



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

SWITCH Conference, Sydney

21 November 2011



Central Library



New Brighton Library



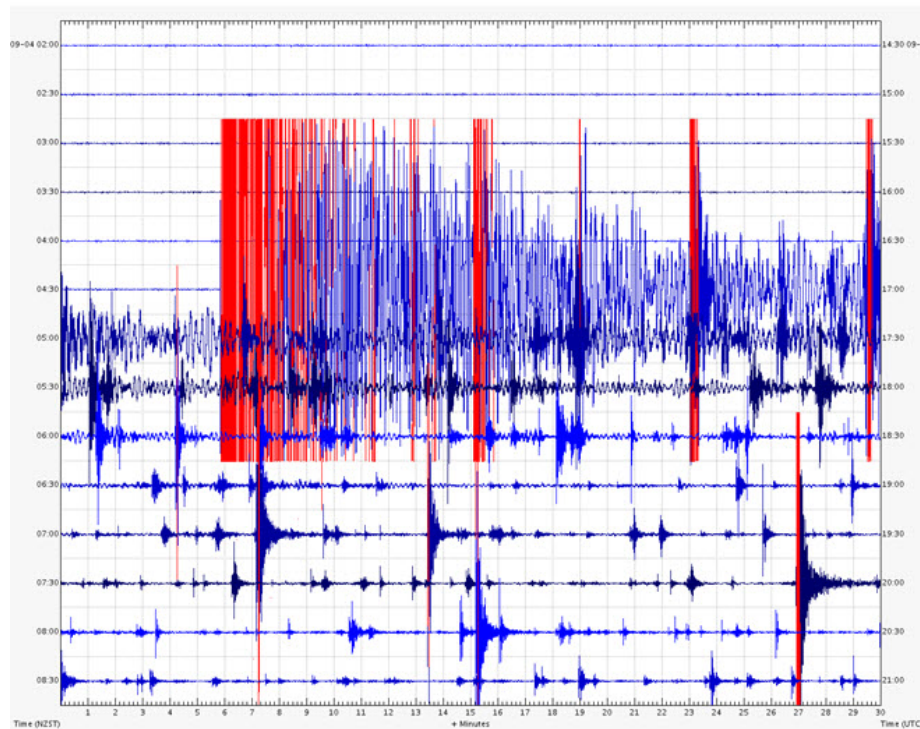


South Library



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



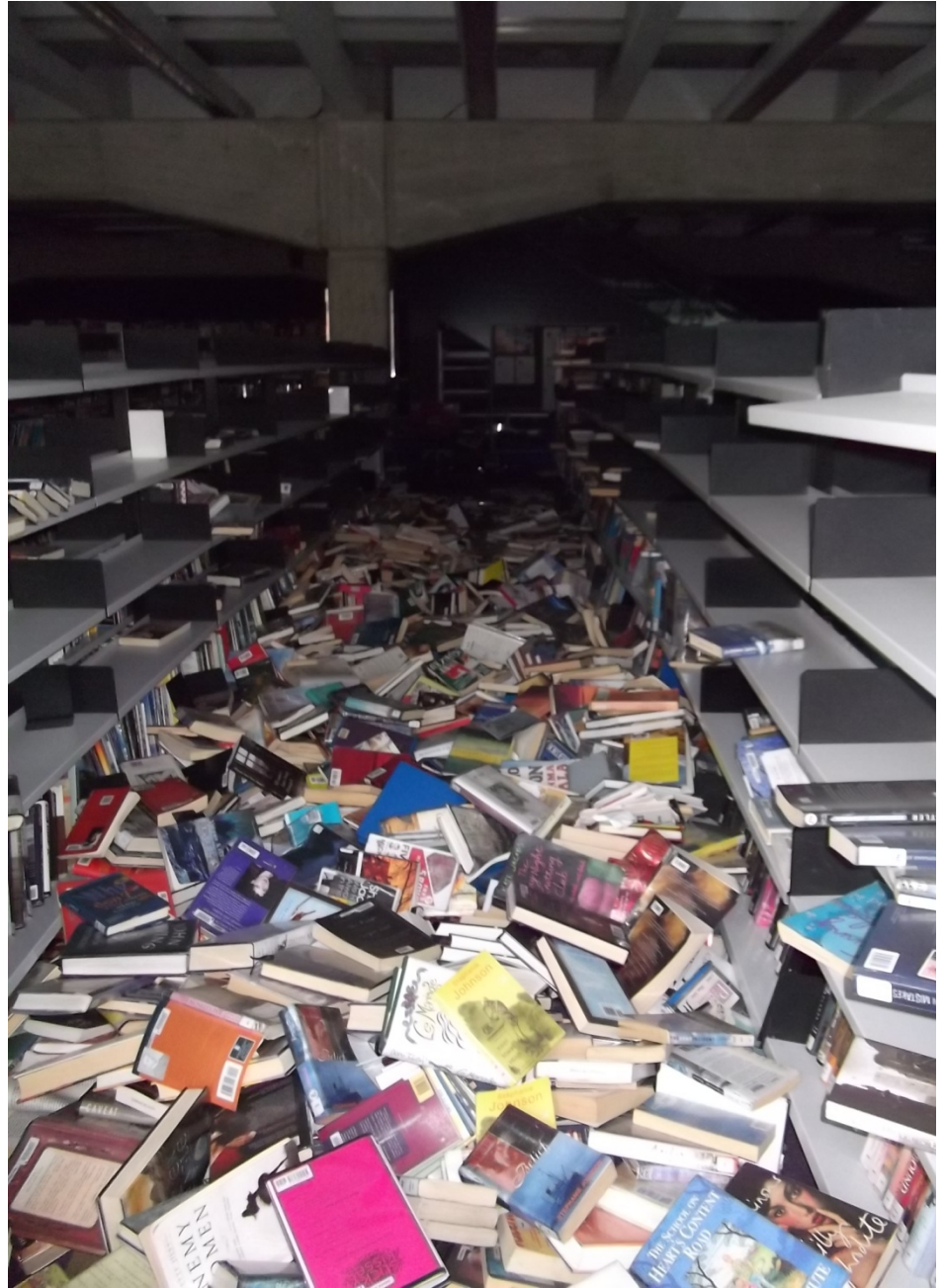






Central Library







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

Bishopdale Library



Central South City





What about the Digital Library?

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

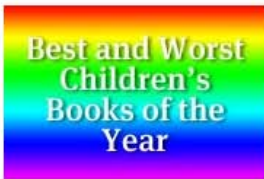
Christchurch City Libraries

Ngā Kete Wānanga-o-Otautahi

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Search in



the Source Recreation Reference Heritage Teens Kids Māori Community Business Learning

New & updated

- [RSS: New Fiction](#)
- [RSS: New Non-fiction](#)
- [RSS: Just Ordered](#)
- [About RDS Business Suite \[updated\]](#)
- [Christmas and New Year hours \[updated\]](#)
- [About Gale World History in Context \[updated\]](#)
- [Motor manuals \[updated\]](#)
- [The International IMPAC Dublin Literary Awards](#)
- [About Student Research Center \[updated\]](#)

Essentials



360 Search
Search all our resources at once

Internet Gateway
Thousands of selected websites

Catalogue
Find out what we have for you

My Account
Log-in to your library account

Help!
Get help from a librarian

My Library

- Join the library
- Find our libraries
- Opening hours
- Borrowing items
- Library events
- Library news
- Newsletters
- Employment
- More library services

We're Open! Click to find out where

Bishopdale Library & Community Centre are closed until further notice.

CINCH Community Information Christchurch

Blog your people, your library...

join us on flickr





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

What's happening at the library? « Christchurch Kids Blog - Windows Internet Explorer provided by Christchurch City Council


http://christchurchkids.wordpress.com/2011/11/01/whats-happening-at-the-library/

