**RESPONSE TO COVID-19: FAQS FOR LIBRARY STAFF
REGARDING WORK ARRANGEMENTS FOR THE PHASED RETURN TO CAMPUS**

• In response to the COVID-19 situation the University has implemented a [COVIDSafe Plan](#) with a phased return to campus for staff. This phased return aligns with the Government's Framework for a COVIDSafe Australia (National COVIDSafe Framework).

• Phase 1 began on 25 May. The Library opened limited, socially distanced, study space in alignment with this phase. Phase 2 began on 22 June with staff returning part time on a scheduled basis. The Library click & collect service operated in alignment with this phase.

• Phase 3 of return to campus begins on 20 July with staff returning to on campus work arrangements. The Library is opening level 1 and 2 for individual, socially distanced, study space and self-service collection access in line with this phase.

• The University is keeping staff and students informed via its Webpage and regular emails from the Vice-Chancellor. Staff are advised to refer to these as the authorative source for the latest information. Staff advice on the COVID 19 Webpage will be kept up to date by the University. Regularly check https://www.mq.edu.au/about/coronavirus-faqs/information-for-staff

These FAQs aim to provide supplementary information for Library staff and deal with issues related specifically to Library operations.

What library services are being provided onsite and what services are provided virtually during phase 3?

Enquiry and Training Services:

• For Phase 3 our enquiry services, consultations and training will continue to be delivered primarily in an online/virtual mode. This is expected to continue for session 2, subject to development of University plans and Federal and State government directives

- FAQs to assist Library staff in supporting clients are available on the Library COVID-19 intranet page

Library Building and Collections:

• Access to the physical building is for MQ students and staff for limited study space and for self-service collection access. Conditions of entry have been added to the Library website.

• Levels 3-5 will remain open for individual, socially distanced, study space.

• Levels 1 and 2 will be open for individual, socially distanced, study space and self-service collection access. Other services may be added as the session proceeds. Updated procedures and information will be provided via the Library Service Guides.

Some collection items considered higher-risk (e.g. toys from the curriculum collection) will not be available for loan

Equipment:

- iPrint, laptops and PCs will be available in self-service mode
- Loanable items of wearable technology (e.g. headphones) will not be available for loan
- The VRoom will remain closed

Client Communication:

• Clients can view information on the Library website, which will continue to be the main communication channel about Library services, spaces and collections

When will I be required to be in the library building?

Under Phase 3 of the Return to Work Plan staff will transition to working predominantly on-campus, with physical distancing. From Monday 20 July, all Library and Gallery staff will work with their supervisor and manager to agree a regular pattern for onsite work for Phase 3.

Rostered shifts for study space monitoring and service provision will be in place.

Will a Flexible Work Arrangement (FWA) be required if I don't wish to work on campus full time during Phase 3?

There will be a transition period commencing Monday 20 July while staff move into the Phase 3 arrangements. During this transition period, there will be flexibility for some staff to continue to work flexibility under the COVIDSafe arrangements without the need for a FWA.

Further information will be provided as we approach the end of this transition period. At this point, any staff wishing to work flexibility will need to apply under the FWA Policy.

I had an existing Flexible Work Arrangement prior to COVID-19; do I need to do anything?

Flexible Work Arrangements, including work from home arrangements, that existed prior to COVID 19 and had an end date beyond July 2020 can remain in place, where staff members and their supervisors are in agreement.

If you wish to continue an existing flexible work arrangement that finished in June, as we return to work on campus, please discuss this with your team leader or manager.

I or someone I live with am in an identified vulnerable group. What arrangements are in place for me?

It is expected most staff in an identified vulnerable group will not return to work on campus at this time. Staff should speak to their immediate supervisor and/or manager about their specific needs.

What control measures are in place for health and safety?

The Library adheres to guidelines developed for the University under the COVIDSafe Plan. SafeWork Australia Guidelines for cultural institutions have been used to develop control measures specifically for activities related to library and gallery operations. These measures include:

- Hygiene stations (hand sanitiser, masks, gloves,alcohol wipes) in departments and at relevant workstations (e.g. where returned books are being processed)
- Signage in work areas with reminders of physical distancing and hand hygiene
- Hand sanitisers and soap in staff bathrooms
- Documented processes, including WHS instruction where necessary
- Capacity limits enforced by signage in common areas (kitchen, meeting rooms)
- Seating and desk arrangements assessed for risk, if you are unsure speak to your manager or team leader.
- Restrictions introduced on use of common areas (e.g. temporary removal of shared utensils in kitchen area. See: Guide to Library Facilities on the Library Staff Intranet)

- Physical barriers at service point
- Minimisation of face to face services for self-service and virtual modes, and contactless pick up (e.g. for holds)

How will physical distancing be maintained?

