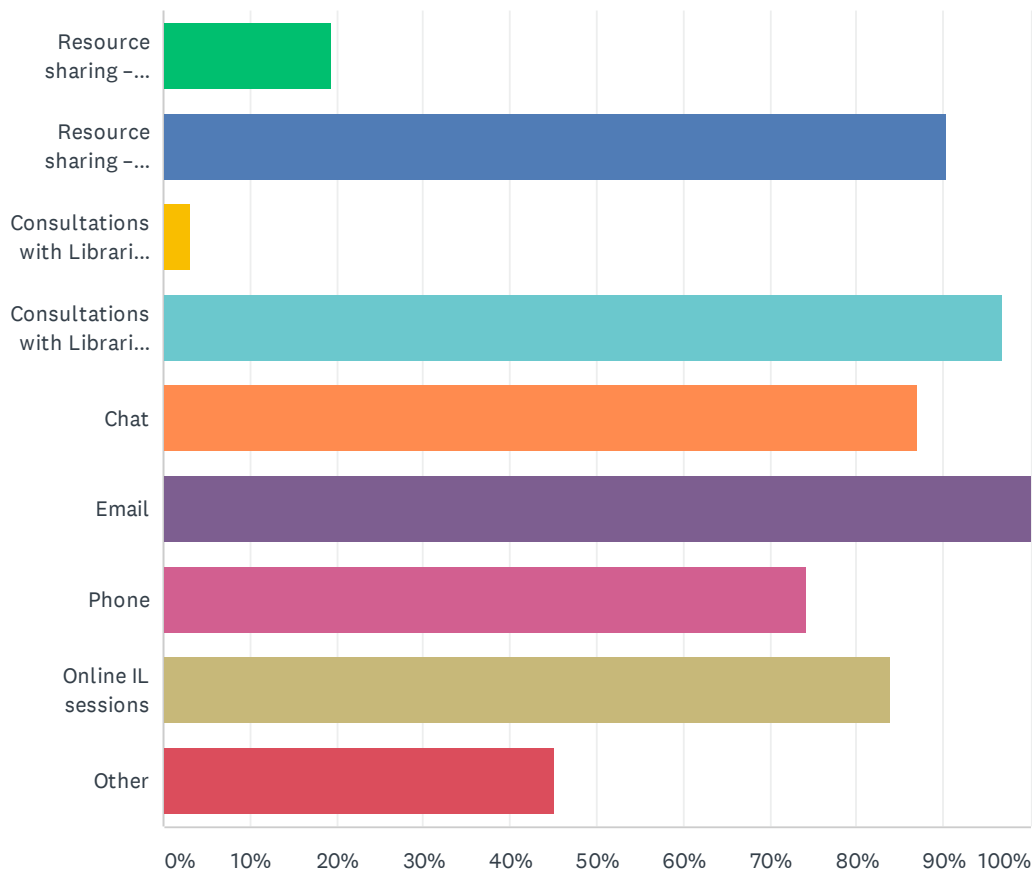# Q1 If universities are going to close campuses but continue to teach online, what services will libraries continue to offer to staff and students?

Answered: 31   Skipped: 0

ANSWER CHOICES	RESPONSES	
Resource sharing – physical	19.35%	6
Resource sharing – digital	90.32%	28
Consultations with Librarians – In-person	3.23%	1
Consultations with Librarians – digital	96.77%	30
Chat	87.10%	27
Email	100.00%	31
Phone	74.19%	23
Online IL sessions	83.87%	26
Other	45.16%	14
Total Respondents: 31		

#	OTHER	DATE
1	We don't currently offer chat, but have a contingency plan to stand-up a chat service if required to support email. We plan to drop existing current service channels (like video and phone) due to network loads	3/18/2020 12:47 PM
2	Course readings service (digitising chapters, etc); copyright advice with more courses going online; purchase of additional e-material to enhance students' online experience; increase simultaneous users of e-books where turn-aways are significant (and disable downloads which tie an e-book to one user for 24 hours)	3/17/2020 11:03 PM
3	Teaching online into courses	3/17/2020 4:48 PM
4	Access to online discovery services, libguides, website etc	3/17/2020 4:35 PM
5	we don't know what other libraries will do about resource sharing	3/17/2020 4:19 PM
6	creation of interactive learning resources to replace lecture spots etc	3/17/2020 4:17 PM
7	Support for teaching staff via asynchronous online sessions	3/17/2020 3:51 PM
8	Online academic skills sessions; digitised print textbook service where allowed under copyright legislation	3/17/2020 3:10 PM
9	ELISE online tutorial and quiz, Leganto course resoures, collection search and access, web information.	3/17/2020 3:10 PM
10	Assume that Resource Sharing is access to our print collections for our students and staff. We will do this if we get some access to the campus for retrievals.	3/17/2020 2:48 PM
11	Credential Support will continue online	3/17/2020 2:45 PM
12	All but physical item activities will continue.	3/17/2020 2:38 PM
13	"readings" processing, copyright advice, support for Learning Management System, support for library systems etc	3/17/2020 2:35 PM
14	We will be providing classes via 360 Lecture capture where required by academics - doing it to an empty room to deliver online.	3/17/2020 2:32 PM

Q2 Will staff be working from home where feasible and effective?

Answered: 31   Skipped: 0

#	RESPONSES	DATE
1	Yes	3/18/2020 12:47 PM
2	Yes	3/18/2020 9:05 AM
3	Yes, library staff will use our Ask Live service to manage enquiries	3/18/2020 8:40 AM
4	Yes.	3/18/2020 6:17 AM
5	Not yet supported by the institution, but some staff working from home is likely if campuses close or if they have family care responsibilities	3/17/2020 11:03 PM
6	Testing is underway for essential staff to work from home Thinking about how "all staff" may be able to work from home eg on projects, this is difficult for those whose primary responsibilities are with the physical collections	3/17/2020 9:51 PM
7	If their role permits work from home arrangements. Even if the university closes campuses staff who deliver essential services may be permitted on site to deliver those services ie phone contact centre staff	3/17/2020 6:00 PM
8	yes	3/17/2020 5:22 PM
9	There are several layers to understanding the library response to the situation in relation to this question. First and foremost we are situated within the university in terms of planning and decisions. In doing this we are part of the initiatives in relation to supporting teaching and education and realigning our services. Secondly like the rest of the sector we are assessing what must be delivered as priority/essential services. That then frames what we need to have staff available to support. Thirdly many of our services are now self service. We have converted most of the 2 hours loans to online access, the major libraries can operate for access on a 24 x 7 basis with students/academics swiping in with their cards and we are working on full digital reference services. Finally is of course the issues of those staff who might be working from home being adequately provisioned in terms of technology and internet access, with applications able to be used. This requires allocation of equipment and management of software.	3/17/2020 4:48 PM
10	Yes if the campus is closed.	3/17/2020 4:35 PM
11	yes	3/17/2020 4:19 PM
12	Some staff will - we are in testing phase at the moment. Library and ISTS have each been designated as either critical, essential or neither. All critical staff are working at home this week to trouble shoot and test in case they have to work at home on an onging basis. From next week we will alternate some staff working at home and some remaining in the work place on a week on, week off basis, to enable social distancing measures as well as test their own off campus environment.	3/17/2020 4:17 PM
13	Essential services will be provided from home. The university network will not cope with all staff operating from off campus, and not all staff will have access to internet/appropriate devices from home.	3/17/2020 4:13 PM
14	Yes	3/17/2020 3:51 PM
15	We are planning for this, but we are yet to receive definitive information/confirmation from the University.	3/17/2020 3:46 PM
16	Yes, all staff, including casuals, will have various duties from home including online desk through chat/video calls.	3/17/2020 3:11 PM
17	Yes, this is being trailed for all Library staff this week - we are considering scenarios where we rotate groups of staff to work from home or everyone working from home.	3/17/2020 3:10 PM
18	Yes every library staff member has a laptop. All staff teams are operating. We are working towards the scenario of everyone working from home. We are ensuring staff who normally undertake tasks not suited for remote work, to be trained in undertaking other suitable remote and virtual tasks.	3/17/2020 3:10 PM
19	Yes	3/17/2020 3:09 PM
20	We will be starting team two weekly rotations as of next week. All Library units where possible will be split into 2 teams with one working from home and the other at work. If the campuses close we will still require staff to come on site to process print material for posting out.	3/17/2020 3:06 PM
21	Yes	3/17/2020 3:03 PM

