



AGENDA PAPER

and
accompanying documents
for the

Extraordinary Board Meeting of the Yarra Plenty Regional Library Service

Friday 27 March 2020
at 3.00pm

Video Conferencing Meeting

TO BOARD MEMBER

Yarra Plenty Regional Library
Board
The next meeting will be held

AGENDA PAPER

Friday 27 March 2020
3.00pm

DATE AND TIME:

Friday 27 March 2020 at 3.00pm

LOCATION:

Video Conferencing Meeting

Chief Executive Officer

- A. Apologies
- B. General Reports

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Agenda Item 1: CEO Report

Responsible Officer: Chief Executive Officer
Author: Chief Executive Officer

REPORT

Board and Governance

A briefing of the Board was held on Wednesday 18 March. At this briefing the Board agreed to delegate the decision to close to the Chair of the Board and the CEO. An Extraordinary Meeting of the Board has been called on Friday 27 March to further update the Board on the current situation.

To ensure Business Continuity, key positions have been identified at Library Support Services and a distributed work plan has been put in place. Key staff are not in the office at the one time and a mixture of working from home and being at the workplace has been put in place from Tuesday 24 March 2020. An example is that Executive Manager Corporate Services and the CEO will not be in the office at the same time. This will ensure that the business aspects of YPRL can continue.

Health and safety remains at the forefront of all discussions and decision making processes, and changes have been made to many work practices to comply with Government advice and directions. Where specific information has not been publicly available about some library practices, YPRL has contacted and obtained specific expert advice from the Department of Health and Human Services.

All Regional Library Corporation CEOs have met to discuss how each Corporation is responding locally. There is now a weekly update meeting scheduled. All Library Corporations have now closed their physical libraries. Some have implemented pick up solutions for holds and also a mail out solution for home library clients in one case. There is a mix of libraries that require all staff to work from home and for branch libraries to remain a workplace.

Knowledge and Information

A new service was developed to be implemented from Wednesday 25 March 2020 called Click and Collect. Click and Collect is completely staff free from a face to face approach, however, staff would be available to help by telephone. We have advice from DHSS regarding the safety of books and have determined it is low risk to continue to allocate books to the public. This service has been put on hold due to the new restrictions brought into place on midnight Wednesday 25 March 2020.

E-Resources will be expanded. Budgets will be reallocated to allow this to be implemented.

The Book Valet service will be reintroduced and will recommend titles from our eResources in both Junior and Adult genres. All staff will be working on this service.

Investigation of new fee-based services is also being undertaken such as a “Books in the Mail” service which will require the implementation of an online pay option.

Public Participation

The physical branch libraries were closed on Friday 20 March at 5pm. Staff were told to attend their workplaces over the weekend and a list of work tasks was developed for them to undertake for their shifts. Ongoing, the tasks that Library staff will be undertaking are the following:

- Customer contact via telephone;
- Development of an Online Program – some of the March Maker program has been delivered online and staff are being supported in videoing and presentation of their planned school holiday program online. Expected to be streamed from Monday 30 March;
- Development of Online Storytime - now have three (3) daily Storytimes streamed live supported by a schedule of staff at different branches and have also implemented an Intergenerational Storytime with a nursing home tuning in;
- Building Targeted Website content - Writing blog posts and publishing reading recommendations;
- Click and Collect service;
- Book Valet service;
- Collection maintenance;

As an example of the new services, we are implementing the Live Virtual Storytimes, delivered through Facebook Live from each of our libraries and are delivering Baby Storytime, Toddler Time and Preschool Storytime each day. We are experiencing a similar number of live views as our attendance figures for our normal Storytime sessions (50-100 people). Some of the streams are achieving large numbers of views after the live session ends, with some peaking well over 6,000 unique views. We are extending these livestreams and will be offering additional events out of each branch next week. We expect to continue to provide additional content as we upskill, until we are providing a similar level of programs as we were delivering in-person.

People & Culture

We are exploring alternative solutions to the delivery of planned 2020 staff training program, including live streaming, pre-recording learning sessions and increased online learning options. Our first live streamed learning program will be delivered for staff on Monday 30 March in replacement of what would usually have been a face to face learning session on Reader’s Advisory skill development.

Significant staff communication has been developed, including an Intranet built on SharePoint. This includes a People & Culture Staff Impact FAQ page, COVID-19 factual sites, Operational FAQs, and resources and websites to support stress management and wellbeing. The Senior Leadership Team that includes the Branch Managers are meeting

virtually daily and the Executive Leadership team is also meeting daily to ensure the Corporation continues to operate within the current legal restrictions.

Recruitment activities have been temporarily suspended and any new vacancies which may arise will be assessed on a case by case basis.

The Enterprise Bargaining Agreement Negotiation Teams are in discussion with each other and the Fair Work Commission to seek advice as to any support or planning the Commission has undertaken in response to interest based bargaining and the current Coronavirus pandemic.

Infrastructure and Innovation

Infrastructure: The Click and Collect operations have been activated with the required technology and is in place at eight (8) branches. There are some Branches that required maintenance to the front doors which is being actioned for when the new service can be implemented.

All Branch libraries are in planning for reopening with number restrictions based on the restrictions of 4 square metres per person and with a maximum of 100 people in any indoor venue. This will require a layout change and restrictions on furniture options. This is in the planning stages so we can reopen when current restrictions are lifted.

RECOMMENDATION

THAT the Board resolves to note this report

M: _____
S: _____

Agenda Item 2: Temporary change to Membership Policy

Responsible Officer: Chief Executive Officer
Author: Manager Collections

REPORT

SUMMARY

This report is to inform the Board of a temporary change to the Membership Policy in response to the COVID-19 pandemic.

INTRODUCTION

The Yarra Plenty Regional Library (YPRL) Membership Policy outlines the various categories of library membership and the terms and conditions for each of these. A temporary change to the Policy has been made in response to the COVID-19 pandemic.

REPORT

The Membership Policy will be changed temporarily to allow new members who join online as digital members to have full membership rights without the requirement for individuals to provide proof of name with a traceable form of ID. This requirement is to ensure the smooth operation of the new Click and Collect service that will be completely self-serve. It is envisaged that there will be a surge of new memberships in response to the current situation in Victoria and that there will be a number of expired members that will want to re-join the library. To ensure this can be done seamlessly without the need for staff intervention this temporary change to membership is required to be implemented

CONSULTATION

This temporary change was made in consultation with the YPRL Senior Leadership Team. It is also informed by state and federal government agency guidelines and recommendations.

CRITICAL DATES

This change to the Membership Policy will be reviewed with necessary updates as dictated by changes to state and federal government agency guidelines and recommendations.

FINANCIAL IMPLICATIONS

Nil

POLICY STRATEGY AND LEGISLATION

N/A

LINKS TO STRATEGIC PLAN

Knowledge and Information

Goal: Provide free access to dynamic collections which inform and delight.

Strategy: Review and update the Collections Asset Plan Strategic Framework to articulate a strategic direction for YPRL's collections from a service provision as well as a strategic asset maintenance perspective.

DECLARATIONS OF CONFLICT OF INTEREST

Under section 80C of the Local Government Act 1989 officers providing advice to the Library must disclose any interests, including type of interest.

The Responsible Officer reviewing this report, having made enquiries with the relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

CONCLUSION

This temporary change to the Membership Policy will enable easier to access to YPRL's new Click and Collect service which has been implemented in response to COVID-19 social isolation requirements.

RECOMMENDATION

THAT the Board resolve to accept the adoption of this temporary change to the Membership Policy to be in place until the Library Service reopens its physical locations

M: _____

S: _____

