



Leaping into the unknown

**CITY OF PERTH
LIBRARY**



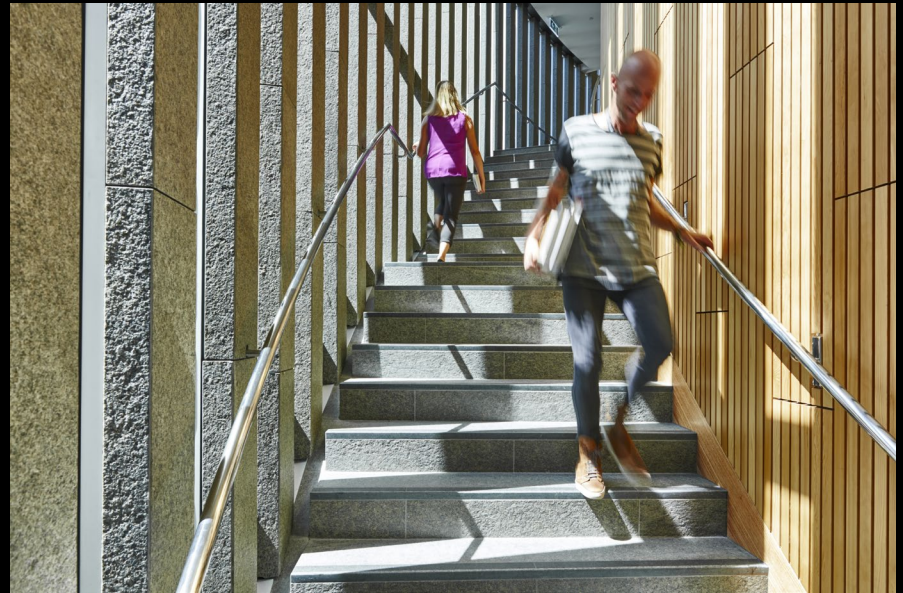
Located in Cathedral Square



CITY OF PERTH
LIBRARY



7 floors, open to the public 7 days



