



MANAGEMENT REPORT

Date: June 18, 2020
Author: Carol Nelson
VanDOCS #: DOC/2020/147220
Meeting Date: June 24, 2020

TO: Library Board
FROM: Rhonda Sherwood, Chair, Services, Finance & Human Resources
SUBJECT: Recovery Planning: Staff Survey

SUMMARY

This report provides highlights of the recent staff survey related to VPL's reopening plans.

PURPOSE

This report is for information.

RECOMMENDATION

THAT the Board receive the report for information.

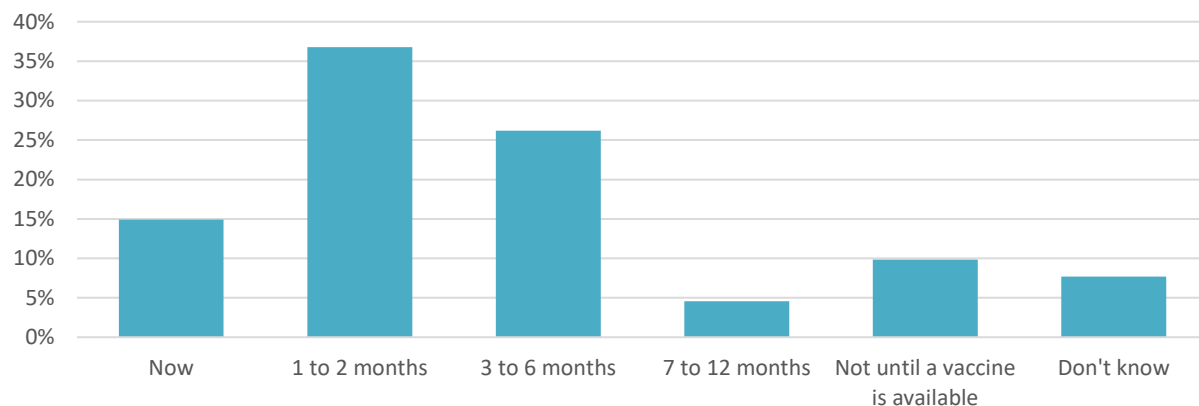
Staff Survey on Vancouver Public Library's Reopening Plans

Key Findings – June 9, 2020

Following are key findings from a staff survey conducted to inform VPL's reopening plans. The research objective was to determine what is most important to staff as we consider ways to deliver library services while meeting health and safety protocols.

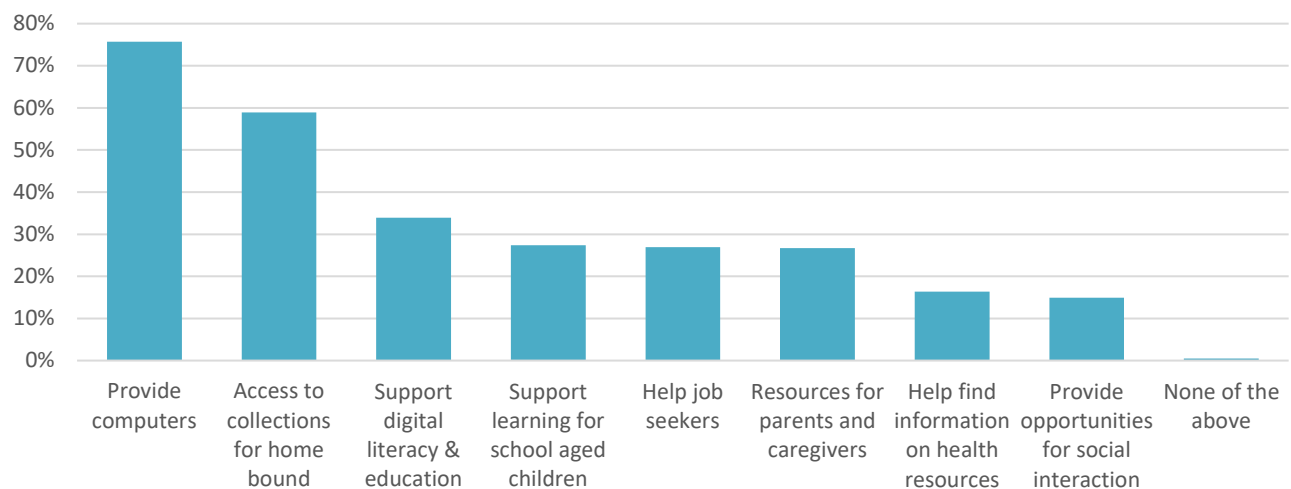
Overall, there was a strong response, with 416 staff completing the survey (in field dates were from May 22 to June 1). The vast majority of respondents are CUPE 391 members (92%), who typically work full-time and are currently laid off.

1. **The majority of staff think VPL locations should reopen** in 1 to 2 months (37%) or in 3 to 6 months (26%).