22	Yes - essential services identified, working from home being piloted now, technology deployment underway. Active training program in place to ensure staff have needed skills to deliver library services through digital channels	3/17/2020 3:01 PM
23	Yes.	3/17/2020 2:51 PM
24	Yes, we will have staff supporting essential services and other working on tasks or projects suitable for home working.	3/17/2020 2:48 PM
25	Yes we will move to a working from Home arrangement	3/17/2020 2:45 PM
26	All staff have the hardware and are being offered to work from home. Staff will also have the option to take leave if they would prefer.	3/17/2020 2:38 PM
27	Staff are not yet directed to work from home, but we are trialling all staff working from home at least 1 day each this week, to ensure if needed as many as possible are able to.	3/17/2020 2:37 PM
28	Not at this stage. Only by exception.	3/17/2020 2:37 PM
29	Yes	3/17/2020 2:35 PM
30	Yes, looking at rotating on-campus shifts for frontline staff e.g something like 2 days remote then 1 day on-campus	3/17/2020 2:35 PM
31	Yes	3/17/2020 2:32 PM

Q3 What processes/checks and balances are in place to assess working from home arrangements?

Answered: 31 Skipped: 0

#	RESPONSES	DATE
1	University has prepared working at home agreement forms which prompt for checks on equipment, workspace, and agreed hours of operation. Currently, staff over 60 and/or with health conditions ie immunosuppressed etc are able to apply to work from home under this arrangement.	3/18/2020 12:47 PM
2	Trust and we have scheduled a work from home drill to test workflows, tech, business continuity planning	3/18/2020 9:05 AM
3	Managers will be checking daily to ensure workload is prioritised, and shared as evenly as practicable	3/18/2020 8:40 AM
4	A "working from home" checklist must be completed by staff and approved by supervisors with WHS assisstance where necessary. Checklists are kept on file. Staff are also asked to send a photo of their home set-up.	3/18/2020 6:17 AM
5	HR already have a working from home procedure, which would be followed.	3/17/2020 11:03 PM
6	Under construction Daily checkins / team meetings Setting up "virtual tea breaks" as well to support mental health and wellbeing	3/17/2020 9:51 PM
7	QUT has an information site for all staff that outline processes: Prior to staff working from home, the working-from-home arrangement must be approved by the supervisor. Confirmation should be in writing. If you are working from home the expectation is that you will continue to undertake your work as you would if you were working onsite (subject to any agreed variations). For example, if you are undertaking caring responsibilities, these should not prohibit you from conducting your work. You should also be free from distraction and able to focus on your work. The written approval between the staff member and supervisor should also include the activities and outcomes expected during the period. Staff should record their ordinary agreed working hours in the ordinary manner (i.e an attendance record). Overtime should not be worked unless previously approved by the supervisor. Staff who are working from home will be subject to the same QUT policies, procedures and entitlements, including the Code of Conduct. QUT Health Safety and Environment policies which apply at the staff member's usual place of work should be adapted to apply at the offsite work location. Working offsite checklist (DOCX file, 20KB). If staff are likely to incur any additional costs due to the working from home arrangement, staff should discuss this with their supervisor in advance.	3/17/2020 6:00 PM
8	up to individual managers	3/17/2020 5:22 PM
9	Fundamental components: • Assessment of tasks/activities that need to be done (prioritisation) and are suitable for working from how • Assessment of capabilities – including equipment, access such as VPN and staff capabilities • Understanding of reasonable work area requirements • Streamlining of process to use an agile approach outside the normal working from home process • Supervisor/Associate Director approval	3/17/2020 4:48 PM
10	We have done a working from home capability audit to identify the required ergonomic equipment, PCs, internet access & software & what staff need. In the process of rolling that out to Library staff.	3/17/2020 4:35 PM
11	We are following University processes. There are check list in place. I am attending University meetings every couple days. The University is assessing the situation daily	3/17/2020 4:19 PM
12	In the first instance we are doing selective testing to ensure staff can access everything they need to off campus and can effectively work from home. No other processes in place yet for ongoing assessment.	3/17/2020 4:17 PM
13	Skype for Business will indicate if staff are online or not. Most essential service provision will be responsive, so it will be evident if queries have not been sufficiently closed.	3/17/2020 4:13 PM
14	Business continuity plan. We have a process in place currently for staff who want to work from home.	3/17/2020 3:51 PM
15	At present we would apply the usual working from home policy (supervisor ensures employee knows and understands the expectations and required standard of work, expectations are clearly documented and regularly assessed, employee and the supervisor to meet at regular intervals)	3/17/2020 3:46 PM
16	Each staff member has been given a checklist to self-assess their environment. Staff who have unsafe home environments (no setup for a computer/tablet, domestic abuse risk, etc) are being assessed on a case by case basis on what we can do.	3/17/2020 3:11 PM
17	We are following the university's WFH guidelines re personal assessment of ergonomic	3/17/2020 3:10 PM

	setup; each team will meet online once per day at a minimum to maintain connection - both work and social connection. This will also allow line managers to monitor and allocate work.	
18	We have received a completed Working from Home Checklist from each staff member. UNSW has Flexible Work arrangements which we are implementing.	3/17/2020 3:10 PM
19	University has clear policies and procedures already in place that can be applied to ad-hoc arrangements such as would be made in this situation We have gathered information on the staff's technical capacity for working from home and are analysing that to identify particular barriers/issues. We have discussed the necessity for regular (twice daily) communication, team check-in meetings via Zoom or some such	3/17/2020 3:09 PM
20	All staff have to sign a working from home checklist. Library is providing internet dongles for those staff without internet, and equipment can be taken home to enable those to work at home.	3/17/2020 3:06 PM
21	The University has a Flexible Work Policy which includes Working from Home provisions. Processes include completing a WHS checklist, documenting the arrangement in writing, and setting review periods on work from home arrangements	3/17/2020 3:03 PM
22	Assessment against 'Working Agiley' guidelines and checklist; provision of university management hardware and software; regular checkins with team leaders and managers using online communication and collaboration applications	3/17/2020 3:01 PM
23	The University provides a working from home WHS checklist, and Library staff will be required to follow this.	3/17/2020 2:51 PM
24	We have done an audit of staff home arrangements to see who can work from home and have the technology (either work or own). All but 10% do and we are looking at how we could provide them with laptop. We have a policy and procedure already in place and staff need to complete a proforma which includes job role, hours, type of work, place of work. We don't have many working from home on a permanent basis so I think is really for short term period.	3/17/2020 2:48 PM
25	We have working from home checklists being provided. Laptops have been issued to staff who do not have an adequate IT setup at home.	3/17/2020 2:45 PM
26	- Team leaders have guidelines regarding best practices when managing online - Individual plans are being developed for staff in 'at risk' categories where there is an extended need to work from home e.g. health requirements. - All project work has been reconfigured to leverage working from home e.g. re-writing of websites. - Work packages are being developed in relation to cleaning of records etc. for staff who would traditionally not have 'back of house' tasks. - Online staff development being offered to compliment working from home. - All staff required to complete WHS checklist and workstation assessments as first activity when working from home.	3/17/2020 2:38 PM
27	There is an online HR form that all staff fill out and is approved by the Director Library Service.	3/17/2020 2:37 PM
28	Not applicable	3/17/2020 2:37 PM
29	TBA - normal criteria will be somewhat bypassed	3/17/2020 2:35 PM
30	Existing University flexible work policy, which includes ergonomic self-assessment Every team currently undertaking defining and examples of suitable work for relevant services	3/17/2020 2:35 PM
31	Wrk from home guidelines - which cover HR and IT issues	3/17/2020 2:32 PM

