

# A shift in service delivery?

*how Covid has changed the way we work*

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# Before March 2020...

- Open Monday to Friday 9am-5pm
- Late night opening
- Walk-ups
- Retrievals on demand
- Rigidity of public service roles



# Since September 2020...

- Staffing model: WFH versus onsite
- Opening hours and service levels
- Booked appointments only
- Virtual consultations
- Scanning and digitisation
- Enhanced enquiries
- Emphasis on our own staff and students

# Options for the future

- Some changes have been positive!
- Easier to make changes now
- Question everything we do
- Potential to better direct our staffing resource

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