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## Summary

This document details the new services Waimakariri Libraries is proposing to offer to the community during Alert Level 3, beginning Tuesday 28 April. All library staff have been working from home during Alert Level 4, and have been connecting with customers and meeting their needs remotely during this time with great success. When these connections have been made; when customers have been able to attend a story time session on Facebook, or have connected with the team either over the phone, via a Zoom Book Club, or simply in an email, we know they have had a positive impact on their 'bubble life'.

We are proposing that we continue to add value and enrichment to people's lives in Level 3, and demonstrate the value of Library services while adhering to government guidelines, by introducing a contactless pickup and delivery service called *My Book Bag* and a dedicated mobile phone line for customer queries and assistance. The health and safety of our team and our community is paramount in offering these services, and will not be compromised. Rather this service will provide a boost to the mental health of not only those team members who volunteer to run it, but also those members of our community who choose to take up the opportunity to resume their library borrowing.

These proposed services will allow us to reach those customers who have been unable to connect with us during Alert Level 4 due to low digital skill level and/or internet access issues, as well as those who must remain at home due to the risks of Covid-19. These are often the



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most vulnerable members of our community, and those who would gain the greatest psycho-social benefit from re-connection to our library services.

## *My Book Bag* - book delivery & collection service from Waimakariri Libraries

### Background

Being able to borrow library materials such as books, magazines, and DVDs can be a lifeline to some of the most vulnerable members in our community. As we saw the weekend before we entered Alert Level 4, our customers were concerned about whether they would have reading material to help them through lockdown as a way to relax, learn something new, ease stress, and manage their mental wellbeing and resilience levels during this uncertain time. The research and evidence of the benefits of Reading for Pleasure are more important as our lives are restricted and connections reduced.

As we progress through the Covid-19 Alert Levels, we join public libraries around Aotearoa New Zealand (and the world) in rethinking how we can meet our communities' needs without compromising health and safety, and while contributing to our national sense of solidarity and commitment to our goal of stamping out Covid-19. [This story from Melbourne's Nine News](#) shows some of the approaches public libraries are taking to continue reaching customers, including delivery of books, as well as this [case study of Salisbury Library Service's Click and Collect programme](#).

### Details

Waimakariri Libraries is proposing to offer a *My Book Bag* service, which will allow us to provide a safe and controlled, contactless borrowing service over the phone and online with several points for track and trace compliance.

Customers will be able to request and receive material both curated by staff according to customer interest. Where possible, direct requests will be accommodated.



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Contactless pickup will be encouraged, with contactless delivery offered only to those considered vulnerable due to age, health, or the health of those in their bubble. Pickup will be available from all three branches, however we initially propose to have teams selecting content at Rangiora and Kaiapoi Libraries only, and with potential to select at Oxford should demand arise. Our holds service will continue to delight customers and give them the ability to have their individual needs catered to. We propose to transfer requested items and book bags between libraries using our contracted courier on Mondays, Wednesdays, and Fridays in week two of Alert Level 3. Our courier will not enter any building, crates will be delivered and collected from outside libraries and disposable gloves for all work.

The *My Book Bag* service would operate as follows:

Step	Option one	Option two
<p><b>Step one: customer reaches out to the Library Team to request the <i>My Book Bag</i> service</b></p>	<p><b>Over the phone</b> Customers will be able to ring (or text to request a call back) and speak to a librarian about their reading needs, which will be noted along with delivery or pick up details. .</p> <p>Being able to reach us by phone call or text helps meet the needs of the elderly and those with limited internet access or phone credit (for whom our e-collection is not an option), as well as combating loneliness and increasing social connection without social contact.</p> <p>Staff will be on alert for any other needs that might be disclosed and referrals will be made to the Community Team if necessary.</p> <p>Library staff can also proactively phone users, using parameters such as age, location and active library user status.</p> <p>If delivery is indicated as needed, staff will discuss details, and ask if there</p>	<p><b>Online</b> Customers will access an online form the library website. Separate forms will be available for adult, teen, junior and preschool books. (See image 1)</p> <p>The forms will ask a series of questions to determine customer details such as name, library card number, phone number and reading preferences such as fiction or nonfiction, and pickup or delivery. Including delivery times which will be staggered in 10-15 minute intervals.</p> <p>Customers will be strongly encouraged to reserve delivery for the more vulnerable members of the community.</p> <p>The completed online forms will be sent through the library inbox for processing.</p>