Q4 Is the university providing assistance for staff having to work from home:

Answered: 31　　　Skipped: 0
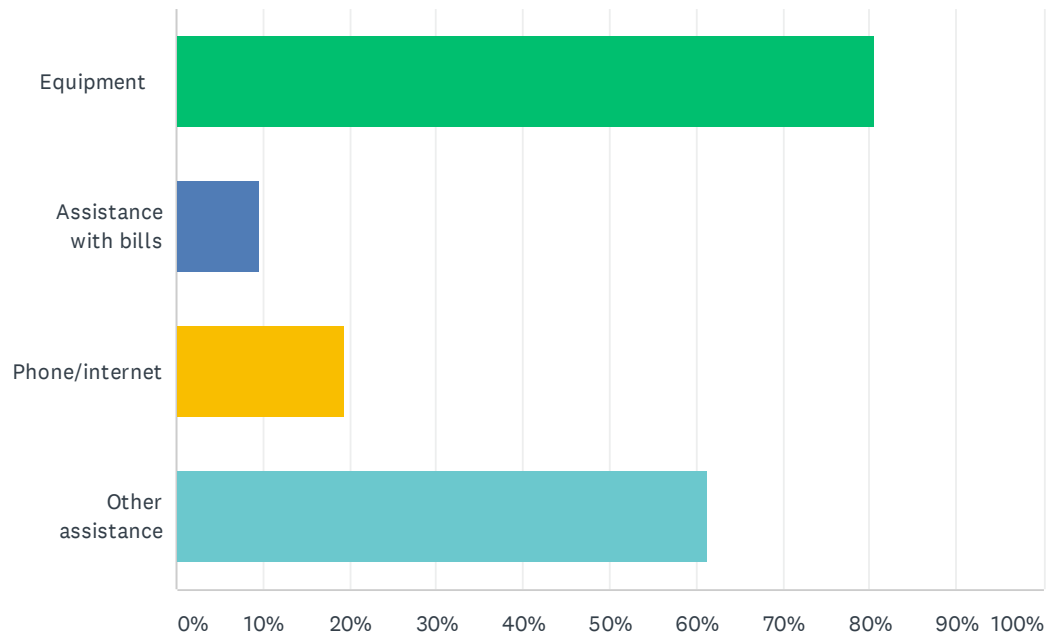
ANSWER CHOICES	RESPONSES	
Equipment	80.65%	25
Assistance with bills	9.68%	3
Phone/internet	19.35%	6
Other assistance	61.29%	19
Total Respondents: 31		

#	OTHER ASSISTANCE	DATE
1	Most library staff have laptops. Systems being put into place to register additional equipment that will be taken home to facilitate effective working ie second monitors, desktops where no laptop available	3/18/2020 12:47 PM
2	Yet to be discussed	3/18/2020 9:05 AM
3	Not aware of any assistance offered, but this could change as things develop.	3/18/2020 6:17 AM
4	Not known at this stage. Duration will be a factor.	3/17/2020 11:03 PM
5	Case by case basis.	3/17/2020 6:00 PM
6	Again this is contextual depending upon the prioritisation of work requirements and the existing resources available in individual situations. So case by case basis.	3/17/2020 4:48 PM
7	At present we are planning for this - the University has yet to make an announcement on work from home arrangements	3/17/2020 3:46 PM
8	Monetary assistance for staff who have out of pocket expenses, it will be on a reimbursement basis.	3/17/2020 3:11 PM
9	At this stage, we will be supplying laptops to those that don't have suitable equipment at home. There has not yet been a discussion about bills, phones, etc and I expect this would be considered on a case by case basis.	3/17/2020 3:10 PM
10	Laptops, headsets, internet dongles if needed. No provision of physical services.	3/17/2020 3:10 PM
11	Several staff have University laptops, iPads etc. IT Services have been helping people set up VPN access etc just-in-case. There are a number of online guides available for staff as well. At this stage there is no talk about financial assistance but it may well come. Also we haven't decided what to do about staff with no internet access at home.	3/17/2020 3:09 PM
12	The Library has some minimal provisions to provide laptops if a staff member requires equipment to work from home	3/17/2020 3:03 PM
13	We are yet to receive a definitive response on assistance with out of pocket expenses	3/17/2020 3:01 PM
14	Details not finalised at this point.	3/17/2020 2:48 PM
15	Internet where staff are not able to use their own. The university is widely promoting the tax benefits of working from home e.g. write off internet, equipment and bills.	3/17/2020 2:38 PM
16	No specific assistance has been announced at this stage. Data has been collected regarding where there are gaps (eg need for laptops).	3/17/2020 2:37 PM
17	TBA	3/17/2020 2:35 PM
18	Caveat is that everything is at the discretion of the manager and case by case basis	3/17/2020 2:35 PM
19	Other than taking laptops (if they have them home) not yet clear.	3/17/2020 2:32 PM

Q5 Will selected staff be allowed on campus to continue some services even if the university/library is closed (e.g. such as digitising)? List services:

