Alive and Online:
Digital Developments and Earthquake Recovery at Christchurch City Libraries

SWITCH Conference, Sydney
21 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 Cathedral
22 February 2011
Central Library
Linwood Library
Papanui Library
Earthquake recovery: library 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
Central South City
What about the Digital Library?

- Christchurchcitylibraries.com
- Social media
- Kete and CEISMIC—earthquake archive
- Bibliocommons
- Smart Library with RFID
Christchurchcitylibraries.com

- CCL has a large, comprehensive website, approx 23,500 pages
- Digital collections include images, maps, posters, plans and archives (13,500 pages)
- The Source – gateway to 118 e-resources
- Page views in 2009/10 – 11.380 million
- Visits to website - 3.223 million
Bridge of Remembrance
Children’s Blog
Facebook
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.
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.

Register on Kete, and add your stories, photos, memories of the earthquake and the aftermath.

If you have a lot of images we can bulk upload these for you if you want and then you can add your stories later. Contact us at ketechristchurch@ccc.govt.nz

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.

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.

Add your stories, photos, memories of
CEISMIC

BiblioCommons
Smart Library: aka RFID implementation

• Business case in last Council Long Term Plan
• Challenges
  – Reduced aspiration from 100% to 85%
  – Testing existing thinking due to high use
  – Need for robust payment solutions
• The rollout plan keeps changing due to earthquakes and council staff occupation of libraries
• Preparing staff for the new service model
  – Roving & dispensing with rosters
Papanui – first Smart Library
Where to next?

• Continuing to introduce new formats, e-books follow downloadable audio
• Full RFID rollout over next 2-3 years
• Improved integration of OPAC and website
• Mobile library – “pocket” catalogue and website
• Roving staff - access to catalogue via mobile devices
• Keep developing continuous, small scale digital innovations
EQ recovery and technology: observations to date

- Ordinary business continuity plans go out the window in a major disaster
- 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
- Use of webcams and Skype for team meetings and communication
- Social media helps
- FingerTip Library: call centre and virtual reference
- Full evaluation of library and Council response to occur, still in recovery phase
Getting the ducks in a row
Thank you and questions?