss, PLNZ Chair

Welcome; Ana Pickering, LIANZA Executive Director
Karakia; Rachel Esson, LIANZA President

The of the meeting came out of concerns/challenges that public library managers are facing regarding staff and is an opportunity to discuss concerns and share strategies

Staff annual leave

ARA Institute, Canterbury - all staff asked to exhaust their annual leave (all for this year and any carried over from previous years) by end of this year even though staff are working effectively from home and supporting staff and students. Wintec, NMIT and Toi Ohomai are in similar situation, but been this way for 18 months even prior to COVID-19. Keeping leave balances down is good business practice.

Toi Ohomai staff not being asked to take annual leave at this stage, because organisation did a big leave reduction exercise last year which reduced our overall leave liability.

Other libraries report staff cancelling leave due to overseas travel and some staff have large amounts of TIL due to re-deployment to Civil Defence.

Gore - Cancelled leave during Level 3 & 4 which will create a situation where all staff leave will need to be taken in a 10-month year rather than spread over 12 months, which may affect service in small teams.

Whanganui - Requesting staff to take annual leave may require libraries to replace the hours with casuals which will be more costly.

Waimakariri - Cashing in annual leave – case by case consideration for staff with families impacted by unemployment.

Tauranga - Council may ask staff to take one day per week as annual leave over the next four weeks - so four days on a volunteer basis (if staff can currently work from home), on the basis that staff will be required once the libraries are open again.

Casuals

Kaipara - Council is focusing on reducing use of casuals, which this will impact hugely on ability to deliver service when people take leave.



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Dunedin - paid everyone including casuals up to date.

Whanganui - No casuals during Level 4 so that was a budget saving.

IPU - Reducing hours in Level 2 and reducing the use of casuals.

Re-deployment of staff

Nelson - Library staff doing welfare checks but is very emotionally draining, so doing part-time.

Library staff working at Emergency Civil Defence, supporting other business units, including comms, research for long term plans etc. Making the library staff quite visible across the Council.

Kawerau - our main concern is having enough staff to operate the library as most of team are in the Welfare activity of Civil Defence.

Dunedin – staff helping on council helplines etc.

Waimakariri - sharing staff around where possible within the wider community & council, been no resistance since they're all being fully paid. Haven't heard of any push back.

Puke Ariki - L2 lifeguards redeployed from pools to be security at library doors since pools will be closed.

Waikato and Upper Hutt - team are in EOC and the call centre

Toi Ohomai - customer facing team member has assisted with a student retention project - ringing students who have withdrawn to find out why, and has been enjoying that as it has meant people contact.

Budgets and professional support

Gore - training budgets have been cut, taking care of staff by keeping them employed

Masterton - is looking, only a small reduction in book budget proposed.

Kaipara - have lost our travel and training budgets.

Tauranga - training budgets will also be reduced - but it is in line to flights and accommodation portion of those budgets - local and H & S training not affected at this point.

Kawerau - identified training is likely to go at too.

Whanganui - No changes to library budget in annual plan now out for consultation.

Nelson - travel and training budgets are being cut - but in line more with the fact that travel will be very minimal. Still money for online training etc.

NB: webjunction.org is great resource for training for mainly public library staff

Opening the Book has converted some of their online training courses to suitable for undertaking at home.

Looking ahead

Engaging communities

Puke Ariki - people losing jobs and looking to retrain – libraries may need to be ready for those wanting help with CVs.

Ara - Will be a shift in the way things work, how to continue with the online learning which needs

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support IT be online so will take work to get ready.

Invercargill - considering some digital ways to engage with our school communities. Zoom is under consideration at the moment plus online courses.

STDC - trying to turn all events up until Christmas into some sort of online services incl annual writing workshops where judges usually visiting the schools. Schools are excited as being in rural areas they have a lot of problems coming to the library, transport etc. Turning all school visits into online Zoom workshops etc. STDC has run seven book clubs online so far; 1 child in the first class, some have had up to 50 children.

Waimakariri - Book Group Book Bubble and had a woman in her 90's joining in

Upper Hutt - What kind of acquisitions can be made to support - programme at the library for job seeking, making purchases to help in the area. Focusing on literature that is accessible & user friendly both on how to go about it & also look after yourself mentally through it. LinkedIn learning has online courses but they have a fee. Could promote Linda online learning as they are free for library users.