Answered: 31　　　Skipped: 0

#	RESPONSES	DATE
1	n/a	3/18/2020 12:47 PM
2	Yes	3/18/2020 9:05 AM
3	If the campus is closed, nobody will be able to access the library building	3/18/2020 8:40 AM
4	No.	3/18/2020 6:17 AM
5	Yes, at this stage, expect a significant number of library staff would be on campus to continue and assure collections and access work, student virtual help, new online content for courses moving online, researcher and academic services. Social distancing and other measures would be adhered to, meticulously.	3/17/2020 11:03 PM
6	Unlikely	3/17/2020 9:51 PM
7	Yes all essential services. Library services are not classified as essential services. HiQ who provide first tier IT, administration and Library services are one group classified as essential services.	3/17/2020 6:00 PM
8	not yet known	3/17/2020 5:22 PM
9	and the implications. It is incorrect to say that the only likely options or scenarios are closed or open. The decisions of the university and government will frame the response. A single scenario approach is not appropriate to use in this case. Depending on the scenario and needs a relevant range of staff and services will be offered. As UL I am on two of the planning groups and will continue to be at work whether closed/service alteration scenario is enacted - this is consistent with the worked experience through the flood, bushfires, smoke, hailstones, rain damage.	3/17/2020 4:48 PM
10	Don't know yet - we have asked this question.	3/17/2020 4:35 PM
11	not sure yet	3/17/2020 4:19 PM
12	This will be dictated by the wider university (and state and national gov.). However we are working at this stage around 1/2 staff working at home, 1/2 being on campus. Our services were heavily digital before this so this is less of an issue for us.	3/17/2020 4:17 PM
13	Not confirmed at this stage.	3/17/2020 4:13 PM
14	Unsure at this stage as we are waiting for the CIMT to advise. (Library will be recommending no)	3/17/2020 3:51 PM
15	Not at this stage, but we have planned for this scenario in case it's possible.	3/17/2020 3:46 PM
16	If the campus is closed to everyone, no. In the event we are allowed to have some staff on campus, we will prioritise those without the ability to work from home.	3/17/2020 3:11 PM
17	Not yet clear - awaiting government direction.	3/17/2020 3:10 PM
18	No.	3/17/2020 3:10 PM
19	For staff who can't work from home for capacity or capability reasons we have considered having them come on campus to work with the physical collections e.g. stock taking, collection relocations etc but we don't know if that will be possible should a total closure come into effect	3/17/2020 3:09 PM
20	We have recommended that this will still occur for transcription services; postage of print materials, digitising print	3/17/2020 3:06 PM
21	A critical staff list has been compiled by the University and the expectation is that - dependent on circumstances - some staff may be able to be on campus to complete critical work.	3/17/2020 3:03 PM
22	Unlikely	3/17/2020 3:01 PM
23	No.	3/17/2020 2:51 PM
24	Yes, we assume this will be the case and are planning around this.	3/17/2020 2:48 PM
25	Unkown at this time	3/17/2020 2:45 PM
26	- Digitising will not continue, currently reviewing copyright provisions to look at any flexibility due to restrictions on physical access.	3/17/2020 2:38 PM
27	No. If the University or a campus is closed, then Library staff will NOT be required to come	3/17/2020 2:37 PM

	onto campus to continue services such as digitising print material.	
28	At this stage, it is expected that staff will continue to come to campus. Students will not need to as lectures will be streamed, but some still will (e.g. those that live on campus).	3/17/2020 2:37 PM
29	TBA eg services deemed essential including readings support and support for library systems and the learning management system	3/17/2020 2:35 PM
30	Unknown	3/17/2020 2:35 PM
31	Unknown at this stage.	3/17/2020 2:32 PM

Q6 What are the provisions for staff who cannot effectively work from home, whether due to the nature of their work or the lack of suitable home arrangements?

Answered: 31   Skipped: 0

#	RESPONSES	DATE
1	Still under discussion, however VC has indicated they will be paid	3/18/2020 12:47 PM
2	people can work on campus once we determine feasibility of not working from home	3/18/2020 9:05 AM
3	These staff are likely to be working on any physical take home projects if there are any, otherwise they will not be required to work	3/18/2020 8:40 AM
4	At this stage, there has been nothing official from the university, but it is expected that at least initially they will be given extra leave to cover their work absence. If the situation goes on for weeks, it may be that they are asked to take some other kind of leave (annual, LSL, etc).	3/18/2020 6:17 AM
5	Not yet known.	3/17/2020 11:03 PM
6	Not yet confirmed	3/17/2020 9:51 PM
7	These staff are required to use their leave. The University is currently permitting staff to take any type of leave ie sick, carers, LSL etc. if staff have no leave avail either they are required to take leave without pay.	3/17/2020 6:00 PM
8	at this stage they will be coming into work	3/17/2020 5:22 PM
9	Any common sense approach must consider the practicality that each individual will have different circumstances. If schools close, for example, parents will need to be looking after their children. If family members are sick individuals will be caring for them. Any response must reflect the nature of demands on individuals and be compassionate. Please see the website site for details of additional leave and support arrangements.	3/17/2020 4:48 PM
10	Don't know yet. Some staff may be asked to take leave. We have very few in this situation.	3/17/2020 4:35 PM
11	Waiting for University guidelines. Some staff will have to take leave	3/17/2020 4:19 PM
12	They work on campus.	3/17/2020 4:17 PM
13	Yet to be confirmed, it is expected that staff unable to be on campus and unable to work from home will take leave.	3/17/2020 4:13 PM
14	Still waiting for advice from HR	3/17/2020 3:51 PM
15	Unsure as yet	3/17/2020 3:46 PM
16	In the event we are allowed to have some staff on campus, we will prioritise those without the ability to work from home. I've not yet been given an answer for our allowances for if the campus is totally off-limits.	3/17/2020 3:11 PM
17	If people have no home internet, it is likely that they won't be able to work from home as getting this set up will take time and could be costly. We have yet to work out how to maintain connection with this group but possibly have them join the daily online meetings via phone.	3/17/2020 3:10 PM
18	We are giving them other work to do on the same work level. We are provisioning everyone with a laptop and headsets. Some staff are provisioned with wifi dongles.	3/17/2020 3:10 PM
19	See above.	3/17/2020 3:09 PM
20	They can come into work (although not yet clear what will happen if the campus closes) and ensure sufficient self distancing from other staff.	3/17/2020 3:06 PM
21	Based on current advice that campuses are not closed, staff who cannot work from home are required to work or to take leave. This may change if/when campus closures come into effect. The Library is also actively looking at the types of work which may be able to be flipped to be performed online/at home. Other tasks like professional development are also being considered as part of work from home plans.	3/17/2020 3:03 PM
22	No formal response yet. Anticipate that the University will honour remuneration and other conditions for a planned shutdown period	3/17/2020 3:01 PM
23	Waiting on advice from HR. Most likely will have to take some form of leave.	3/17/2020 2:51 PM
24	Not completely finalised as yet. We do have a number of data related projects that we will allocate to staff even if this isn't normally what they do. For those with unsuitable home arrangements we haven't worked that through as yet.	3/17/2020 2:48 PM
25	We are moving to do significant PD with those staff at least in the short term or research/project development activities.	3/17/2020 2:45 PM

26	- Any staff with a documented WHS provision has been offered the ability to have their equipment transferred to their residence on the understanding it would return. - Pre-work from home assessment indicated that there were no staff who were unable to work from home due to equipment issues (all staff laptops). - Restrictions on nature of work TBC following this weeks trial.	3/17/2020 2:38 PM
27	We are gathering data about which staff and what parts of their roles cannot be effectively done from home. The University has not announced provisions, but there is suggestion of a new leave category for these people.	3/17/2020 2:37 PM
28	Staff will still be expected to come to work for now.	3/17/2020 2:37 PM
29	TBA - there is talk of new leave categories	3/17/2020 2:35 PM
30	10 days special leave, then must use personal leave	3/17/2020 2:35 PM
31	Special leave arrangements are being worked out.	3/17/2020 2:32 PM

Q7 How are the libraries (and universities) managing casual staff arrangements?