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LIBRARY





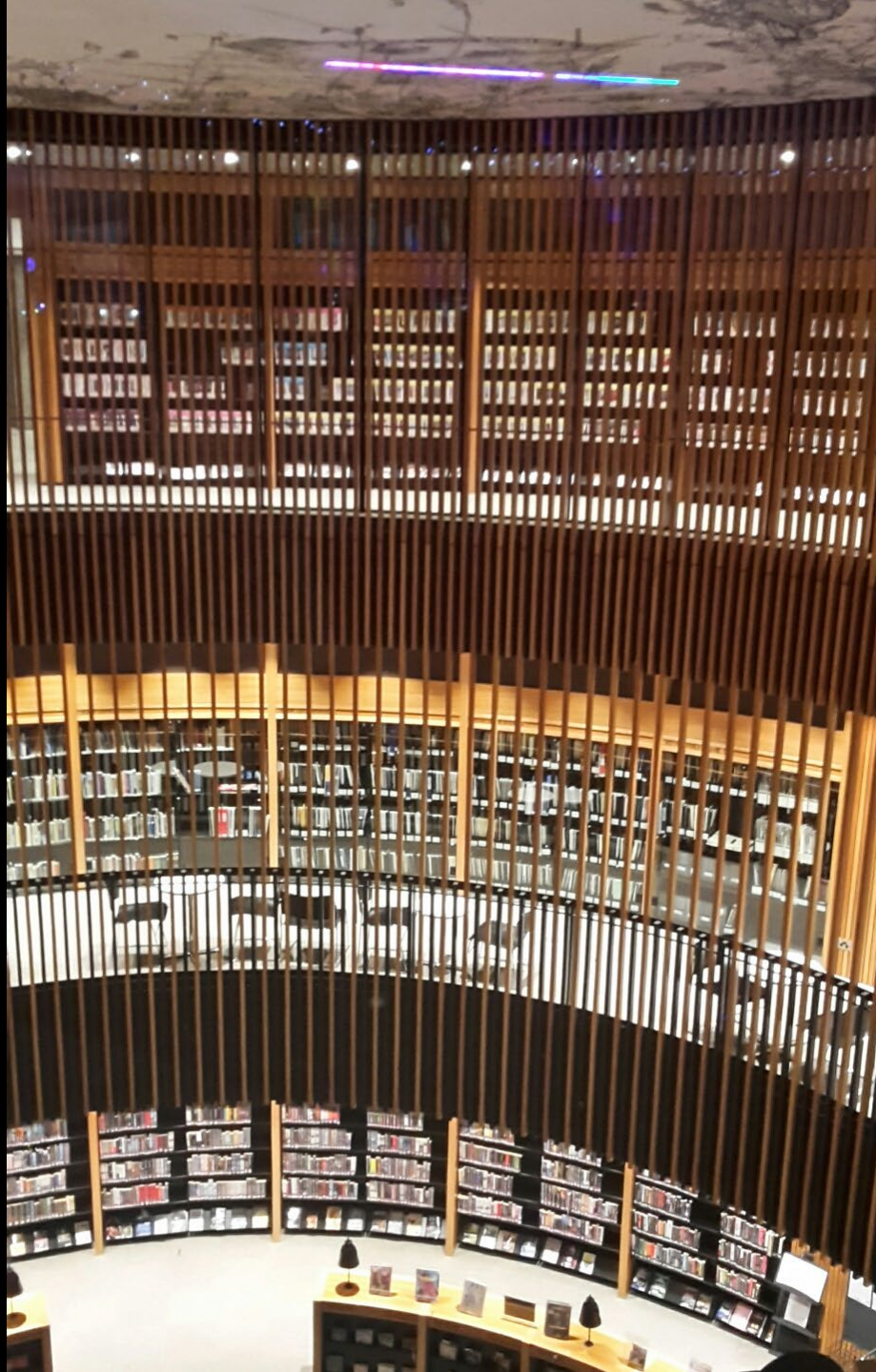
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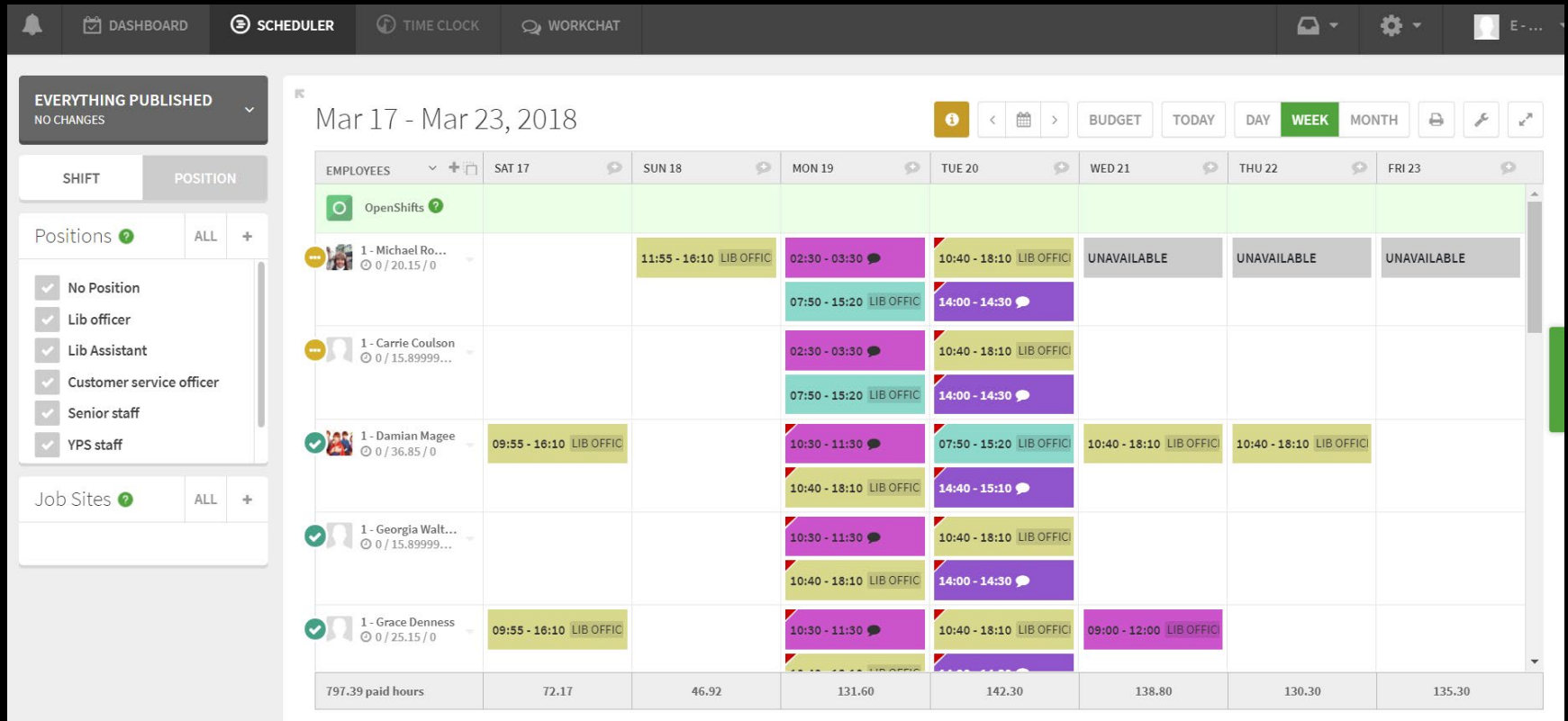