• Staff are expected to be aware of their surroundings and maintain a 1.5-meter space from others as far as practicable.

• The return to work schedule will operate to assist with physical distancing in office areas. This may include coming in at alternate times to people you usually sit close to or share a desk with, or temporarily moving to a spare desk.

• Meetings will continue to be conducted online. In person meetings should only be held where necessary and where physical distancing can be maintained between participants. Meeting room capacity, as noted by signage on doors, must be adhered to.

• Meeting rooms will be configured for physical distancing and a maximum number of people allowed in the room at one time will be indicated. Individual rooms M4.04 - M4.08 can be used by one person at a time. Seminar rooms M4.01, M4.02 and consultation rooms 211 and 212 are available to book.

• Be mindful when moving around the building and avoid take alternative routes where practical to avoid high traffic areas and occupied desks.

• Staff and public areas have been assessed by WHS, capacity and furniture arrangements have been implemented to aid social distancing in all areas of the Library.

What should I do if I think health and safety measures are not being adhered to or are not adequate?

As with any identified risk in the workplace, you should act to immediately remove or rectify the risk if it is safe and possible to do so. For example, if you see colleagues gathered in a group you could politely remind them of physical distancing requirements.

Concerns or suggestions for improvement should be directed to your supervisor, manager or any member of the Library leadership team.

Staff are also reminded of the MQ Health and Safety Risk Management Policy and Procedure (https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policies/health-and-safety-risk-management)

Will I be able to use the Library tearoom and kitchen or buy lunch and drinks?

The tearoom has been configured for fewer staff with physically distanced seating arrangements.

A maximum of 20 people are allowed in the tearoom at any one time. Please be mindful of social distancing when in the Galley Kitchen Area.

You will need to provide your own cutlery, crockery, and milk. Bring everything you need with you for eating and drinking in the tearoom. Tea bags and individual coffee and sugar sachets are available. See Guide to Using Library Facilities for more information.

Microwaves will be available in the staff tearoom (but the HDR kitchen is closed).

Limited food outlets are operating on campus,. Cooking facilities (HDR kitchen and microwaves) are also unavailable in the Library. Limited food and beverages will be available from vending machines. Please visit the MQ COVID-19 pages for the latest updates on available services on campus.

What is happening with the bathrooms/toilets in the Library building?

• The bathrooms will be regularly cleaned and maintained.

• To ensure social distancing please ensure that toilet 'lobbies' are kept empty where possible. If stalls are in use, wait outside the bathroom area.

• If required, use antiseptic wipes provided in the stall

• Please see the Guide to Using Library Facilities.

How will I keep my desk and work area clean?

Regular cleaning will be undertaken of work areas and public spaces

Sanitizing alcohol wipes will be provided which you can use to wipe down surfaces prior to working, and when you leave for the day. Including phone, keyboard, mouse, and desktop.

What are the parking arrangements on campus?

Parking charges will be reinstated from 27th July 2020.

Keep up to date with all arrangements via the https://www.mq.edu.au/about/coronavirus-faqs/information-for-staff

What if I need support in this challenging time?

If you need support the MQ webpage has links to many resources which may be of assistance. All staff have access to confidential counselling via the Employee Assistance Program.

Resources are also available from the Library Intranet and through emails from Katie Mann

Where can I go for government advice and support?

In addition to the help available from MQ Human Resources, it can be advisable to seek your own information depending upon your circumstance. Two resources which may be of some use:

If you, or someone you know, do find yourself in the unfortunate situation of needing some government assistance, there is comprehensive information about the Federal Government JobSeeker Payment available: https://www.servicesaustralia.gov.au/individuals/services/centrelink/jobseeker-payment

When working from home you may be eligible to claim certain tax deductions for expenses. It is important you seek your own financial advice. Information can be found on the ATO website: https://www.ato.gov.au/General/Property/Your-home/Working-from-home/ and this page drawing together COVID-19 related assistance: https://www.ato.gov.au/General/COVID- 19/?=redirected_covid19_call_centr