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	are any pets on the property, any steep steps or driveways etc. and record this information as well.	If delivery is indicated as needed, customers will be contacted to discuss details. Staff will ask if there are any pets on the property, any steep steps or driveways etc. and record this information as well.
<b>Step two: request details are processed and recorded</b>	<p>Staff taking the request or manning the Library Inbox will record the details on a spreadsheet.</p> <p>Information will include:</p> <ul style="list-style-type: none"> <li>• Customer name</li> <li>• Library card number</li> <li>• Phone number/email</li> <li>• Address</li> <li>• Item types requested (adult/teen/junior/preschool) and/or genre preferences</li> <li>• Pickup and/or delivery date &amp; time</li> <li>• Who is picking up, this may not be the named customer and their contact details</li> <li>• Delivery address (if applicable) and details on pets etc</li> <li>• Any other comments</li> </ul>	
<b>Step three: items are selected to meet the customer's needs, with a focus on delighting the individual</b>	<p>A small team of librarians will use their knowledge and expertise to select a bag of items (wearing gloves and distanced apart ) according to the details each customer has given, with the following parameters:</p> <ul style="list-style-type: none"> <li>• Ten items will be supplied per bag</li> <li>• All items will be checked out to that customer for an eight week period (the usual loan limit of 30 items will not be observed for this period).</li> <li>• Items such as DVDs and best-seller magazines will be issued at no charge and for the same 8 week period.</li> <li>• Existing library book bags will be used for each order. Investigations are underway for other packaging solutions should our supply of library book bags be exhausted.</li> </ul>	
<b>Step four: customer receives items</b>	<p><b>Contactless pickup</b></p> <p>A table will be set up at each pickup location (Rangiora, Kaiapoi, and Oxford Libraries) to allow for strict social distancing protocol upon pickup.</p>	<p><b>Contactless delivery</b></p> <p>Suitability for delivery will be assessed on a case by case basis, with contactless pick up being the preferred option. Deliveries will primarily be reserved for those in the vulnerable category, as outlined above.</p>



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	<p>Bags will be clearly labelled with each customer's name and placed in alphabetical order for easy pickup.</p> <p>Pickup times will be spaced apart at 10-15 minute intervals to spread the flow of people.</p> <p>One staff member will supervise the collection from a safe distance.</p> <p>Additional support from other WDC staff / volunteers may be required.</p>	<p>When delivery is appropriate it will be undertaken by library staff and/or other WDC staff as required.</p> <p>The bag of items will be delivered directly to the customer's home and left on the driveway or at their front door. Staff can knock and/or ring door-bells, but must maintain social distancing of at least 2 metres at all times.</p> <p>Council vehicles will be used where possible and the <a href="#">Drive Safely For Work</a> procedure will be followed.</p> <p>There will be one deliverer per car, with a list of names and addresses of book bag recipients. Any notes are to be made if changes apply for contact tracing purposes.</p> <p>All delivery drivers must have a mobile phone on them while out on deliveries in order to remain contactable.</p>
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### General Bag

Would you like a general topic bag? \*

Please select 'yes' or 'no'. If you want a hand-selected bag, please select 'no' and proceed to the next section.

Yes

No

### Infant Aged Bag

Select this for a range of board books for younger children

I'd like a book bag for infants

### Preschool Aged Bag

Picture Books, Non-Fiction, Music CDs, & Readalongs:

Te Reo Māori

Machines/Transport

Friends & Family

Space

Animals

Dinosaurs

Sport

Magic & Fairies

Image 1: A screenshot of the general *My Book Bag* online order form

## Dedicated Library Phone Service

### Background

During Alert Level 4 library staff have continued to connect with customers and the community via our Waimakariri Libraries email inbox and Facebook page. Messages left on the after-hours phone line have also come through to the library inbox as usual and staff have returned these calls to assist the customer with their query, with a focus on social connection over the phone line. With no staff in the library buildings there has been no way for customers to contact library staff directly over the phone; contact has been greatly limited to those with reliable internet connections

A mobile phone was obtained from IT before Alert Level 4, for the purposes of providing customers with a direct link to staff during lockdown, however this service was deemed



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impractical for Alert Level 4 as with travel restrictions it would need to be solely manned by one staff member for the duration of Alert Level 4.

## Details

We propose to promote the use of this dedicated mobile phone during Alert Level 3 as a means for customers to reach us directly, while we are not in the library buildings themselves.

This service would allow us to greatly increase our reach and ability to assist customers with accessing our digital collections, as well as providing greater potential for one-on-one local history and research help over the phone, and a means for us to record customer insights and experiences of lockdown for future preservation in our local history collection.

We propose that the phone will be passed between staff members so that the work load is shared, with sanitisation between shifts.