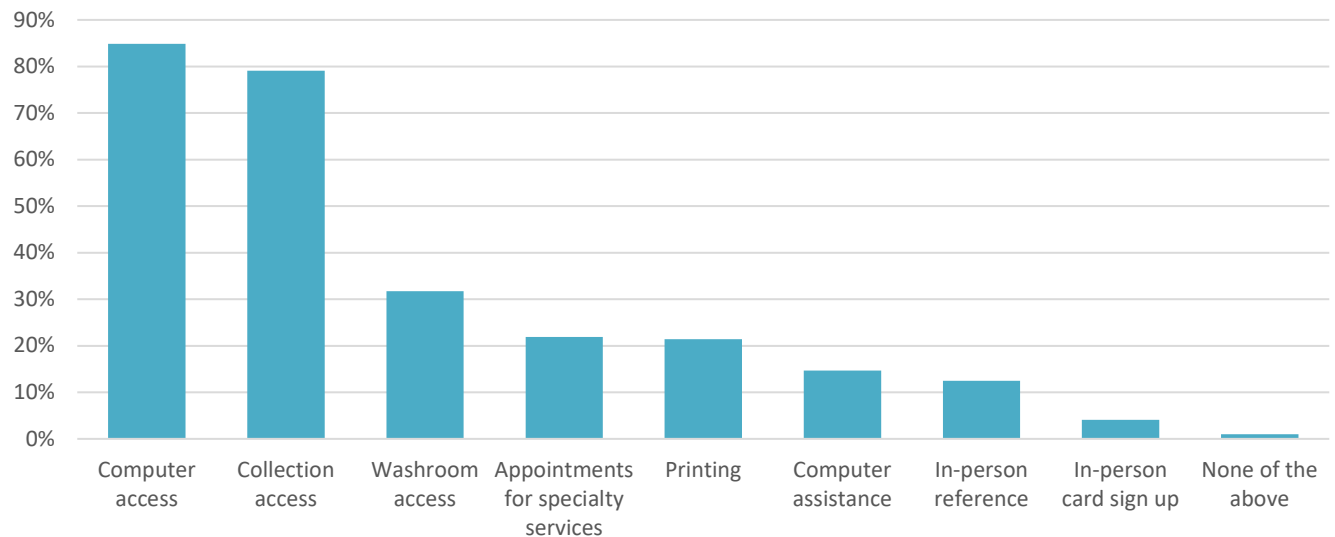
2. **Staff think the most important ways that VPL can help our community recover are:**

- Providing computers to those who don't have internet access (76%)
- Providing access to our collections for those who are home bound (59%)
- Supporting digital literacy and education (34%)



3. **Among services deemed priority for library reopening, staff feel the following should be restored first:**

- Computer access (85%)
- Collection access (79%)
- Washroom access (32%)

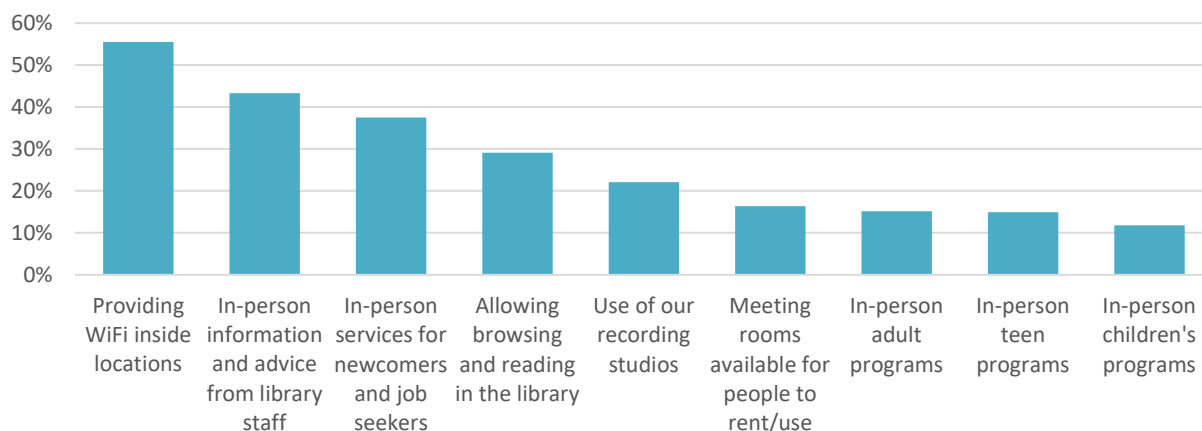


4. Thinking ahead to the reopening of library locations, the **most important things that would make staff feel safe at work** are physical distancing (84%), plexiglass barriers at service desks (70%), and the availability of hand sanitizer and cleaning supplies (56%).



