



Newcastle Libraries – COVID19 Then & Now

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COVID-19 Response – Agile, Safe, Member Focussed

More for Members – It's What We're All About

- Key ethos of Newcastle Libraries
- Core to our communication and positioning



Mayfield Library
new, longer
opening hours

Monday, Tuesday, Wednesday
9.30am-5.00pm

Thursday
9.30am-8.00pm

Friday
9.30am-5.00pm

Saturday
9.30am to 1.00pm

Starts Tuesday 8 October

www.newcastle.nsw.gov.au/library **More for Members**

Our COVID Response – Agile, Safe, Member Focussed

APPROVED, PHASED RECOVERY

with informed and proactive COVID-safe planning

- **Phase 1** from Mar 25 -Telephone and online services only, Expanded definition of Home library services, transition to online programming
- **Phase 2** from June 1- Introduction of Call & Collect
- **Phase 3** from June 15 – 2 largest libraries re-open “Library Express”
- **Phase 4** from July 6 – all other library branches re-open “Library Express” plus the Toy Library
- **Phase 5** from October 1 - Face to face programs and events, “Library Express” to “COVID Safe” service model



More for Members – Library Express

Help Us and Your Community
Please ensure you regularly wash and sanitise your hands before you enter and while in the library.
Practise good hygiene and maintain social distancing. Stay home if you are unwell.

Returns
Please place all returns in the 24 hour returns chute outside the library.
All returned items will be quarantined prior to re-shelving for your safety.

Borrowing
You can borrow any items from the shelves and pick-up any reservations.
Newspapers are not available for hygiene reasons but these can be accessed online.
Please wipe down the self-serve kiosks after use.

Payments
All payments are to be made using the self-serve kiosks.

Opening Hours
We are open for your convenience operating a Library Express service.
Seating has been reduced to encourage social distancing.
Member barcodes will be scanned on arrival to manage visitation.
Please limit your visit to 1 hour or less.

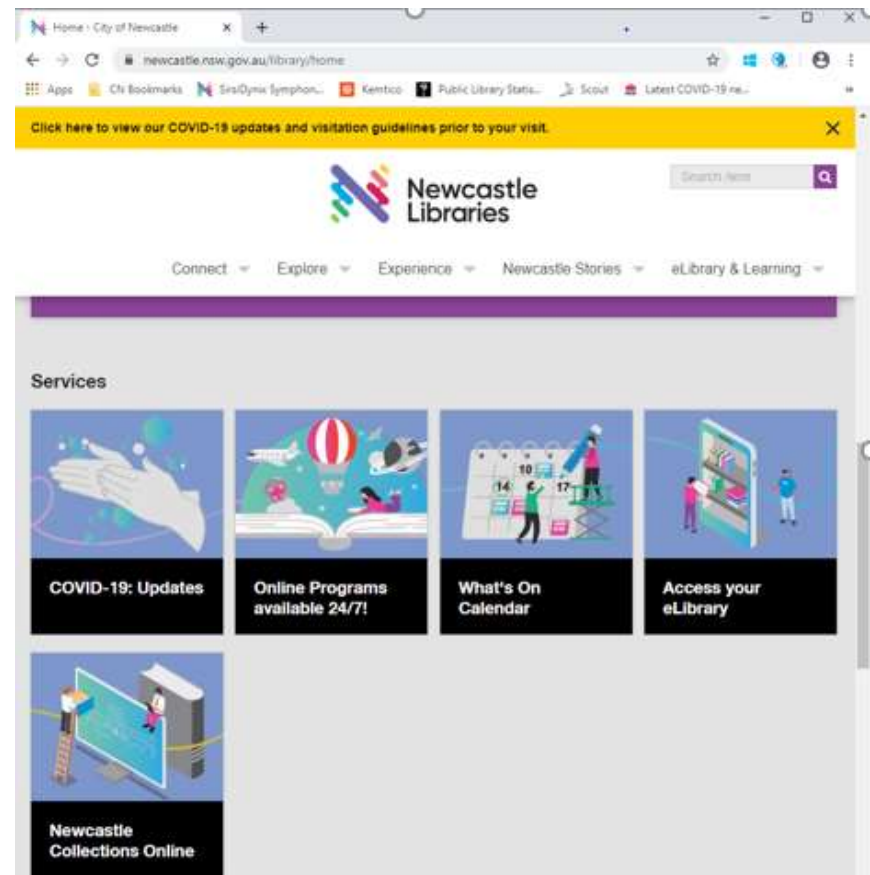
Public Computers & Wifi
Print/Copy/Scan services and Wifi are available.
Public computer sessions are limited to 30 minutes and cannot be extended.
Please wipe down the keyboard, mouse and desk area where you have been sitting at the start and end of your session.

Other Services
Our library is open 24/7. Our phone support service is available Monday-Friday and Saturday morning on 49745300.
There are plenty of activities, programs and podcasts available online via the Newcastle Libraries website or app.