The service would run as follows:

Task	H&S risk management	People involved
Promotion via website, social media, and voice message on public phone line to be updated with mobile phone number to let customers know.	Discomfort, Pain and Injury arising from working at a desk/at home, managed via <a href="#">Discomfort Pain and Injury due to OOS</a> process.  See also the <a href="#">Working Alone Safely</a> process and Working from Home Checklist	<ul style="list-style-type: none"> <li>• (Library social media and website)</li> <li>• Service Centre staff (to co-ordinate messaging with 2Degrees)</li> </ul>
Phone will be staffed by one person per day, Monday to Friday, between 9am and 5pm only.	Phone to be sanitised between shifts. Social distancing to be maintained upon transfer.  Staff to send calls to messaging for H&S breaks.	<ul style="list-style-type: none"> <li>• TBD as staff express their interest and work bubbles can be arranged</li> </ul>
Staff on shift will answer calls and either respond directly (account questions etc.), or arrange a call back from another member of staff for more detailed help and assistance	As above	<ul style="list-style-type: none"> <li>• TBD as staff express their interest and work bubbles can be arranged</li> <li>• eCollections and local history</li> <li>• Skinny Jump enquiries</li> </ul>



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(e.g. - over-the-phone eBook tutorial or local history research help).		<ul style="list-style-type: none"> <li>Other staff as necessary/appropriate</li> </ul>
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## Health and Safety Risk Management

### Background

It is imperative that Health and Safety Risk Management be top of mind as we bring these services to our community. With that in mind the following table gives further detail to the above, as to what processes and practices we will put in place to mitigate or eliminate risks to the health, safety, and wellbeing of our staff and customers as we operate these new services under Alert Level 3.

Risk	Risk assessment level	Mitigation/Elimination
Handling infected materials - risk to staff	No or low risk	As we will not be receiving book returns during Alert Level 3 there is no risk of this during this time. As of 22 March 30,864 items are on loan. FYI: As of 15 March, 16,121 items were on loan.
Handling infected materials - risk to customers	No or low risk	Staff to wear gloves while selecting items for and preparing book bag at all times.
Staff contact with customers - risk to staff and customers	No or low risk	No customers are to enter library buildings during Alert Level 3 under any circumstances, according to government guidelines.  Strict social distancing measures will be in place as described above for contactless pickup and delivery so that there is zero customer contact during Alert Level 3.





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		A record will be kept of all deliveries and pickups, their times and contact details to allow for swift contact tracing if needed.
Staff contact with other staff in their work bubble - risk to staff	Medium risk	<ul style="list-style-type: none"> <li>• Social distancing of 2 metres maintained at all times.</li> <li>• Each library to set up desk at entry for library staff to sign in and out with hand sanitiser, disposal gloves, clean pen / used pens with sealed container, sign in sheets</li> <li>• No more than four – six people on site at any one time to allow this to happen</li> <li>• Gloves to be worn at all times</li> <li>• Each staff member to have individual computer station used only by them during Alert Level 3</li> <li>• Toilets to be allocated per individual (Kaiapoi) and per bubble (Rangiora)</li> <li>• One person in the staff room area at any time</li> <li>• Tea breaks to be taken in areas set aside in the library that allow for social distancing</li> <li>• Frequent and thorough hand washing with soap and water, and cough and sneeze etiquette to be followed</li> <li>• Hand sanitiser at all workstations</li> <li>• All staff to keep a record of where they go and who they come into contact with for swift contact tracing if needed</li> <li>• If any member of staff feels unwell they are to return home and isolate themselves. Any instances of sick leave are to be reported to Laura Caygill ASAP.</li> <li>• Digital timetables for Alert Level 3 staffing.</li> </ul>
Contact with other WDC staff, including delivery drivers	No or low risk	<p>Assigned library staff <b>only</b> are to enter the building to maintain integrity of their work bubbles.</p> <p>A sign will be placed on all entrances to that effect with the library number to call if contact with the team inside is needed.</p> <p>Social distancing to be maintained at all times should interaction be needed, particularly with <i>My Book Bag</i> delivery drivers. Items for delivery by non-library staff will be placed for collection by drivers with other book bags at the assigned pickup point.</p>



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<p>Staff contact with dangerous dogs while delivering - risk to staff</p>	<p>Medium risk</p>	<p>Staff are to ask customers if they have any pets we need to be aware of when arranging delivery and to check addresses on the Dangerous Dogs overlay on Waimap's Environmental Services Map. Should dangerous dogs be detected we will endeavor to find a pickup/delivery solution that does not involve staff entering the property.</p>
<p>Aggression/anti-social behaviour while arranging and undertaking deliveries - risk to staff</p>	<p>Medium risk</p>	<p>Delivery drivers to carry a mobile phone with them at all times.</p> <p>Any and all incidents to be recorded as soon as practicable for follow-up.</p>
<p>Risk to staff safety of driving</p>	<p>Medium risk</p>	<p>Delivery drivers are to follow a pre-determined route (a copy of which will be kept at the branch) and have a mobile phone on them at all times while on delivery.</p> <p>Council vehicles will be used where possible and the <a href="#">Drive Safely For Work</a> procedure will be followed.</p> <p>Sanitiser provided in cars.</p>

