STATE LIBRARY OF QUEENSLAND

COVID-SAFE PROGRAMMING PLAN

To read as a supplement to:

SLQ COVID-Safe Site Plan - Version 7.0 (29 June 2020) and all approved addendum

SLQ COVID-Safe Event Plan – Version 1 (3 September 2020)

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1   Background

State Library of Queensland closed to the public on 23 March 2020 following State and Federal Government advice that libraries and other cultural institutions should close to the public considering the COVID-19 pandemic.

In line with the guidelines outlined in the Queensland Government Roadmap for easing Queensland's restrictions, State Library has been progressively reopening its public spaces.

This COVID Safe Public Programming Plan should be considered in conjunction with the COVID-Safe Event Plan and the overarching State Library COVID-Safe Site Plan and addendums to that plan and incorporate any WHS and health directives issued by the State and Federal governments in place at that time.

Importantly, any public programming, including partnered programming, taking place in the venues managed by Venue Management and Retail (VMR) must be planned in collaboration with that team and must follow the COVID-Safe Event Plan.

Encouraging people to come together and stay together for extended periods increases the risk of community transmission. State Library has taken a cautious approach to programming on site for this reason, and until distancing requirements are eased, it will be difficult to justify the investment in programs for audiences for any significant length of time on site.

State Library will phase in onsite programming, starting small, testing what we can safely do, learn from our experience and iterate to deliver onsite experiences that empower, stimulate and enrich participants, in ways that are sustainable and value for money. This document outlines the initial onsite opening programming and the processes for developing future programming.

2   Programming during COVID - Learnings

Digital delivery has boosted our state-wide, national and international reach, helping us meet our SDS measure for visitation and our state-wide remit.

Our experience of digital delivery is that:

- quality online programs are produced in a different way to onsite programs,
- some programs designed specifically for onsite delivery may have a poorer participant experience online,
- workshops transitioned poorly to an online audience, and
- production cost and effort is similar for delivering high-quality experiences onsite and online.

Any decisions we make about programming need to be mindful of sustainability and value for money.

Utilising our Engagement Framework, our programs will be designed with community need in mind, and we will always follow Queensland Health directives and comply with any additional restrictions be imposed as a result of the prevailing circumstances of the pandemic in the community.

3 COVID-Safe Programming Principles

The following principles have been developed to guide our approach public programming while distancing measures are still in place:

- **Digital first** approach to public programming where feasible. This principle allows geographical reach, safety and better return on investment based on cost per view.

- In making decisions about program delivery, we seek to utilise our **available resources**, including the spaces, skills, experience and availability of staff to deliver onsite and online programming. Programming should be sustainable.

- All programming (onsite and online) is **planned and approved** using established processes, including the production form and documented in the forward planner.

- When an onsite public program is planned, a thorough **risk assessment** (use the current template on https://www.slq.qld.gov.au/staffupdates) with clearly identified risk control measures is required for each program in order to manage COVID restrictions and risks. The risk assessment should consider the following points:

  - the risk assessment must include a COVID-Safe **floor plan** (developed in consultation with VMR if in a VMR managed venue)

  - compliance with the defined **capacities** of various spaces set out in the COVID-Safe Site Plan

  - a suitable **staff to participant ratio** to manage COVID-safe requirements in a controlled way

  - allocating a **'COVID Marshall' role** to a staff member, who is responsible for implementing the COVID risk control measures during the program

  - management of participants in and out of the venue, including alternative **entry** to the venues that avoids peak times at the Welcome Desk, where possible

  - meeting participants and ensuring LibCal or SinePro **registration** is completed for contact tracing purposes.

- Programming is **evaluated** so we capture our learnings and continue to learn from our experience and gain insights into what our participants think and feel about the experiences we offer. Sharing what we learn with each other and iterating our offer and approach accordingly will strengthen our public programming offer and the participant experience.

- We will avoid planning programming onsite that targets communities at particular risk, for example, older people

- Programming is **planned primarily either as a digital or onsite offer** to avoid diluting the participant experience. Digital can complement onsite experiences and vice versa, and each experience needs to be designed with channel in mind.

Return on investment in terms of cost per onsite visitor is not likely to make a compelling case for onsite programming, so another **rationale is required to justify the expense and effort to create an onsite offer**.

The rationale could include:

  - The richness of the experience

- Utilisation of onsite resources, including exhibitions, spaces and equipment, to ensure the responsible use of public resources
- Responding to community demand for onsite experiences may be part of a justification for onsite programming.

For onsite programming, **all visitor data will be collected for tracing purposes** either through bookings on LibCal (e.g. Fabrication Lab, exhibition viewings) or using SinePro. We will use the system that best suits the circumstances. If events are booked via Eventbrite or another ticketing system, visitors must register with SinePro on arrival.

Contact information will be retained for 56 days, in accordance with *Public Health Act 2005 (Qld) section 362B* for contact tracing purposes.