NLNZ – will online public library programming will emerge that crosses geographic/local authority areas?

Sue Sutherland - The online world provides hug opportunities for regional and national collaboration but it needs someone to drive this. Waikato District was looking to do more regionally but it is not easy unless you actually have someone to drive the projects forward. Libraries were willing but without that leadership resource nothing happens. There are ways of collaborating but branding it with your own library name

Puke Ariki - All talking about online courses, some have expertise & some don't - could have one district focusing on one area (ie; children, adults etc) rather than doubling up the resources & getting a wider spread.

HB Williams Memorial Library – Will users come back to physical libraries if they can get content online from other libraries. What if we lose the users & the councils think the library is no longer needed?

Waimakariri - change up your KPI's to demonstrate value in other ways - libraries need to demonstrate Social Return on Investment SROI not just Return on Investment

Upper Hutt - though online has its own place - the physical space does too.

Waikato - older customers are feeling very isolated, very excited about non-contact delivery service in Level 2.

Professionals skills and capability

Upper Hutt - outreach team looking at how to continue to support, schools, early childhood and retirement homes. Thinking of smaller group sessions as older people are a bit intimidated by tech. 'Training a trainer' - training the carer of the aged people so they can help them with the online services. Planning to do children's services online, singing, reading books etc all online. Upskilling internally through staff combined skills and leave it to those who can deliver it. It is one thing to know the tech & another to being in front of a camera & being able to connect with the public.

Otorohanga - It is a real problem with staff not having the skills and the organisation not having the technology support to take our programmes online.

?? - While we have staff with the skills, resources from home is limited, and we do not feel that it's a high priority/essential service for Level 3. There is a lot of great content available which we are instead 'curating'.

Kawerau - still has a big part of the community without the skills to use technology or the ability to afford connectivity. Library has been pushing Spark Jump modems, but we are aware there's still a digital gap out there.

Staffing at Level 2

Kaipara - planning for Level 2 involves our limited staff working on the floor in hands-on roles with less opportunity for getting other work done. We have heard rumours that Level 2 may be a long stretch and it may be difficult maintaining the energy and keeping up morale. Would like to hear from small public libraries that have successful flexible working in place.

Gore - will be lots of challenges for managers when the team gets back together, as some staff have worked full time whereas others have only had very minimal. Going to be lots of changes coming up over the next few months.

WiFi at Level 2

Bill Macnaught, NLNZ - WIFI may be switched off if physical distancing is not being handled well. When we move to L2 public libraries will be able to reopen, no finalised guidance provided you can demonstrate good physical distancing & contact tracing. Get plans well worked out for L2 in case that does come soon.

Commented [AP1]: Jillaine Murray (Dargaville Library); Would be great to see an online info sharing session on simple video editing - what programmes/apps are people using and what is best for entry level
Padma Ganugapati; I would be interested to know/learn - how to do online training - using Office 365/streaming the presentations
Rachel Esson (NLNZ); Is there is any work happening with Iwi and online sessions in Te Reo?

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STDC – staff are concerned at how they will manage if we have groups of people outside the library but not social distancing, when they are trying to manage those inside as well.

Otorohanga - in our really small communities we've not had any reports of people crowding round the WiFi - and the service is so valued.

Wellington City Libraries - WiFi is on, no issues reported with clustering

Nelson - Most people, who use WiFi, are using it from their cars.

Quarantining

Gore - Quarantining unknown - between three to nine days, advice keeps changing.

Bill Macnaught; NLNZ has asked Ministry of Health about this but have not had an answer yet.

Wintec - how do we ensure sanitary use of browsing books at level 2? we can ensure social distancing but that will come to nothing if people touch the books on the shelf. How do supermarkets manage the sanitary aspect of stock on the shelf?

Waimakariri - There are varying studies - that is where the different periods of time come from

Level 2 advice

Masterton - Advice on Level v 2 needs to come well before Level 2, otherwise libraries just keep on making plans which may need to be changed. We will not open on day one of level 2 if we are not prepared. Have a L2 plan, but as so many variables are unknown or changing the plan is often tweaked. L2 much more complex than previous levels.

Kapiti - Council recovery plans are looking at 1-2 years!!

LIANZA-PLNZ to schedule a Level 2 meeting early next week.

Closing Karakia; Rachel Esson, LIANZA President