

## Neighbourhood Centre and Library Resourcing

<b>Originating Officer</b>	Manager People and Culture - Steph Roberts
<b>Corporate Manager</b>	Manager Community Connections - Liz Byrne
<b>General Manager</b>	General Manager City Services - Tony Lines
<b>Report Reference</b>	RSC200505F01

### Confidential



### Confidential Motion

**That pursuant to Section 90(2) and (3)(a) of the Local Government Act 1999, the Council orders that all persons present, with the exception of the following persons: Adrian Skull, Tony Lines, Iliia Houridis, Sorana Dinmore, Steph Roberts, Liz Byrne and Kate McKenzie, be excluded from the meeting as the Council receives and considers information relating to Council employees, upon the basis that the Council is satisfied that the requirement for the meeting to be conducted in a place open to the public has been outweighed by the need to keep consideration of the matter confidential given the information relates to Council employees.**

### REPORT OBJECTIVE

To provide the Review and Selection Committee with an overview of how Neighbourhood Centre and Library staff resources are being utilised as a result of the temporary closure of these facilities to public access due to COVID-19.

### EXECUTIVE SUMMARY

Since the closure of the Neighbourhood Centres and Libraries to public access as a result of COVID-19, a number of strategies have been put in place to manage resources, adapt to the new climate and reduce costs. These include utilising available resources for essential work, reducing resources where possible, encouraging the taking of leave and placing recruitment on hold. This report provides an overview of these pro-active strategies.

### RECOMMENDATION

**That the Review and Selection Committee:**

- 1. Notes the report.**
- 2. In accordance with Section 91(7) and (9) of the Local Government Act 1999 orders that this report, Neighbourhood Centre and Library Resourcing and the minutes arising from this report having been considered in confidence under Section 90(2) and (3)(a) of the Act, except when required to effect or comply with Council's resolution(s) regarding this matter, be kept confidential and not available for public inspection for a period of 12 months from the date of this meeting. This confidentiality order will be reviewed at the General Council Meeting in December 2020.**

### Current Budget Allocation

All salaries have been budgeted for and are included in the current labour costs. Some savings have been identified due to the pausing of recruitment of vacant roles within the department.

**Other Funding Sources:** A number of positions within the Department are funded from various external grant monies received by the City of Marion.

## DISCUSSION

As a result of advice received from the Federal Government and SA Health a decision was made to close our facilities to public access.

The four neighbourhood centres and three library sites closed on Sunday 22 March and Saturday 21 March 2020 respectively.

As a result of the closures, the following has been put in place:

- Staff span of hours have been modified to what is considered normal business hours 8.30am to 5.00pm - immediately reducing the additional cost of penalties that are paid to staff when working evening and weekend shifts.
- All recruitment has been placed on hold within the Community Connections department - 5 positions in total, being a mix of both full-time and part-time roles.
- Termination of all casual contracts - 7 people within the Library Service. These individuals have been provided with two weeks wages (calculated on average hours worked) in line with the CoM COVID-19 Leave Policy.
- Deployment of resources to support other teams across the organisation (for example staff to the ITT team to assist with the roll out of devices for employees to work from home and to provide Helpdesk support as appropriate).
- All fixed-term contracts are being reviewed prior to expiry. With various end dates throughout the year this is being conducted on a case by case basis.

Since the closure of the facilities to the public both neighbourhood centre and library staff have been working on site, undertaking significant housekeeping and 'back of house' functions whilst adhering to social distancing protocols. After extensive communication to volunteers, users, participants, tutors etc. both teams have developed and implemented alternative models of service delivery. Some of these models lasted less than a week due to the rapidly changing situation and advice from the relevant authorities.

Predominantly service delivery is using various online and social media platforms to keep 'connected' with the community while being physically distanced. Ongoing online program delivery and engagement will occur for the duration of the COVID-19 situation.

Some examples include:

- Library through the Lens - a suite of online/virtual author talks, workshops and activities
- roll out of Kanopy - an on-demand video streaming service with access to 30,000 independent and documentary films
- Apart Art - interactive online group that allows individuals to keep engaged with their art classes whilst at home, tips, tricks and inspiration will be shared
- Walk around Australia - online walking and fitness logs encouraging people to keep active, counting the number of steps they complete
- YarnBombing - asking people to knit shapes that will be utilised, at a later date to "beautify" random static objects

Communication to our external funding providers has also occurred in order to manage expectations and to ensure that CoM is still meeting required outcomes. Early engagement with our external funding providers has seen the Neighbourhood Centres team secure ACE funding for 2020/2021.

The Library@Home service is still being provided to our existing list of clients. The Library Team is making an assessment about how and if the service can be expanded sustainably.

Since Easter the library service has implemented the following work arrangements:

- Cove Civic Centre - team working on site Mondays and Tuesdays, remainder of the week is work from home.

- Marion Cultural Centre - team working on site Wednesdays, Thursdays and Fridays, work from home on Mondays and Tuesdays.
- Park Holme Library - team working on site every day of the week, Monday through to Friday due to the nature of their core tasks and responsibilities of collection development and maintenance.

A learning and development program has been designed for the staff to undertake whilst working from home, with a Microsoft Teams channel created and work journal to complete.

On site duties include:

- Customer interactions via phone, social media, library catalogue online chat.
- Progressing project work such as marketing campaigns, installation of Hublets (hubs for tablet devices), redesign of the library catalogue, exploration of iBeacons, and online rostering software etc.
- Ongoing housekeeping, library courier, debiting, cleaning etc.
- Library@Home service plus delivery of existing library items on hold.
- Bibliographic and patron database maintenance.
- Creation of online content for social media platforms and program delivery, video production and editing etc.

The Neighbourhood Centre team continue to work on site and will be initiating work from home arrangements and learning and development training program for their team in the near future, if team members are not required elsewhere across the organisation.

On site duties include:

- Customer interactions via phone, social media including welfare checks
- Progressing project work - review Marketing Plan, evaluation of programs, review feedback forms etc.
- Ongoing housekeeping, cleaning etc.
- Creation of online content for social media platforms
- ACE program supporting tutors to transition Term 2 course to online delivery
- Volunteer database maintenance
- MPSCC project - ongoing contributions
- Encouraging community members to "Look out for your Neighbour"
- Preparation work for changes to data collection/evaluation/outcomes for Community Hubs funding

Below is a summary table of staff resourcing:

	Neighbourhood Centres	Libraries
Total FTE	9.79	31.6
No. of positions currently assisting other areas (as of 29 April)	2	17
No. of casuals terminated	N/A (no casuals)	7
No. of vacant positions	0	3
No. of grant funded positions	4	0

Activities that have been allocated to staff who have some capacity to support other work areas include:

- ITT - management of support tickets and other project deliverables (2 people)
- Positive Ageing & Inclusion - wellbeing checks, case notes, and compilation of activity packs (7 people)
- People & Culture - data entry for workforce planning (1 person)
- Records Management - Metadata for Archival Collection (up to 4 people)
- Community Health & Safety - administration tasks, CES and Knowledge Base, webpage review, mail outs and COVID-19 checks (up to 6 people)

- Development Services - administrative tasks (up to 7 people)
- IT Assets Register (2 people)

In addition to the above projects, we are exploring the opportunity for library and/or neighbourhood centre staff to assist with the two remaining Open Space Service Review actions as well as support for the Local Government Functional Support Group (LGFSG).

We are also taking the opportunity to reduce RDO and TOIL balances, and where possible leave entitlements.