



Shaken but not Stirred: Libraries Supporting Earthquake Recovery

Disaster Management for Libraries
State Library NSW, Sydney
24 November 2011



Central Library



New Brighton Library



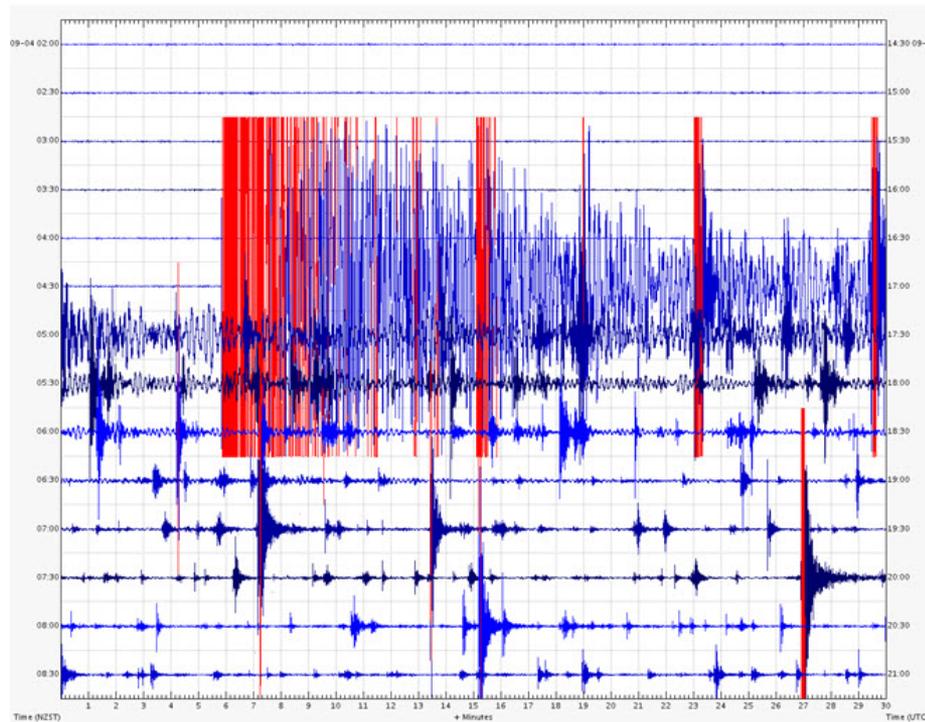


South Library



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



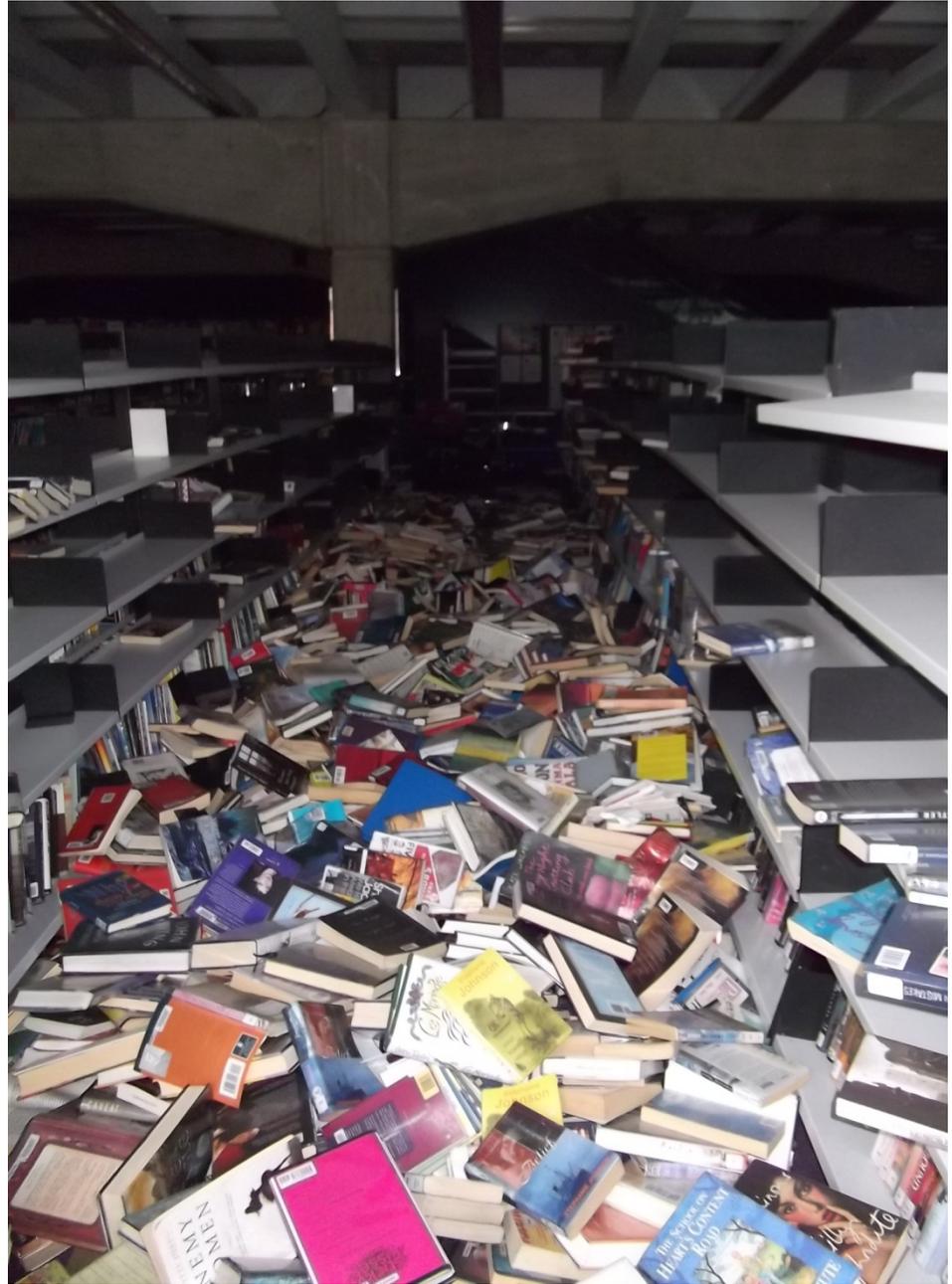






Central Library







Linwood Library

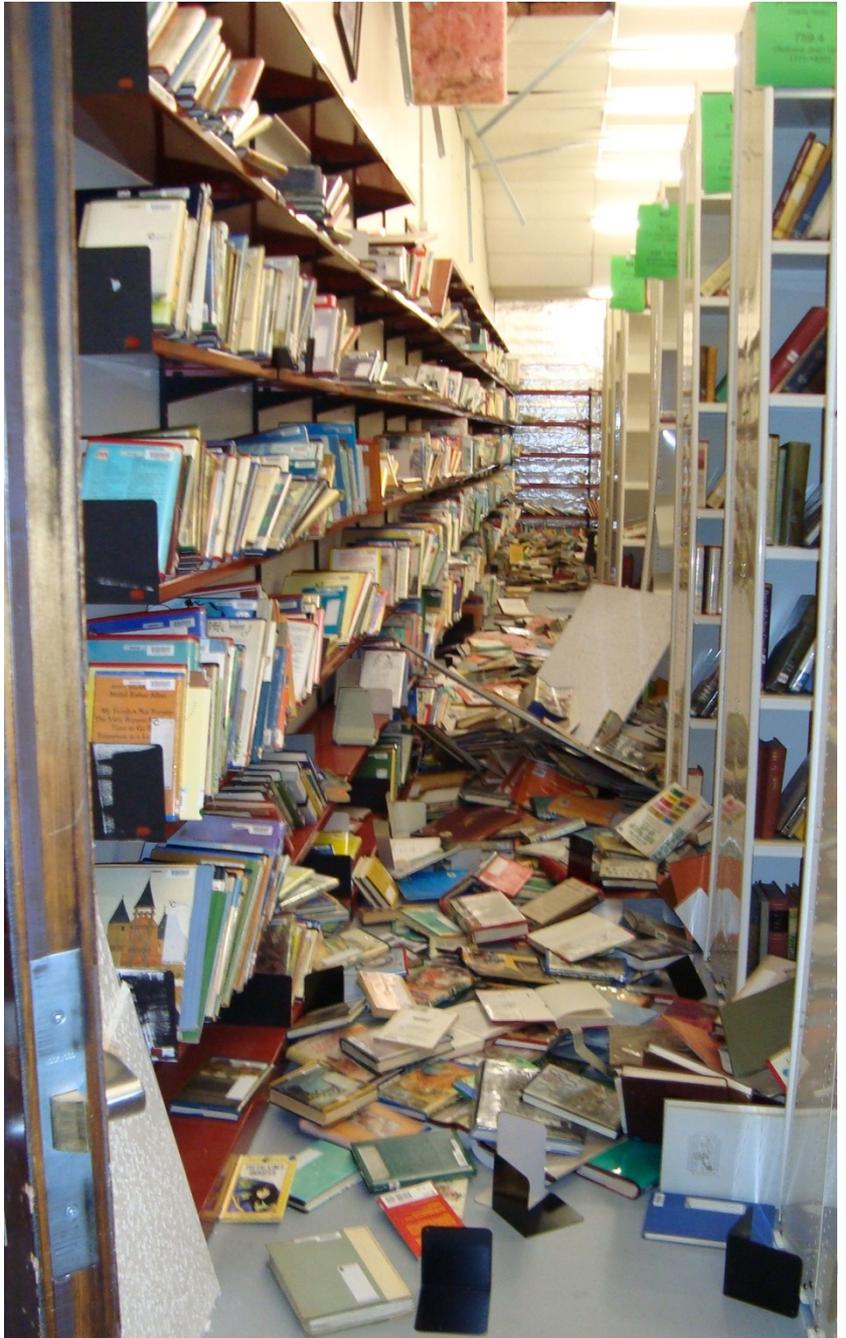






What happened to shelving?







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

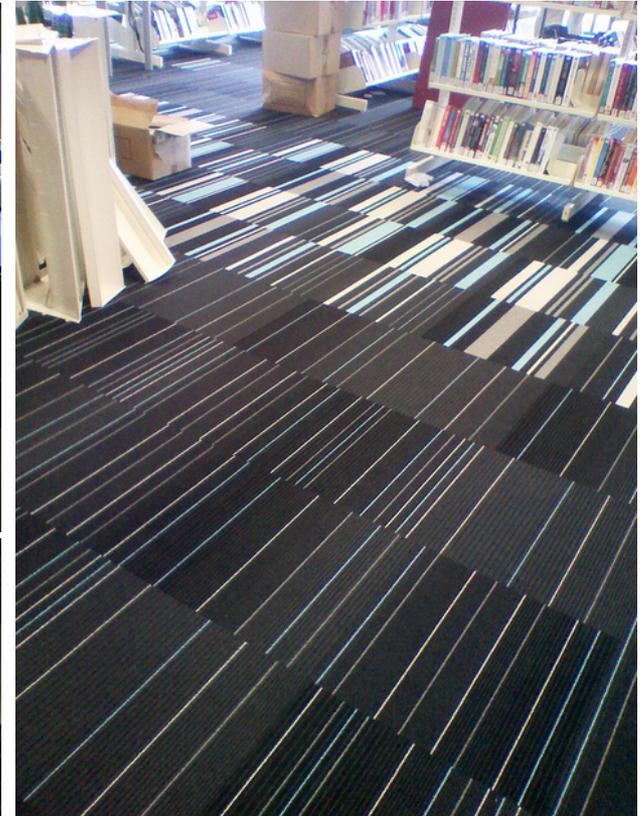


The Recovery response so far

- 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











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

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

Follow



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facebook

Search

Christchurch City Libraries
Ngā Kete Wānanga-o-Ōtautahi

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About

19 libraries, a mobile library service, a host of digital library services, ...
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Likes See All

Auckland Writers & Readers Festival

Christchurch Cultural Hub

Canterbury Earthquake Recovery

Christchurch City Libraries Like

Library · Christchurch, New Zealand

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Christchurch City Libraries

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

arar
ānanga-o-Ōi

Welcome - Canterbury Museum - New Zealand Natural and Human Heritage....

ow.ly

58 minutes ago via HootSuite · Share

2 people like this.

Christchurch City Libraries ✕

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

Tell us what you think

CityPlan

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...

15 hours ago via HootSuite · Share

Christchurch City Council

Kete Christchurch



ataroa Kruger Hill Oxford Rangiora Woodend Search: Go

Kete Christchurch : Canterbury Earthquakes 2010 2011
In Memoriam | Places and Streets | Erewhon | more...

Ashburton Gorge The Point Darfield Christchurch Prebbleton Te Onepoto
Mathven Rolleston Lincoln Lyttelton
Rushside Cairnbrae

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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/

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...

Internet 100%



Draft Central City Plan



Tell us
what you
think

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						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3 <i>Get Librarians back today</i>	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



Questions?