File Edit View Favorites Tools Help

Address & Postcode Finder CCC Phone List Cinch Google Library Library Catalogue NZ Yellow Pages

Home About For kids For parents For teachers Writing book reviews

Christchurch Kids Blog




What's happening at the library?

November 1, 2011 · Filed under Children, Christchurch, New Zealand · Tagged Christchurch, earthquake, eqnz chch, library information

Check our events, news and stuff for learning and fun on the library website.

Share this: [Twitter](#) [Facebook](#) [Email](#)

Like this: [★ Like](#) 2 bloggers like this post.




22 Responses so far »

Agentrds said,
April 6, 2011 @ 1:41 pm
hope the shirley library open soon.
Reply

Erin said,
October 26, 2011 @ 8:10 pm
hey r u on club penguin i am!!!!?????
Reply

Star Author



November Star Author - Sandy Fussell

Competitions

Enter our competitions.
The winner of the Unicorn Riders books was Amy. Please check your email to find out how to claim your prize.

Contact us

christchurchkidsblog@ccc.govt.nz is our email address if you have any questions or ideas.

Book Buzz

Add your book reviews and tell everyone about your favourite stories.

(1 item remaining) Waiting for http://christchurchkids.wordpress.com/2011/11/01/whats-happening-at-the-library/...

Internet 100%



Facebook

facebook 

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Christchurch City Libraries
Ngā Kete Wānanga-o-Ōtautahi

Wall
Info
Events
Photos
Flickr

About
19 libraries, a mobile library service, a host of digital library services, ...
More

1,307
like this

Likes See All

 Auckland Writers & Readers Festival

 Christchurch Cultural Hub

 Canterbury Earthquake Recovery

Christchurch City Libraries Like

Library · Christchurch, New Zealand



Wall Christchurch City Libraries · Everyone (Top Posts) ▾

Christchurch City Libraries
Welcome back. <http://ow.ly/6hh0Z> MO

 **Welcome - Canterbury Museum - New Zealand Natural and Human Heritage....**
ow.ly

 58 minutes ago via HootSuite · Share

 2 people like this.