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Roster – When I Work

www.wheniwork.com



CITY OF PERTH
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Some of the rest of the front of house team...

Navigation: [DASHBOARD](#) [SCHEDULER](#) [TIME CLOCK](#) [WORKCHAT](#) [E-...](#)

EVERYTHING PUBLISHED
NO CHANGES

Mar 17 - Mar 23, 2018

Shifts: [BUDGET](#) [TODAY](#) [DAY](#) [WEEK](#) [MONTH](#)

Positions: [ALL](#) [+](#)

- ☒ No Position
- ☒ Lib officer
- ☒ Lib Assistant
- ☒ Customer service officer
- ☒ Senior staff
- ☒ YPS staff

Job Sites: [ALL](#) [+](#)

EMPLOYEES	SAT 17	SUN 18	MON 19	TUE 20	WED 21	THU 22	FRI 23
2 - Catherine M... 0 / 32.9 / 0	09:55 - 16:10 LIB OFFIC	11:55 - 16:10 LIB OFFIC			07:50 - 15:20 LIB OFFIC	10:40 - 18:10 LIB OFFIC	14:40 - 15:10 07:50 - 15:20 LIB OFFIC
2 - Lola Sterrett 0 / 32.3 / 0	09:55 - 16:10 LIB OFFIC	11:55 - 16:10 LIB OFFIC			10:40 - 18:10 LIB OFFIC	07:50 - 15:20 LIB OFFIC	14:40 - 15:10 10:40 - 18:10 LIB OFFIC
2 - Francene Qu... 0 / 22.09999...					07:50 - 15:20 LIB OFFIC	10:40 - 18:10 LIB OFFIC	14:00 - 14:30 10:40 - 18:10 LIB OFFIC
2 - Sophie Pont... 0 / 32.59999...	09:45 - 16:00 LIB OFFIC	11:55 - 16:10 LIB OFFIC			10:40 - 18:10 LIB OFFIC	10:40 - 18:10 LIB OFFIC	14:00 - 14:30 10:40 - 18:10 LIB OFFIC
2 - Nathan Cox 0 / 32.6 / 0	09:55 - 16:10 LIB OFFIC	11:45 - 16:00 LIB OFFIC			10:40 - 18:10 LIB OFFIC	07:50 - 15:20 LIB OFFIC	14:40 - 15:10 07:50 - 15:20 LIB OFFIC
797.39 paid hours	72.17	46.92	131.60	142.30	138.80	130.30	135.30

CITY OF PERTH
LIBRARY



Custom shifts, colour coding

EVERYTHING PUBLISHED
NO CHANGES

SHIFT

POSITION

Positions

ALL

+

☒ No Position
☒ Lib officer
☒ Lib Assistant
☒ Customer service officer
☒ Senior staff
☒ YPS staff

