

14 October 2021



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Ms Elspeth Cridland
ASU Organiser
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Dear Elspeth,

Notification of Change –Library Services Department

In accordance with clause 9.2 of the Bayside City Council Enterprise Agreement No. 8, 2018 (the Agreement), I write to advise you of proposed changes in the Library Services Department in relation to our post COVID recovery model.

These changes will come into effect following the consultation period with the exception of the changes to one of the Branch librarian roles where the change to the rostering responsibilities will not come into effect until new systems are implemented.

Library Services

Background, library service review and rationale for change

Repeated COVID lockdowns during 2021-2022 have impacted the community returning to library branches when each lockdown ends. With the increase in vaccination rates, it is hoped that in 2022 all branches in Bayside will actively engage in the state-wide programme *Return yourself to the library*.

This will form part of the community engagement required to entice patrons back into the library and to see a steady return to pre-COVID door counts and borrowing statistics. The three Branch Librarians will be taking the lead role in this program as well as actively participating in the community engagement work required to inform the next Library Strategy.

This will require each of the three branch librarians to redirect their focus back to branch-based activities and re-establishing community connections. It is anticipated that this focus will impact on the time that the Branch Librarians have to complete their tasks. Being mindful of this, there will be an adjustment to their position descriptions to remove the additional, site specific tasks that currently take their focus away from their branch roles. Each Branch Librarian position description will be the same, which will also allow for staff in these roles to rotate between the branches if required.

The Branch Librarian Social Media and Promotions is based at Beaumaris Library. Recently each member of the Library Management Team listed what tasks they needed to complete in the event of a switch to a Click and Collect service from normal library services due to lockdowns, and the list of tasks that the Branch Librarian Social Media and Promotions is required to complete as part of their role with communications to the community was by far the most substantial and time consuming. This impacts on the time this role has available to support their branch staff during times of uncertainty.

It is anticipated that the social media output in 2022 will continue to be significant, as will other communications to the Bayside community as we engage in *Return yourself to the library*, and community consultation informing the next library strategy. By removing this task from the position description of the Beaumaris Branch Librarian, it is a reasonable

expectation that they will have the time to reconnect with the community post repeated COVID lockdowns.

A new full-time role will be created, the Marketing and Communications Officer will focus on the social media and promotions for the Library service as well as the Arts and Culture services.

The Branch Librarian - Staff Deployment role is based at Brighton library. This role includes the staff allocation across all branches using an Excel spreadsheet to create the rosters. The industry standard in public libraries across our neighbouring councils is to use rostering software, and this is the direction that the Bayside Library Service will be taking.

We will be reviewing the rostering software that other Victorian public libraries are using, noting their recent comments regarding time efficiencies achieved. It is also anticipated that rostering software with an App function will provide a faster and more equitable opportunity for our casual staff to bid for vacant shifts available.

It is expected that the transition process for migrating over rostering software will take a minimum of six months and will be completed with a working group established with members from across the library, including that of the current Branch Librarian, and Council Customer Service teams. The day-to-day operation of the rostering once the migration has occurred will then sit with the Libraries Customer Service Co-ordinator.

It is anticipated that the savings made from not paying an on-call allowance for rostering will offset the costs of the new software being purchased.

Proposed changes and impact

As a result of the review, two roles are directly impacted the third role is currently vacant and therefore no there is no impact on this position. The specific details are outlined below ,:

- Removal of promotions and media tasks from the Beaumaris Branch Librarian role so this position can focus on *back to branch*-based activities and re-establishing community connections
- Removal of the on-call allowance for the Brighton Branch Librarian and mobile phone once the rostering service is automated through the rostering software program.
- A new full-time role will be created, the Marketing and Communications Officer will focus on the social media and promotions for the Library service as well as the Arts and Culture services.

Consultation Process

The consultation process formally commenced on 14 October 2021. Staff directly affected by these changes will participate in 1:1 meetings on 14 October 2021. The consultation process will extend over a one-week period with opportunities for staff to provide feedback via email, 1:1 meetings, and/or through group meetings.

Employees will have access to our EAP services should they wish to access further support during the process.

Should you wish to provide any feedback or discuss these changes in more detail please contact Louise Lock, People and Capability Business Partner on 9599 4452.

The organisation is committed to maintaining an open dialogue on these improvements and to realising the benefits for staff and the community from the changes.

Yours sincerely,

Bryce Craggs
Director Community and Customer Experience
Bayside City Council