Answered: 31   Skipped: 0

#	RESPONSES	DATE
1	Nil casual staff	3/18/2020 12:47 PM
2	We don't employ any casual staff in the Library	3/18/2020 9:05 AM
3	Casual staff will be advised of any reduction of hours or closures and updated regularly	3/18/2020 8:40 AM
4	Again, no official word yet, but it is expected that casual staff who are "stood down" will continue to be paid for the hours they were scheduled to work. This may have to be reviewed if the situation continues for a long time.	3/18/2020 6:17 AM
5	Not yet known. At the moment, casual staff are a key element of library service offerings at this time of year.	3/17/2020 11:03 PM
6	Not yet confirmed	3/17/2020 9:51 PM
7	The library does not have a casual staff cohort.	3/17/2020 6:00 PM
8	remains to be seen - wherever possible we will be trying to find useful work for them to do	3/17/2020 5:22 PM
9	Casual staff are continuing to work on shifts allocated to them.	3/17/2020 4:48 PM
10	We are checking the university position here. Casual staff will not be required for operations if the campuses are closed - but we want to ensure there is some financial stability for them.	3/17/2020 4:35 PM
11	We have one casual staff working from home. the staff have tasks to complete and zoom meeting	3/17/2020 4:19 PM
12	We don't employ casual staff in the library.	3/17/2020 4:17 PM
13	Yet to be confirmed.	3/17/2020 4:13 PM
14	It's been challenging - many casuals are calling in sick	3/17/2020 3:51 PM
15	Unsure as yet	3/17/2020 3:46 PM
16	Our casual staff do assignment and IT help. They'll be rostered on to their usual assignment help shifts, but virtually. Some are also planned to help academics with basic IT support to get their lectures recorded from home.	3/17/2020 3:11 PM
17	This is still under discussion - it is expected that academic casuals will pick up online delivery. Some of the Library's casual staff are working on development of digital learning materials and can continue this from home. We also have a group that deliver our academic skills program and they will move to online delivery. The staff who work in the Library spaces are unlikely to have suitable alternative employment and we are waiting university guidance on this.	3/17/2020 3:10 PM
18	Most casual staffing is being reduced. Some project work can continue remotely.	3/17/2020 3:10 PM
19	Our casual staff are students who mainly work on the desk and as long as the libraries remain open, arrangements are continuing as is. If libraries close, casual staff will not be required. The University is considering transitional arrangements for casual teaching staff	3/17/2020 3:09 PM
20	Where possible we are keeping staff on	3/17/2020 3:06 PM
21	University will honour normal casual staff hours for two weeks. We are also looking at where casual staff could be moved to online/remote work (for the Library this might mean moving shifts from in-person reference services to online, for example).	3/17/2020 3:03 PM
22	we are working towards honoring casual staff' rosters. Will provision needed equipment and training to enable working remotely	3/17/2020 3:01 PM
23	Waiting on advice from HR.	3/17/2020 2:51 PM
24	For the Library, our casual team are still working with us as normal. We have included them in any review of working from home arrangements. We are keen they they aren't negatively impacted by this but full implications if we do close will need to be worked through.	3/17/2020 2:48 PM
25	We are reducing casual work	3/17/2020 2:45 PM
26	- The University is making a casual staff fund available for an unconfirmed number of days. - NSW state government is making a fund available for staff also. - The Library is offering additional shifts in preparation for reduced services/shutdown.	3/17/2020 2:38 PM
27	There has been no announcement about casual staff arrangements here. We are assuming that casual library officers will simply not get shifts if the university closes.	3/17/2020 2:37 PM

28	Not clear at this stage	3/17/2020 2:37 PM
29	TBA - might still be needed not changing arrangements ie employed as required	3/17/2020 2:35 PM
30	Special paid leave paid once for any rostered hours that they miss in a 10 working day period.	3/17/2020 2:35 PM
31	Unclear - waiting advice.	3/17/2020 2:32 PM

Q8 What is the agreed method of communication amongst staff working from home?

Answered: 31   Skipped: 0
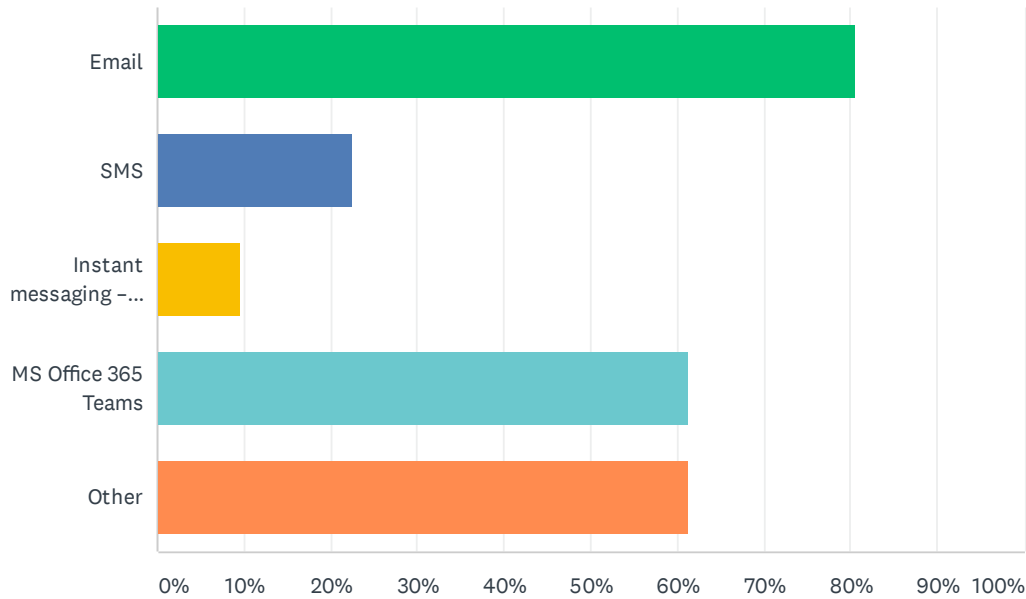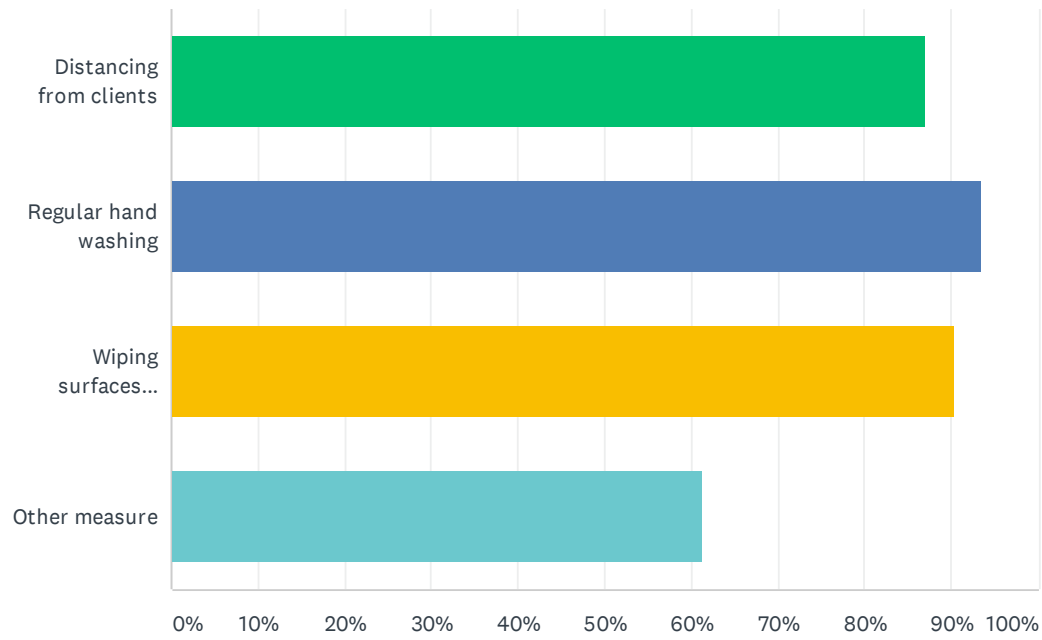