Job Sites

ALL

+

May 26 - Jun 1, 2018

1

<

>

BUDGET

TODAY

DAY

WEEK

MONTH

🖨

⚙

✂

EMPLOYEES	SAT 26	SUN 27	MON 28	TUE 29	WED 30	THU 31	FRI 1
2 - Sophie Pont... 0 / 32.1 / 0	09:55 - 16:10 LIB OFFIC				07:50 - 15:20 LIB OFFIC	10:40 - 18:10 LIB OFFIC	10:40 - 18:10 LIB OFFIC
2 - Nathan Cox 0 / 34.75 / 0	09:55 - 16:10 LIB OFFIC			10:40 - 18:10 LIB OFFIC	10:40 - 18:10 LIB OFFIC	10:40 - 18:10 LIB OFFIC	07:50 - 15:20 LIB OFFIC
2 - Sue Khoo 0 / 32.09999...	09:45 - 16:00 LIB OFFIC	11:55 - 16:10 LIB OFFIC			10:40 - 18:10 LIB OFFIC	10:40 - 18:10 LIB OFFIC	10:40 - 18:10 LIB OFFIC
2 - Lucynda Kang 0 / 27.84999...	09:55 - 16:10 LIB OFFIC				07:50 - 15:20 LIB OFFIC	10:40 - 18:10 LIB OFFIC	10:40 - 18:10 LIB OFFIC
22 - Janine Arvi... 0 / 18.59999...	09:45 - 16:00 LIB OFFIC			07:50 - 15:20 LIB OFFIC		07:50 - 13:35 LIB OFFIC	
A - Taylor Coven... 0 / 34.5 / 0			07:50 - 15:50	07:50 - 15:50	07:50 - 15:50	07:50 - 10:20	07:50 - 15:50
A - Anna Teasdale 0 / 40 / 0			10:10 - 18:10	10:10 - 18:10	10:10 - 18:10	10:10 - 18:10	10:10 - 18:10
A - Elizabeth Le... 0 / 32 / 0			07:50 - 15:50	07:50 - 15:50	07:50 - 15:50	07:50 - 15:50	
A - Ingrid Ipp 0 / 32 / 0			10:10 - 18:10	10:10 - 18:10	10:10 - 18:10	10:10 - 18:10	
B - Dylan Walter 0 / 29.84999...		11:55 - 16:10 CUSTOME			07:50 - 15:20 CUSTOME 16:00 - 20:00	10:40 - 18:10 CUSTOME	10:40 - 18:10 CUSTOME
B - Julia Pengelly 0 / 24.59999...	09:55 - 16:10 CUSTOME	11:45 - 16:00 CUSTOME			10:40 - 18:10 CUSTOME	07:50 - 15:20 CUSTOME	
C - Linda Hunter 0 / 20.34999...	09:45 - 16:00 CUSTOME		10:40 - 18:10 CUSTOME	10:40 - 18:10 CUSTOME			
764.34 paid hours	71.87	46.92	121.60	143.00	139.80	128.55	112.60

Need Help?

Slack <https://slack.com>

The screenshot shows a Slack interface for a workspace named 'COP Library staff'. The left sidebar contains a list of channels: #bookrecs, #customerservicedesk, #events, #floorstaff, #foodsuggestions, #general (selected), #ohs, #random, #warmandfuzzies, #workstations, and #yps. Below the channels are direct messages with slackbot, jmandrew (you), ashabalan, barbara, and elizabeth-digcomms.

The main area displays the '#general' channel conversation. The header shows 46 members and a search bar. The conversation history for Monday, May 28th, includes:

- suzanne** (10:55 AM): Tree area currently open (with windows closed)
- jillian** (11:28 AM): Argghhhh! Once again customers have put an umbrella up themselves! I have politely asked them in the future to get a staff member to do this for them, but I am not sure how we can stop this from happening! It is now raining and they are using it to shelter their laptops from the rain! Apart from staff putting them up regardless of the weather, I am at a loss as to how to stop this! I have asked them to leave it up, and we will put it down this afternoon 🌂🌂🌂🌂🌂🌂🌂🌂
- woohoo** (11:59 AM): shared this file: **Events Phone Message Checklist.docx** (39 kB Word Document)
- jmandrew** (2:47 PM): Hi all, I'm off to a meeting at Council House, and will be heading home from there. As it is Barbara's half day, if there are any building issues, please contact Properties. Thanks, Jo

A thread view is open on the right, showing the conversation starting with jillian's message. The thread shows 2 replies, including one from jmandrew 2 days ago: 'Hi Jill, I think this is a sign that they should be moved inside. Steph and Barbara were letting the rain clean them, but they should have got a good wash by now. I'll check in with Barbara. Perhaps when they go out again, we can have a laminated sign attached asking them to ask staff to put up the umbrellas. Jo'

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Apps

CoP Library catalogu

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Catalogue: State Libr

Facebook

Skedda meeting roo

Video Tutorials, Tips

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Imported From IE

COP Library staff

jmandrew

Jump to...

