



Shaken but not Stirred: Libraries Supporting Earthquake Recovery



Christchurch NZ - 22 February 2011











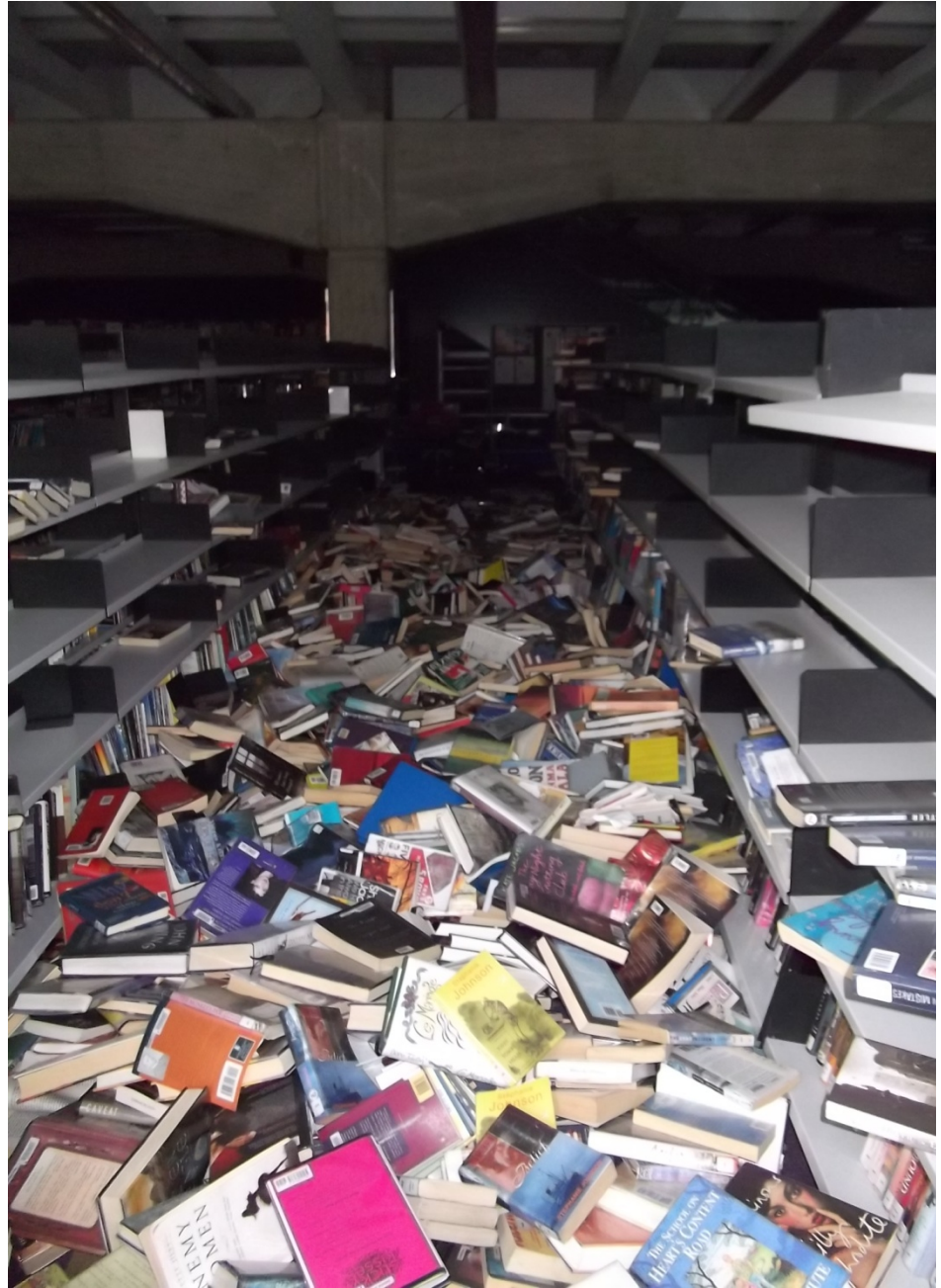
Central Library





Central Library









Linwood Library





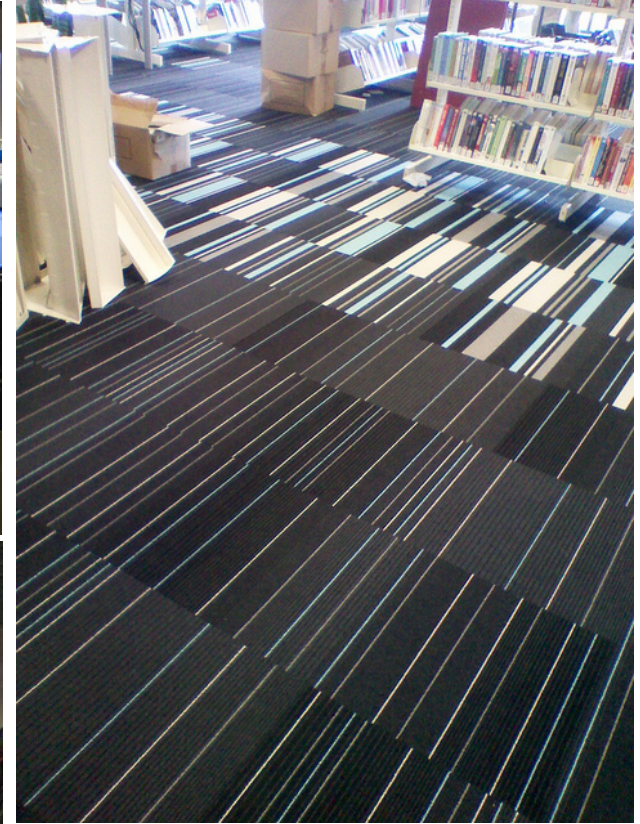


Service objectives

- 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



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



Lyttelton Library





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.

Facebook

facebook 

Search

Christchurch City Libraries

Ngā Kete Wānanga-o-Ōtautahi

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

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 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
Christchurch City Plan
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...

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 **Canterbury Earthquake Recovery**

Kete Christchurch



Kete Christchurch : Canterbury Earthquakes 2010 2011

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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



Draft Central City Plan





New Central Library









Observations and reflections

- 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

- 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

- Council Property Team have an 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

- External server hosting was a lifesaver
- 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?