ANSWER CHOICES	RESPONSES	
Email	80.65%	25
SMS	22.58%	7
Instant messaging – Slack, etc.	9.68%	3
MS Office 365 Teams	61.29%	19
Other	61.29%	19
Total Respondents: 31		

#	OTHER	DATE
1	Mostly teams, zoom	3/18/2020 9:05 AM
2	All supervisors have mobile phone numbers for their staff and can call.	3/18/2020 6:17 AM
3	Using Springshare's discussion module, LibApps, which can be readily searched and tagged, with email alert service	3/17/2020 11:03 PM
4	other communication mechanisms depending on the teams ability to receive messages. Surprised you didn't have social media or ABC on the list.	3/17/2020 4:48 PM
5	Phone services diverted to computers (with headset) via Cisco Jabber. Zoom for some functions.	3/17/2020 4:35 PM
6	zoom	3/17/2020 4:19 PM
7	zoom and skype	3/17/2020 4:17 PM
8	Yammer for informal communications	3/17/2020 4:13 PM
9	Unsure as yet	3/17/2020 3:46 PM
10	Webex Teams and Webex meetings (university supported applications)	3/17/2020 3:10 PM
11	Teams is the priority, intranet sharepoint, emial, phone, shared drive.	3/17/2020 3:10 PM
12	Zoom. The University is fast-tracking MS Teams implementation but it isn't available yet.	3/17/2020 3:09 PM
13	zoom has just been installed and all meetings will now be held via zoom	3/17/2020 3:06 PM
14	MS teams is the preferred platform as well as WebEx	3/17/2020 3:01 PM
15	Skype.	3/17/2020 2:51 PM
16	Yammer	3/17/2020 2:45 PM
17	Zoom will be used for daily catch ups and team virtual coffee breaks. Some will use phone as well - if they have VPN they can redirect their desk phone to their home or mobile via Cisco Jabber. However there are limits on VPN access.	3/17/2020 2:37 PM
18	Not applicable	3/17/2020 2:37 PM
19	webinar	3/17/2020 2:35 PM

Q9 While libraries still remain open, what measures are being taken to minimise risk of infection in staff/students?

Answered: 31   Skipped: 0

ANSWER CHOICES	RESPONSES	
Distancing from clients	87.10%	27
Regular hand washing	93.55%	29
Wiping surfaces regularly	90.32%	28
Other measure	61.29%	19
Total Respondents: 31		

#	OTHER MEASURE	DATE
1	Using Ask Live service whereever possible	3/18/2020 8:40 AM
2	All librarian appointments have been moved to Zoom and F2F removed as an option for booking.	3/18/2020 6:17 AM
3	Providing hand sanitiser; posters in washrooms regarding handwashing and COVID-19 social distancing (Vic Dept Health)	3/17/2020 11:03 PM
4	investigating no f2f contact	3/17/2020 9:51 PM
5	We have had a recall on hospital grade cleaning products (they have been repurposed to hospitals) so we asked the chemical store to develop a suitable product for us which they did.	3/17/2020 6:00 PM
6	encouraging social distancing	3/17/2020 4:48 PM
7	Providing free wipes and sanitiser dispensers in key areas both staff & students. Hygiene signs across Library spaces. Computer desktop backgrounds changed to COVID19 Infomation sheet.	3/17/2020 4:35 PM
8	non library activites are being cancelled	3/17/2020 4:19 PM
9	We are implementing social distancing measures in library spaces, such as separating study spaces and removing study seats to be under the 500 threshold. We also have signage and hand sanitiser and tissues available to students. Information sessions on good hygiene practices in light of COVID-19 have been run for staff.	3/17/2020 3:46 PM
10	Removing chairs to reduce number of seats on each floor; confirmed air conditioning filtration is adequate; closed the Makerspace; increased public health messaging inside the buildings and via our social media channels	3/17/2020 3:10 PM
11	Micro misting of all student work surfaces. Contractor is doing this.	3/17/2020 3:10 PM
12	Cancelled events, classes, group training sessions, shared morning teas etc	3/17/2020 3:09 PM
13	University has increased cleaning, alcohol wipes and hand sanitiser are at all service desks for staff, hand sanitisers have been installed throughout public spaces, digital and physical signage in the building has reminders about preventative measures	3/17/2020 3:03 PM
14	We are actively preparing to direct clients to use digital channels to connect with services, e.g. live chat. Scoping functionality of MS Teams for referrals and consultations. CLosing non-essential services, e.g. Makerspace, Rare Books Reading Room	3/17/2020 3:01 PM
15	Increased provision of hand sanitiser dispensers.	3/17/2020 2:51 PM
16	Only over the counter services offered. Consultations are being conducted in larger rooms where required. Class sizes are being reduced by 50%.	3/17/2020 2:38 PM
17	virtual meetings	3/17/2020 2:35 PM
18	24hr quarantine of returned books; Additional daily cleaning of all handrails, doorknobs, keyboards etc	3/17/2020 2:35 PM
19	Signage about social distancing - posters, screens and socials.	3/17/2020 2:32 PM

Q10 Are universities advising staff to attend meetings via Zoom/other rather than in-person?