All Threads

Channels

bookrecs

customerservicedesk

events

floorstaff

foodsuggestions

general

ohs

random

warmandfuzzies

workstations

yps

Direct Messages

slackbot

jmandrew (you)

ashabalan

barbara

#general

46

0

Company-wide announcements and work-based matters

uploaded this file

Tuesday, May 8th

Bulletin 8 May 2018

180 kB

Click to download

3 Comments

cheryl

4:30 PM

As you will be aware, on 18 April two information sessions with the CEO and three Commissioners were hosted at the Perth Concert Hall.

Staff who attended heard from the Commissioners about their role regarding the stewardship of the City now and into the future. They were also able to ask honest and frank questions on behalf of their business units and teams.

A video recording of the information sessions has been uploaded to Intranet for those staff who were unable to attend on the day.

<http://copintranet/web/intranet/commissioners>

Wednesday, May 9th

Tess

7:35 AM

Grace is unwell again today.

Tess

8:32 AM

Stewart will not be in the History Centre today.

Tess

9:18 AM

Suzanne is unwell and won't be in today.

carrie

11:10 AM

commented on jmandrew's file [Bulletin 8 May 2018](#)

Hi @jmandrew

Just to clarify re: hot food, it can still be consumed on other floors other than level 5? So if level 5 patrons bring in MacDonalds we can send them to the terrace to eat it?

Apps

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Home :: City of Perth

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Jump to...

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floorstaff

foodsuggestions

general

ohs

random

warmandfuzzies

workstations

yps

Direct Messages

slackbot

jmandrew (you)

ashabalan

ashabalan

#general

☆ | 46 | 0 | Company-wide announcements and work-based matters

Tuesday, May 1st

liz 9:36 AM

commented on jmandrew's file [Bulletin 1 May 2018](#)

Yes I was thinking we could do a sheet of ideas and put dates on the ones we've done as we go

jmandrew 9:51 AM

Our next **GEM award** goes to **Stephanie** who has been getting lots done in her 2 days a week, as well as getting to know all the staff, and the quirks of this unusual and challenging building. Steph has instituted a number of processes to ensure she and Barbara can work as an efficient job-sharing team and resolve issues promptly, and has happily taken on the role of OSH rep.

And she helps out wherever needed, as shown by an earlier Slack post:

Many thanks to Stephanie who jumped in and helped **twice** with customers today when we were already helping others. Muchos appreciation to her for setting aside her facilities hat for a few moments.

Well done, Steph.

6

4

2

5

4

5

1

1

1

2

anna 11:25 AM

hi all ... Online memberships is putting a "preferred " name into the Middle name field on Sisri Dynix ...until this is rectified pls cut & copy it into the preferred name field and tick the box. If a name is repeated, just delete the one in the Middle name field Printed Examples are at Pods 1,2 and 5 and ground Service desk (edited)

Stephanie 3:00 PM



🚧 We'll be replacing some carpet tiles on the mezzanine (outside the auditorium) tomorrow morning. Therefore we'll be locking the lifts so access to the mezzanine will only be via the stairs. Signage will be placed on ground floor to notify patrons. The bathrooms will still be available for use. Expected completion 9am so hopefully not too many are inconvenienced.

jmandrew 4:42 PM

Hi all, Heads up that tomorrow (Wednesday) Cheryl, Laura and I will be over at Council House all day at a stakeholder engagement course. Tess and Suzanne will be interviewing in the afternoon. So Rosemary and Margaret are your TLs in the house. Jo


Secure | https://coplibrary.slack.com/messages/C16T0C5B7/

Apps CoP Library catalogu Home :: City of Perth # general | COP Library City of Stirling Librar Catalogue: State Libr Facebook Skedda meeting roo Video Tutorials, Tips Confluence Imported From IE


COP Library staff   jmandrew

Jump to...

All Threads

Channels 

- # bookrecs
- # customerservicedesk
- # events
- # floorstaff**
- # foodsuggestions
- # general
- # ohs
- # random
- # warmandfuzzies
- # workstations
- # yps


Direct Messages 


- slackbot
- jmandrew (you)**
- ashabalan
- barbara
- elizabeth-digcomms
- franki



#floorstaff



☆ | 👤 41 | ☆ 0 | Life on the Floors


Sunday, May 27 / tn
Monday, May 28th

 **rosemary** 8:05 AM
Tess off sick today.


 **rosemary** 8:45 AM
Hi team the foam on the base of the smart bin needs to sit with the "pyramids" facing up. 🔥



 **andrea** 12:27 PM
Thanks Georgia! the grumpy man and the Weekend AGE have been united, before he was able to cause any more fuss. Fingers crossed he will be happier now
 1