4 Specific programming spaces

4.1 Exhibitions in the gallery spaces

- Gallery exhibitions have been installed in slq Gallery and Philip Bacon Heritage Gallery. Both exhibitions have an online instance as well; yet the cost of installation is not justified unless there are opportunities to view the exhibitions onsite.
- Access to view exhibitions is available through timed, Libcal booked sessions.
- Gallery spaces can be utilised as backdrop for digital events and content.
- Small bespoke VIP tours may be able to be offered and are covered under the COVID-Safe Site Plan, Addendum 2, section 5.
- To maximise onsite experiences of exhibitions, we may keep them open for longer periods.
- Capacities in gallery spaces, as per the COVID-Safe Site Plan (note exhibition design may reduce capacities, for example, CutCopy):
  - slq Gallery main space – 50
  - slq Gallery entry space – 5
  - Philip Bacon Heritage Gallery - 20.
- **Onsite commencing**: Philip Bacon Heritage Gallery open from 14 September 2020; slq Gallery open from 28 September 2020.
- **Online offer**: Exhibitions will be a backdrop for digital programming including virtual talks.
- **Budget impact**: The key impact is on Visitor and Information Services and Exhibition staff time. Under the approved risk assessment:
  - VIS staff will check bookings upon entry at the Welcome Desk
  - Exhibition staff will invigilate the galleries hourly on week days
  - on the weekend, VIS duty officers will invigilate hourly
  - impact on Exhibition staff time is estimated to be 7.5 hours per week.

Note 1 - Anzac Square Memorial Galleries are covered under the COVID-Safe Site Plan and are open to the public. Programming in the galleries will follow this plan.

Note 2 - Philip Bacon Heritage Gallery is covered under Addendum 1 of the COVID-Safe Site Plan at Section 3.2.

4.2 The Corner

- Access to The Corner space will be through timed LibCal booked sessions.
- Access will be to the space, rather than a program, given the capacity restrictions.
- Resource packs will be made available for family groups.
- All resources will require the implementation of handling and quarantine processes in accordance with those outlined for collection items in the COVID-Safe Site Plan and Addendum 2 Section 3.1.3.
- Staff in The Corner will implement sanitisation processes for all resources and the space in line with the COVID-Safe Site Plan. These processes must be outlined in the risk assessment.
- Timed booked sessions for physical visits for 4 days a week.
- Programs usually delivered in The Corner, such as Baby Play and Rhyme Time, may be delivered effectively in different spaces of the building, with careful planning and consideration to enable effective risk mitigation including social distancing, e.g. Queensland Terrace, Knowledge Walk.
- Capacity in The Corner, as per the COVID-Safe Site Plan: 15
- **Onsite commencing:** Planning to introduce timed sessions from November 2020
- **Online offer**: Continue with digital sessions on Monday, Wednesday, Friday, website and social media
- **Budget impact:** Cost is within YPF base budget.

4.3 Fabrication Lab

- A risk assessment is in development for opening the Fabrication Lab in line section 3 COVID-Safe Programming Principles.
- Reopening of the Fabrication Lab, with a reduced offer, is in response to community feedback about the desire to access these resources.
- Access to Open Lab will be through timed LibCal bookings for equipment.
- General space inductions will be implemented as per the approved Safety Management System for the Fabrication Lab.
- A weekly onsite workshop will be implemented, booked through Eventbrite.
- A weekly meet-up (Hack the Evening) will be implemented, booked through LibCal.
- Sanitisation procedures will be implemented in line with the COVID Safe Site Plan for all equipment and spaces in the Fabrication Lab and will be further outlined in the risk assessment and specific COVID-safe processes.
- Programming will continue to evolve the digital footprint through the SLQ Wiki.
- Fabrication Lab will be available as a workshop for internal fabrication during non-public access times.
- We are investigating a model for commercial bookings during non-public access time.
- Capacities in the Fabrication Lab, as per the COVID-Safe Site Plan:
  - Clean Lab – 18

- o Clean Lab staff area – 4
- o Clean lab kitchen – 6
- o 3D print and cast – 2
- o Clean Lab store – 2
- o Machine Lab – 18
- o CNC cage – 3
- o Timber Store – 2
- o Wet Lab - 3
- **Onsite commencing:** 7 October 2020 (TBC to allow for marketing of offer)
- **Online offer:** SLQ Wiki, website and social media
- **Budget impact:** Cost is factored into the Applied Creativity budget.

4.4   kuril dhagun

- Commencing in October 2020, the team will trial programming in the kuril dhagun space and the Talking Circle. The first planned event, an adult weaving workshop, has been approved for 29 October 2020, subject to a risk assessment being completed.
- The Old Words, New Ways showcase has been installed, and will be used as a backdrop for programming rather than through visits.
- Access will be through Eventbrite bookings and participants will be required to sign on using Sine Pro.
- Programming will activate the current display in kuril dhagun and enable viewings.
- Community feedback on appetite for onsite programming will drive assessment of the trial and decision-making about future programming.
- Being outdoors, the Talking Circle offers reduced risk to participants.
- Capacities in kuril dhagun, as per the COVID-Safe Site Plan
    - o kuril dhagun main space – 26
    - o Loris Williams Room – 8
    - o Talking Circle fire pit – 10
    - o Talking Circle deck area - 15.
- **Onsite commencing:** 29 October
- **Online offer:** Continue with digital offer of workshops, webinars and online performances (Jarjum Stories during Summer holidays), website including Indigenous languages map and social media
- **Budget impact:** The cost is factored into the kuril dhagun operational budget.