Our COVID Response – Agile, Safe, Member Focussed

NEW SERVICE CREATION & IMPLEMENTATION

- New alternate services - Call & Collect service, expansion of home library service criteria
- Shift to online programming
- Creation and launch of the Library Lounge
- Proactive Member telephone support service - more than 8,500 calls
- Hundreds of new members (new online and phone joining processes)
- Significant increase in eLibrary access - additional 14,849 titles/resources became available
- eLibrary and eLearning received additional funding



Our COVID Response – Agile, Safe, Member Focussed

ESSENTIAL ELEMENTS of SUCCESS

- Proactive, informed, responsive planning
- Adequate risk identification, assessment and mitigation
- Equal weighting applied to internal and external design and communication



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↩ Reply

↩ Reply All

How this message is displayed, click here to view it in a web browser.



Welcome back!



We Are Reopening!

Newcastle (City) and **Wallsend** libraries will be open for member access from **Monday 15 June**.

The service will initially be available on an 'express' basis from:

- 9:00am to 6.30pm - Mondays, Wednesdays and Fridays
- 9.30am to 1.30pm - Saturdays

Our COVID Response – Agile, Safe, Member Focussed

MEASURES OF SUCCESS

New service development →

- New service plans approved and implemented on time and on budget e.g. Call & Collect service launched 1 June, 108 requests processed in first month, Member telephone support service, 8,500 calls made and received

Re-opening →

- Site access, space, signage, PPE and workflow updates and actions completed on time and in situ for re-opening dates at all sites
- Staff rosters created and published on time and in accordance with COVID-safe requirements

Safety →

- 0 incidents from branches re-opening, services introduced or re-introduced

Compliance →

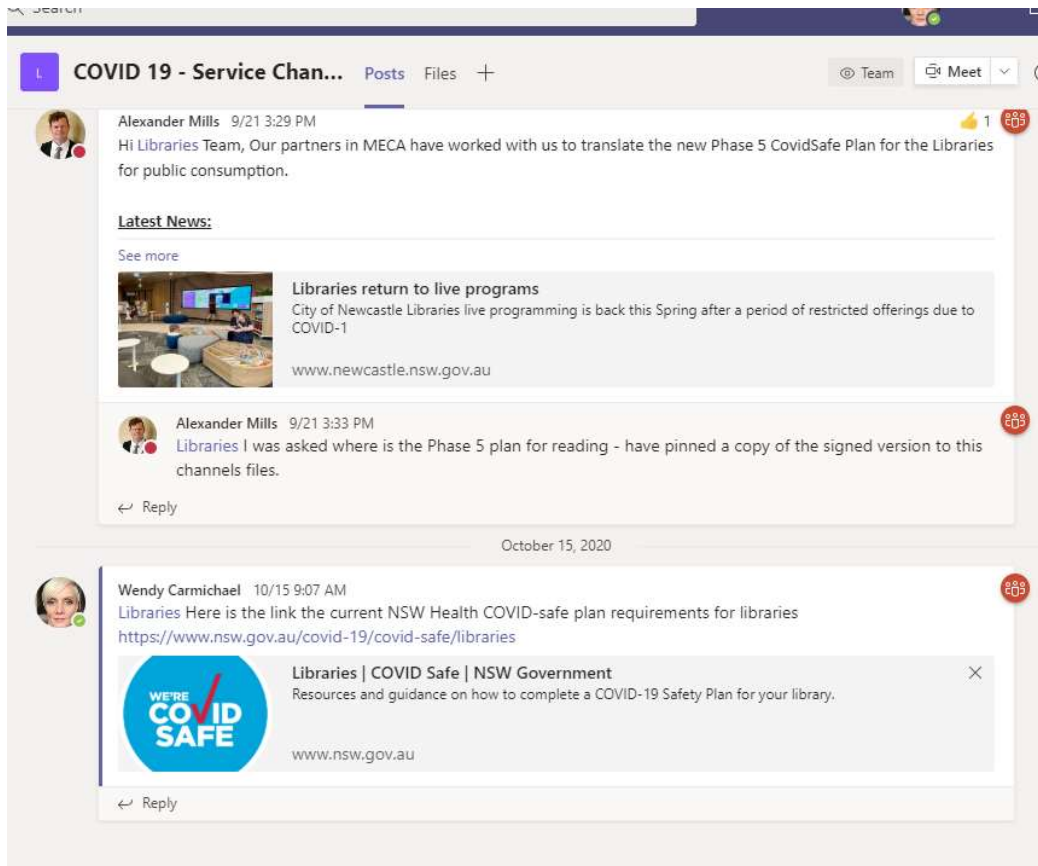
- Risk assessments complete, 100% adherence to PHOs, regular update of staff processes, scripting and workflows to accommodate PHO changes and NSW Health alerts