Answered: 31   Skipped: 0

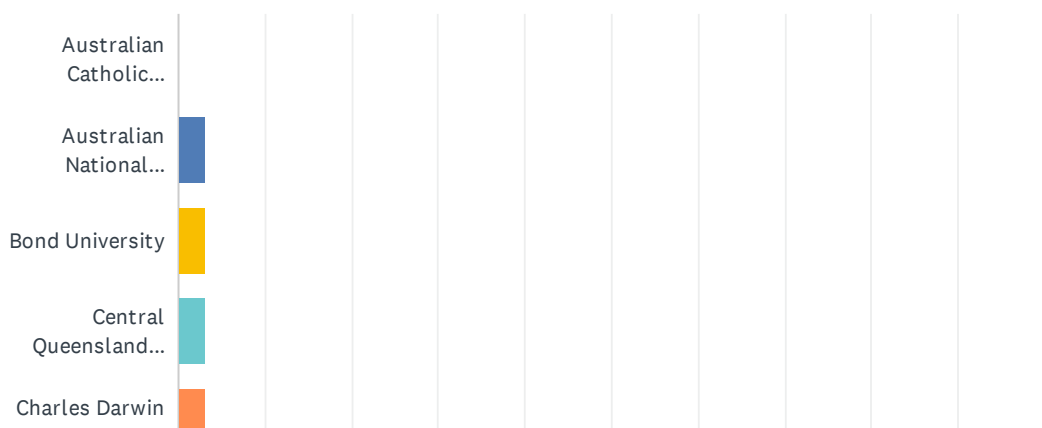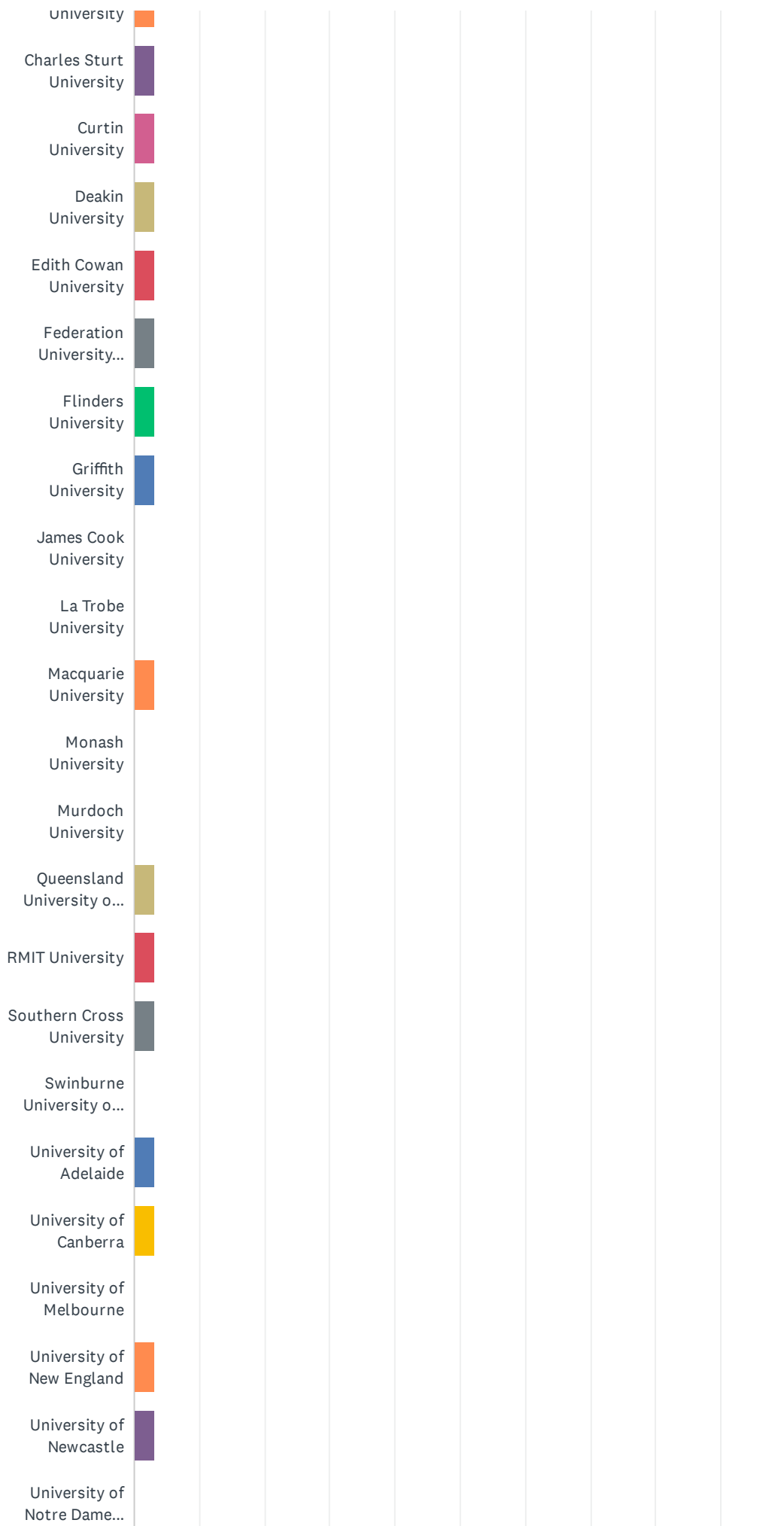| #	RESPONSES	DATE
1	Already current practice, but we are seeing an increased use of zoom	3/18/2020 12:47 PM
2	Yes	3/18/2020 9:05 AM
3	Yes, Zoom is being used for some meetings, or Skype for business	3/18/2020 8:40 AM
4	Yes.	3/18/2020 6:17 AM
5	Yes, MS Teams and Skype are regularly used, both from personal computers and in meeting rooms, both options being strongly encouraged instead of inter-campus travel and group gatherings.	3/17/2020 11:03 PM
6	currently a suggestion rather than directive	3/17/2020 9:51 PM
7	Yes, the majority of meetings are now Zoom meetings from staff members desks.	3/17/2020 6:00 PM
8	yes, where practicable	3/17/2020 5:22 PM
9	Again it depends on the context. If it is a meeting of 4-5 people where issues need to be discussed in depth and social distancing can occur then meetings can be held face to face. Where it is appropriate to use digital means that is occurring. Where is a mix is appropriate that is used. Case by case.	3/17/2020 4:48 PM
10	Some. We will be starting some trials of having teams operate from home hopefully next week to make sure everyone knows how to do it & we iron out software etc ahead of any potential campus closure.	3/17/2020 4:35 PM
11	not yet but will soon. Senior staff are meeting via zoon	3/17/2020 4:19 PM
12	all meetings are now via zoom and on a 1-1 basis rather than room-room basis even if participants are in the same building.	3/17/2020 4:17 PM
13	Not explicitly. Staff are beginning to use Zoom in preference to face to face.	3/17/2020 4:13 PM
14	Yes	3/17/2020 3:51 PM
15	Yes	3/17/2020 3:46 PM
16	Yes. Although this message only came out today.	3/17/2020 3:11 PM
17	Yes, all meetings are to be for a maximum of one hour and online if possible.	3/17/2020 3:10 PM
18	Yes all meetings are virtual via Teams, whether staff are remote or in workplace.	3/17/2020 3:10 PM
19	Yes. We have also been told to maintain social distance from our 2ICs	3/17/2020 3:09 PM
20	All meetings are now to be held by zoom	3/17/2020 3:06 PM
21	Yes	3/17/2020 3:03 PM
22	Increasingly.	3/17/2020 3:01 PM
23	Yes.	3/17/2020 2:51 PM
24	Yes, all meetings now have a Zoom alternative and far fewer people are attending in person.	3/17/2020 2:48 PM
25	Yes we are moving online	3/17/2020 2:45 PM
26	- Zoom being widely used. - all University meetings are now conducted electronically.	3/17/2020 2:38 PM
27	The university has not advised this, but the Library has, and other areas have also done this.	3/17/2020 2:37 PM
28	Where practical	3/17/2020 2:37 PM
29	not yet	3/17/2020 2:35 PM
30	Yes	3/17/2020 2:35 PM
31	Yes, staff across the university have been trialing working from home. We use Teams.	3/17/2020 2:32 PM

