Shaken but not Stirred: Libraries Supporting Earthquake Recovery

Disaster Management for Libraries
State Library NSW, Sydney
24 November 2011
Central Library
New Brighton Library
South Library
4 September 2010

- 7.1 earthquake, at 4.35 am.
26 December 2010
• 5.1 aftershock at 10.30 am

22 February 2011
• 6.3 at 12.51 – lunch time

13 June 2011
• 5.6 followed by a 6.3 - 45 minutes later
  • Over 7600 aftershocks since Sept 2010….
Christchurch NZ - 22 February 2011
Central Library
Linwood Library
What happened to shelving?
Service objectives

- Equity of access, especially for residents in most affected areas
- Changing patterns of activity and location
- Supporting the city’s recovery through library services: literacy, learning, leisure, community connection, access to civic information, capturing stories and images
The Recovery response so far

- Extended hours of opening at selected libraries (based on changed demand)
- Alternative mobile routes
- Enhanced outreach services
- Mini and temporary libraries
- Redeployment and relocation of staff
- Homework centres with Ministry Education
- Waived fines and lost book charges
Papanui Library
Central South City
Linwood Mini
Bishopdale Library
A postscript on Bishopdale Library

- Library closed 3 November until further notice
- A detailed engineering evaluation led to vacation of the building until more assessments are done and earthquake strengthening work is completed
- Council position: no risk to the public or to staff in the event of future earthquakes or aftershocks
- Expectation that there will be more temporary library closures ahead for repair and strengthening work to meet building code standards
Mobile Library
Register online at www.christchurchcitylibraries.com/readingcrusade for your chance to WIN!

READING CRUSADE
11 April - 23 May 2011

Christchurch City Council
Why is social media useful during a crisis?

- Information could be published when website and libraries were unavailable.
- The library could utilise its trusted reputation and network of followers to spread essential information.
- People could ask us questions, make comments, ask for help, and share information.
- The social media sphere could serve as a place to think about the past and the future.
Childrens Blog
facebook
We want to collect and preserve your Canterbury earthquake stories and pictures.

And what happened next, and how some things have changed and some have remained the same.

Welcome to our basket for collecting material about the Canterbury earthquake on September 4, 2010, the following aftershocks, the Boxing Day event and the earthquake on the February 22, 2011.

A 7.1 magnitude earthquake - centred 40km west of Christchurch and with its epicentre 10km south-east of Darfield - occurred on Saturday 4 September 2010 (NZ time). Widespread damage occurred, with disruption to water, power and sewerage services.

February 22, 2011, was a smaller magnitude but because of its epicenter had a much larger impact on Christchurch including loss of life.

This basket has open membership. Register on Kete, and automatically join this basket.

Material in this basket will be collated into an archive of the Christchurch City Libraries documenting the experiences of our community, during the Earthquake and the rebuilding of our city.
CEISMIC

Draft Central City Plan
New Central Library
Observations and reflections: people

• Be a good employer
• Personal health and safety is paramount
• Provide lots of staff support and monitor staff regularly, time out and resiliency workshops really helped
• “EQ days” - Council provided an 6 extra days paid leave for all staff this year from July 2011
Observations and reflections: BCP and disaster plans

- Ordinary business continuity plans go out the window in a major disaster
- There are gaps in our business continuity plan (BCP) – it assumes continuity of business. In large scale disaster such as the Canterbury earthquakes, Civil Defence takes over
- We need a “major disaster” action plan, providing the link between CD and BAU BCP
Observations and reflections: facilities

• Council Property Team have a robust process for checking facilities (including building warrant of fitness)
• Council has a hierarchy of importance for assessing its facilities
• Additional process of DEE assessments changing the situation again
• Vital to have a staff member intimately familiar with building systems, contractors
• All contractors need to have ready building access, such as alarm codes and keys
Observations and reflections: technology

• External server hosting and cloud based systems were lifesavers
• Disaster trees with up to date staff contact lists essential (including group texts)
• Ideal for all staff to have cell phones and home PCs
• Social media does help: Twitter was a key communication tool, along with the library website, FaceBook pages
• FingerTip Library: call centre and virtual reference
• Full evaluation of library and Council response still to occur – still in recovery phase
Getting the ducks in a row
10 weeks doesn’t always mean 10 weeks

May 2011

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*Get libraries back today*
Questions?