COVID-19 – How We Communicated

Our COVID Response – How We Communicated



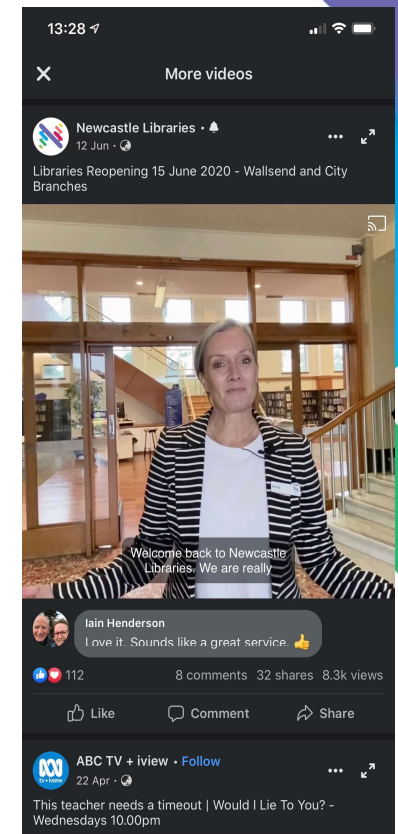
Regularly and Often - INTERNAL

- Changed phone system
- Twice weekly staff meetings
- Consultation
- Transparent planning
- MS Teams
- Key messaging and scripting
- Cohesion and collaboration

Our COVID Response – How We Communicated

Regularly and Often – EXTERNAL

- More for Members → quick win
- Proactive engagement with members
- Website
- SM
- EDMs
- Video content
- Consistent, recognisable, reassuring
- ‘Your library at home’ campaign



THIS TEACHER NEEDS

Our COVID Response – How We Communicated

Simple, direct signage*

The image displays six distinct signage panels, each with the Newcastle Libraries logo in the top right corner. The panels are arranged in a staggered, overlapping layout. The messages on the panels are as follows:

- Panel 1 (Left):** Due to COVID-19 safeguards, please leave any items you have finished with or handled here for quarantining.
- Panel 2 (Top Middle):** Special access time for vulnerable members 9am-10am every Monday, Wednesday and Friday. Regular member access from 10am until close.
- Panel 3 (Middle):** Don't forget to wipe me down so I am ready for the next member.
- Panel 4 (Bottom Middle):** The COVID-19 safe occupancy limit for this area is 5.
- Panel 5 (Right):** **Help Us and Your Community**
Please ensure you regularly wash and sanitise your hands before you enter and while in the library.
Practise good hygiene and maintain social distancing.
Stay home if you are feeling unwell.
- Panel 6 (Bottom Right):** Don't forget to wipe me down so I am ready for the next member.



* Other languages included

Beyond COVID – Gains for the Future

From disruption came opportunity (and plenty of it)

- New ways of working
- Enhanced internal profile
- Trusted community service
- Innovation and skills development
- Increased confidence and resilience
- Member-centric design
- We delivered on our purpose – to enrich, inspire and strengthen



GET THE APP! *Your Library at Home*

NEWCASTLE LIBRARIES' GROWING NETWORK OF 90,000 MEMBERS ARE CONNECTED MORE THAN EVER BEFORE THANKS TO THE ACCESS PROVIDED BY THE NEWCASTLE LIBRARIES APP.

With a multitude of digital library services at their fingertips, users can research a new hobby, take a virtual trip using an online travel guide or learn a new language. You can access online tutoring for students, watch videos to learn new skills, find engaging activities for children and so much more.

WHAT'S ON THE APP?

- Four e-book and e-audio platforms with thousands of titles, including the latest releases and popular titles;
- Storybox library, a children's video streaming platform that features well-known Australian authors and TV personalities;
- PressReader, which boasts a wide range of international and regional newspapers, RB Digital, with countless e-magazines to flick through plus other e-titles;
- Movie streaming platforms Kanopy and Seemafilm, which contain more than 30,000 movies, documentaries, kids' and wellness content;
- Freemgk, a music streaming platform with access to 15 million songs, including the entire Sony Music Recording catalogue;
- National Geographic online;
- Over 8,000 e-learning courses and 13,000 video tutorials on topics such as resume writing, skills for retraining, and how to start a business, via social networking site LinkedIn's online learning platform, Lynda, and;

One-to-one tutoring in mathematics, science and English 24/7, year-round for students in Years 3 to 12 via Studiosity. Reserve a book from the physical collection, manage your membership or explore a range of databases such as the Hobbies and Craft reference centre, Carter's Price Guide to Antiques, Encyclopaedia Britannica, and much more via your app. The antidote to writer's block or the value of grandma's antique plate are just a few clicks away!

QUICKSTART GUIDE TO DOWNLOADING THE APP

1. Search and download the free Newcastle Libraries Australia app from either the App Store or Google Play.
2. Open the app. If you are already a member, you do not need to join again. Enter your membership number, followed by your PIN. The default PIN is 1234.
3. Not yet a member? It is free to join if you live or work in the Newcastle region. Just follow the prompts and fill in your details. You will be given a membership number, so make sure to write it down somewhere safe, then proceed back to login with your new details.
4. Now the library is open whenever you like!

Need support? Phone 4974 5300 to speak with a library staff member or visit www.newcastle.nsw.gov.au/libraryapp to find out more.



THANK YOU