5. **Staff would be most comfortable offering the following in-branch services in the next two months:**

- Providing WiFi inside locations (56%)
- In-person information and advice from library staff (43%)
- In-person services for newcomers and job seekers (38%)

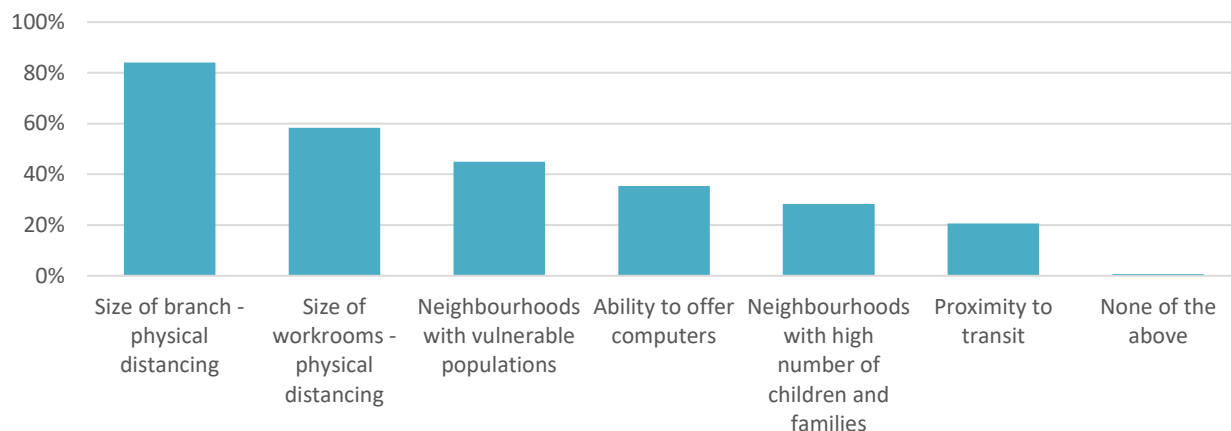


Services that staff feel more comfortable offering in 3 to 6 months include browsing and reading in the library (35%) and use of our recording studios (31%).

Services where more staff prefer to wait until a vaccine is available include

- In-person children's programs (37%)
- Meeting rooms available for people to rent/use (33%)
- In-person teen programs (32%)
- In-person adult programs (31%)

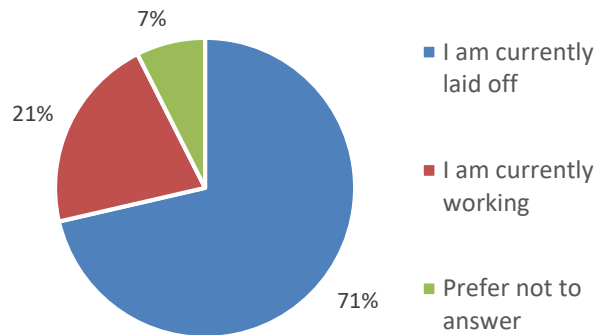
6. Staff feel the **criteria that are most important for VPL to consider when determining which branches reopen first** are the size of branch (84%) and size of workrooms (58%) – both factors that are important for physical distancing.



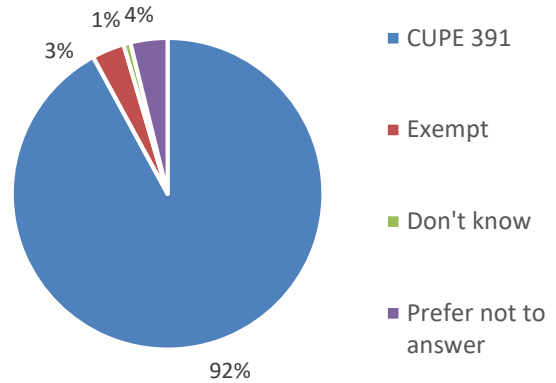
7. Key aspects of VPL's reopening plans that **staff think are most important for them to be consulted on** include health and safety; work area specific details; in-person service delivery; and staff schedules.
8. General comments from staff focused on:
 - **Health and Safety**
 - "How to create the spaces and logistics for physical distancing within the branch for both staff and public."
 - "Every detail of what is touched, by whom and to be cleaned throughout the daily shift has to be thought through very carefully in order for staff to feel safe."
 - **Reopening Timelines**
 - "Slow & steady. Wait for feedback from 1st branches open, adjust, review, then proceed with next branch openings."
 - "That we are adaptive and flexible in our reopening plans. This is a very motivated workforce and we will need to balance expectations and capacity."
 - **Reopening / Service delivery planning**
 - "Consult staff via video conferencing app for input into reopening plans, by branch and department."
 - "It is going to be really important for us to be flexible and innovative during this time. I want to see teams back together ASAP to do this planning together."

Profile of Respondents

Working or currently laid off



CUPE 391 or exempt



Full time/part time/auxiliary