Q11 Any other comments:
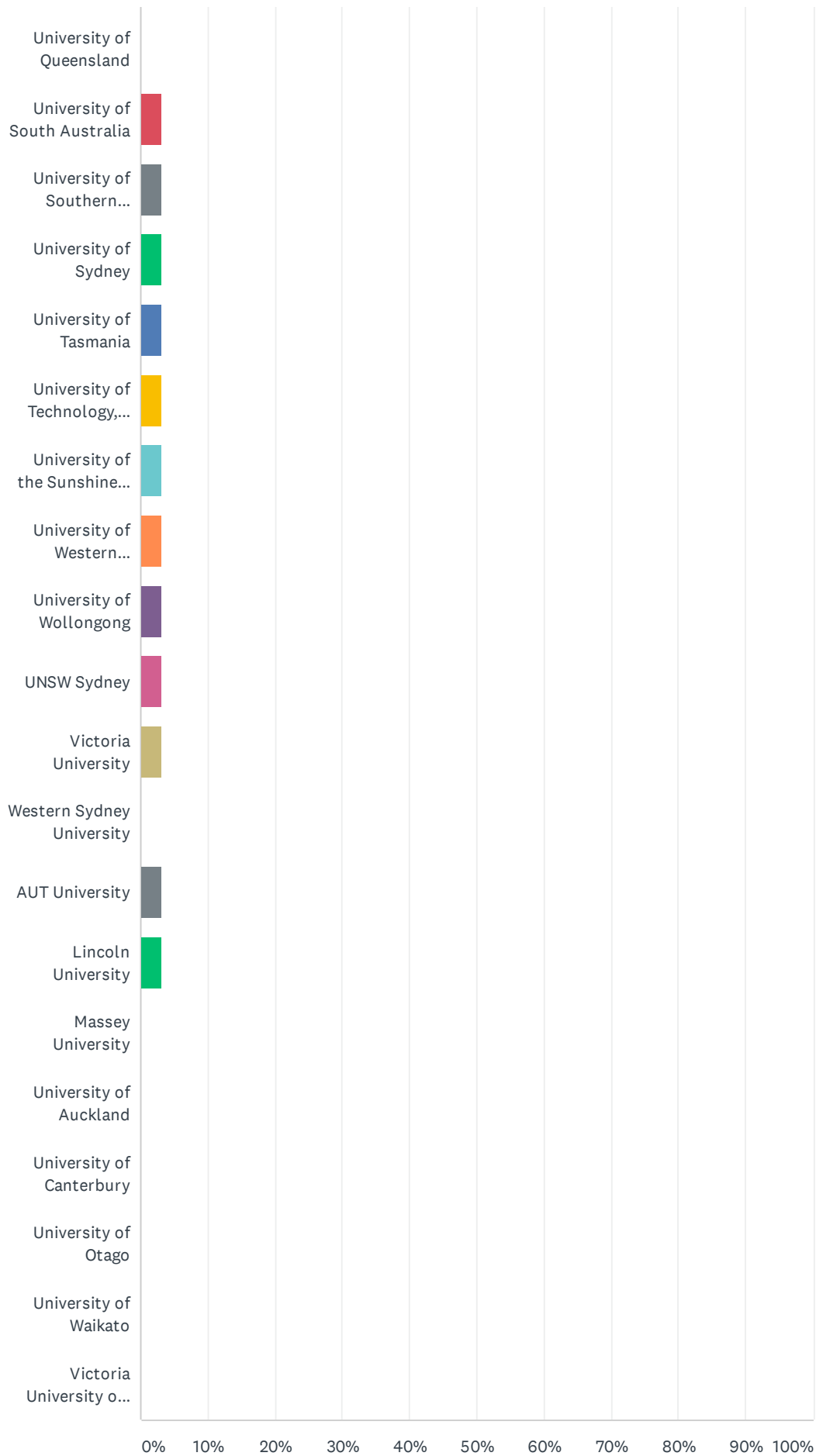
Answered: 13   Skipped: 18

#	RESPONSES	DATE
1	The environment is constantly changing, a partial or full closure of the library could occur at short notice	3/18/2020 8:40 AM
2	Expect a more significant response to coronavirus by Fri 19th or Mon 23 March. We have a detailed business continuity plan in preparation, for a range of possible scenarios.	3/17/2020 11:03 PM
3	I would encourage CAUL to not assume a binary approach but understand that there is complexity. We have a high level of engagement with teaching staff and the work on digital collections, working with vendors for innovative solutions, online teaching into courses, copyright advice and support for matters such as PIAs for digital solutions are making a significant contribution to the continuity of university services.	3/17/2020 4:48 PM
4	Updating business continuity plans & Call Trees.	3/17/2020 4:35 PM
5	It's been a very challenging time. Many staff are anxious about being at work, but I am thankful that they are choosing to be professional and coming in anyway!	3/17/2020 3:51 PM
6	Daily BCP meetings, BCP documentation.	3/17/2020 3:10 PM
7	We have suspended our volunteer program given the demographic of the group. We have also stopped all print ordering and asked vendors about the possibility of holding back delivery of print serials.	3/17/2020 3:09 PM
8	We have been undertaking Business Continutiy Planning for some weeks and feel reasonably well prepared. We had an all staff meeting via zoom today and every staff capably attended.	3/17/2020 3:06 PM
9	Staff have embraced the adoption of online communication and collaboration tools and we will be well-prepared for full or partial campus closures. Staff are actively testing and prototyping alternate delivery channels for the provision of services. Rolling out a phased communications strategy for students and faculty - what there Library is doing to provide trusted, professional services and resources. Anticipate that we will provide recommender services to shift from print subject readings to substitute econtent	3/17/2020 3:01 PM
10	- Library furniture is being reviewed and spaced accordingly. - Cleaning has increased in the Library with a cleaner per floor cyclically sterilising all surfaces. - Physical books received are being handled with gloves and wiped down with antiseptic wipes.	3/17/2020 2:38 PM
11	Thank you for gathering this information!	3/17/2020 2:37 PM
12	Bond is already in week 10 of a usual 13 teaching weeks which will now be truncated to 11. All teaching will be online via collaborate for next week, and then there will be two weeks of assessments which can all be done remotely. The Library spaces will remain open during this time but staff will probably be away from desks and dealing with enquiries as far as possible via phone, chat, or collaboration tools. Who knows what next semester will look like.	3/17/2020 2:37 PM
13	This is a fast moving situation and my responses could be out of date by the time I push the button. No clarity on what extent of closures will occur at the moment. No cases here as yet so line is BAU but plan to support online teaching. VC speaking to Senior Leaders tomorrow. Very busy organising so have not spent much time on this.	3/17/2020 2:32 PM

Q12 Your institution

Answered: 31　　　Skipped: 0

University

Charles Sturt
University

Curtin
University

Deakin
University

Edith Cowan
University

Federation
University...

Flinders
University

Griffith
University

James Cook
University

La Trobe
University

Macquarie
University

Monash
University

Murdoch
University

Queensland
University o...

RMIT University

Southern Cross
University

Swinburne
University o...

University of
Adelaide

University of
Canberra

University of
Melbourne

University of
New England

University of
Newcastle

University of
Notre Dame...

ANSWER CHOICES	RESPONSES	
Australian Catholic University	0.00%	0
Australian National University	3.23%	1
Bond University	3.23%	1
Central Queensland University	3.23%	1
Charles Darwin University	3.23%	1
Charles Sturt University	3.23%	1
Curtin University	3.23%	1
Deakin University	3.23%	1
Edith Cowan University	3.23%	1
Federation University Australia	3.23%	1
Flinders University	3.23%	1
Griffith University	3.23%	1
James Cook University	0.00%	0
La Trobe University	0.00%	0
Macquarie University	3.23%	1
Monash University	0.00%	0
Murdoch University	0.00%	0
Queensland University of Technology	3.23%	1
RMIT University	3.23%	1
Southern Cross University	3.23%	1
Swinburne University of Technology	0.00%	0
University of Adelaide	3.23%	1
University of Canberra	3.23%	1
University of Melbourne	0.00%	0
University of New England	3.23%	1
University of Newcastle	3.23%	1
University of Notre Dame Australia	0.00%	0
University of Queensland	0.00%	0
University of South Australia	3.23%	1
University of Southern Queensland	3.23%	1
University of Sydney	3.23%	1
University of Tasmania	3.23%	1
University of Technology, Sydney	3.23%	1
University of the Sunshine Coast	3.23%	1
University of Western Australia	3.23%	1

University of Wollongong	3.23%	1
UNSW Sydney	3.23%	1
Victoria University	3.23%	1
Western Sydney University	0.00%	0
AUT University	3.23%	1
Lincoln University	3.23%	1
Massey University	0.00%	0
University of Auckland	0.00%	0
University of Canterbury	0.00%	0
University of Otago	0.00%	0
University of Waikato	0.00%	0
Victoria University of Wellington	0.00%	0
TOTAL		31