 **sian** 12:51 PM
The grumpy man (Mr Watkins) has just come to the front desk looking for Georgia and said he's really sorry for grumbling and thank you for finding his paper!
 1 reply 2 days ago

 **jillian** 12:53 PM
Umbrella villains have gone, I have put the umbrella down (they had got the cord in a nice tangled mess). (edited)

Yesterday

 **rosemary** 1:58 PM
elizabeth.lewis [1:53 PM]
Hi team, a helpful tip for those in the admin role on weekends - when printing 'Mail & email hold pickup notices' and 'welcome announcements' from the finished reports: Select all text in the word document (Ctrl-A) and change the font to Calibri. This will format the text so there are less gaps to be edited/less mucking around. I found this saved me a heap of time today. I (Elizabeth Lewis) am happy to show you if it helps clarify. Thanks 😊 (edited)

+ Message #floorstaff  

Room bookings –<https://www.skedda.com/>

The screenshot displays the Skedda web application for booking meeting rooms. The browser's address bar shows the URL <https://www.skedda.com/>. The page title is "CITY OF PERTH LIBRARY MEETING ROOMS". The navigation bar includes links for "BOOKINGS", "LOG IN", and "REGISTER". Below the navigation bar, there are tabs for "Day", "Month", and "List", with a date selector set to "Monday, 18 June 2018". A dropdown menu for "All spaces" is also present. The main content area is a grid showing five meeting rooms: Meeting Room 201 (4 Occupants), Boardroom 202 (12 Occupants), Meeting Room 203 (6 Occupants), Meeting Room 204 (6 Occupants), and Meeting Room 205 (6 Occupants). The time slots range from 8.00 am to 1.00 pm. Bookings are visible for Meeting Room 201 (8.15 am-6.00 pm), Meeting Room 202 (8.15 am-5.00 pm), Meeting Room 203 (8.00 am), Meeting Room 204 (9.15 am-5.45 pm), and Meeting Room 205 (10.45 am-11.45 am). The footer indicates the system is powered by Skedda and maintained by the City of Perth Library Meeting rooms, with links to "Contact" and "Terms".

Apps CoP Library catalog Home :: City of Perth general | COP Libr City of Stirling Libr Catalogue: State Lib Facebook Skedda meeting roc Video Tutorials, Tip Confluence Imported From IE

CITY OF PERTH LIBRARY MEETING ROOMS BOOKINGS LOG IN REGISTER

Day Month List Monday, 18 June 2018 All spaces


	Meeting Room 201 (4 Occupants)	Boardroom 202 (12 Occupants)	Meeting Room 203 (6 Occupants)	Meeting Room 204 (6 Occupants)	Meeting Room 205 (6 Occupants)
8.00 am			8.00 am		
9.00 am	8.15 am-6.00 pm	8.15 am-5.00 pm			
10.00 am					
11.00 am					10.45 am-11.45 am
12.00 pm					
1.00 pm			1.00 pm-2.00 pm		



Powered by Skedda Maintained by City of Perth Library Meeting rooms | - | Contact | Terms | Public mode (limited visibility)



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Confluence <https://www.atlassian.com>

**Confluence**


 Activity





 Your work

 Spaces

 People


MY SPACES


 Library Knowledgebase










Activity


[All updates](#) [Popular](#)




**City of Perth Library**

 Re: ClickShare - How To Use
Note - the ClickShare channel also appears in the available wi-fi lists, and patrons may assume that this channel is wi...
Commented Jun 16, 2018

**Brett Martin**


 Floor Staff Duties
Updated Jun 15, 2018 (view change)
 CURRENT Floor Staff All Levels Open and Close.docx
Attached Jun 15, 2018
 Wearing Footwear in the Library
Created Jun 15, 2018
 User Registration
Updated Jun 11, 2018 (view change)
 Membership - User registration 11 June 2018.doc.pdf
Attached Jun 11, 2018
 Weekend admin May 2018.docx
Attached May 29, 2018

**City of Perth Library**

 Difficult Patrons - Level 5
Created May 29, 2018
 Tree Atrium Stormy Weather Management Plan
Updated May 28, 2018 (view change)
 Tree Atrium Rainy Weather Quick Guide_2018.docx
Attached May 28, 2018

Create Space

Welcome to Confluence



Confluence is where your team collaborates and shares knowledge — create, share and discuss your files, ideas, minutes, specs, mockups, diagrams, and projects.

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