Christchurch City Libraries ✕

Christchurch City Libraries
Have your say on the Draft Central Christchurch Plan - Light rail? Seven storey buildings? Cycleways? Markets? Schoo... <http://ow.ly/1euJ1W>

 **Have your say on the Draft Central Christchurch Plan**
ow.ly

Light rail? Seven storey buildings? Cycleways? Markets? School choice? What does it all mean for our beautiful city? What are your thoughts on all...

CityPlan

 15 hours ago via HootSuite · Share



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.

Kete Christchurch



Home | Browse: [Site](#) or [Canterbury Earthquakes 2010 2011](#) | [About](#) | [Help](#) | [Contact](#) | [Add Item](#)

[Register](#) | [Login](#)

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

- <http://www.ceismic.org.nz/>

CEISMIC is a comprehensive digital archive of video, audio, documents and images related to the - Windows Internet Explorer pro

<http://www.ceismic.org.nz/>

File Edit View Favorites Tools Help

CEISMIC
UNIVERSITY OF CANTERBURY
Canterbury Earthquake Digital Archive

Consortium Partners Project Team FAQ Join us Contact

THE CEISMIC PROJECT QUAKESTORIES QUAKESTUDIES

WE'RE BUILDING A COMPREHENSIVE DIGITAL ARCHIVE OF VIDEO, AUDIO, DOCUMENTS AND IMAGES RELATED TO THE CANTERBURY EARTHQUAKES OF 2010 AND 2011.

VIEW THE GALLERY

WE'D LOVE YOU TO JOIN US!

The CEISMIC Digital Archive is designed to preserve the memories and experiences of people of the Canterbury region. Like the rebuild of our physical city, it's going to take some years to create this asset. We need you, your stories, your support, your ideas.

WAYS YOU CAN HELP US

The CEISMIC Project

The CEISMIC project is building federated access to a broad range of earthquake-related research material, gathered by leading New Zealand cultural and educational organizations. This site currently provides links to some great earthquake-related sites where you can submit stories and images, and eventually video too. Our big task now is to create a search function that allows you to find quake-related content in all of our major national institutions, and build a new repository for university researchers to use.

THE EARTHQUAKES THAT STRUCK CANTERBURY IN 2010 AND 2011 ARE AMONG THE MOST SIGNIFICANT EVENTS IN NEW ZEALAND HISTORY.

The 7.1 quake which struck on September 4, 2010 caused widespread damage and two serious injuries.

The 6.3 quake which hit at 12:51pm on February 22, 2011 caused severe damage and resulted in the loss of 182 lives.

@ucCEISMIC on twitter

RT @TEKARAKA: WHAT'S HAPPENING TO OUR CULTURAL LANDMARKS AFTER THE CHRISTCHURCH EARTHQUAKES?

(1 item remaining) Downloading picture <http://www.ceismic.org.nz/images/slideshow/poplar.jpg...>



BiblioCommons

Logged in as adamsat | [My Settings](#) | [Help](#) | [Log Out](#)

Christchurch City Libraries
Nga Kete Wānanga-o-Otautahi

Find books, music, movies, and more.

Search

[Advanced Search](#)

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The Source - Electronic Resources

! **News alerts:** Bishopdale Library is closed until further notice. hide

! **News alerts:** the latest information on which libraries are open, short-notice or planned maintenance events. While libraries are closed, items in those collections are not available to be borrowed. Holds may be placed on items held at closed libraries and will be delivered to you when the item becomes available. Your hold will not expire but may not be delivered for some time. hide

! **Mini libraries** are operating with a selection of stock from the library and the remainder of the stock is inaccessible. hide

! Welcome to the new Christchurch City Libraries catalogue; [please tell us what you think](#). hide

My Borrowing

CHECKED OUT

Next Due Mar 1

Total Items 1

HOLDS

All Holds 0

OTHER

Fines \$0

My Settings

[Personal Information](#)

[Privacy](#)

[Community Credits](#)

Discover Connect(0)

Recently Shared by users I'm following

Lulu's Lunch
An Utterly Delicious Interactive Book
By Reid, Camilla (Book - 2011)
Shared by
▼ Kebabette ✓
November 6

Packing for Mars
The Curious Science of Life in the Void
By Roach, Mary (Book - 2010)
Shared by
▼ Kebabette ✓
November 6

[View all](#)

Frequently Asked Questions

I am getting too many Recently Shared items from a user I am following, how can I limit what I receive from them?

What is the difference between Shelves and Lists?

Why should I bother contributing comments and ratings?

Available now from my For Later shelf

A Liar's Autobiography
Volume VII
By Chapman, Graham (Book - 1999) [Place a Hold](#)

How Hard Can It Be
The World According to Clarkson. Volume [Place a Hold](#)



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?

