

Shaken and Recovering: Christchurch City Libraries' earthquake response

Bev Prout

Hikuwai Weekend School

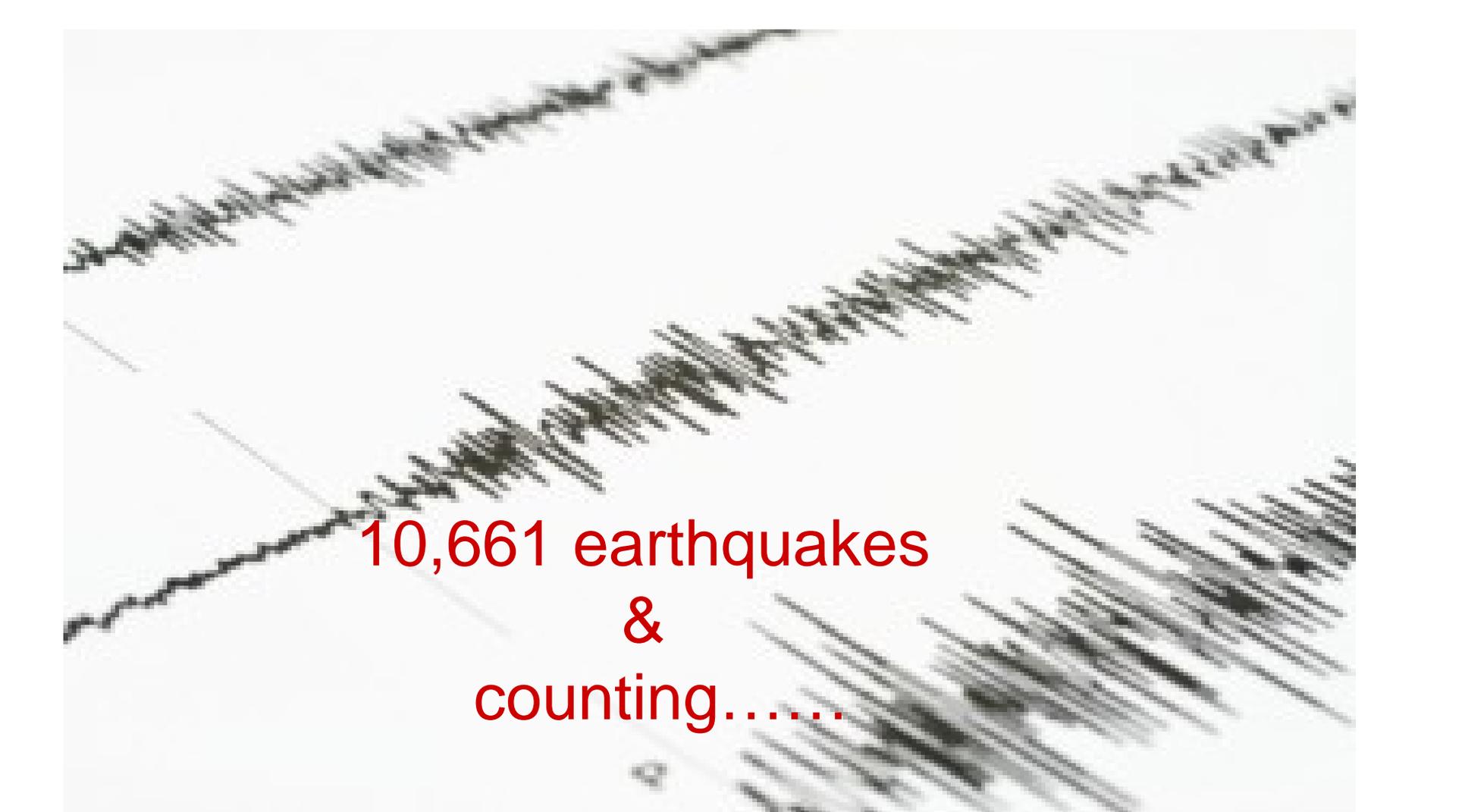
March 2012

7.1
04/09/2010
4.35am



February 22 2011



A background image of a seismogram showing multiple seismic waveforms in black ink on a white grid. The waveforms are dense and repetitive, illustrating the frequency of earthquakes.

10,661 earthquakes
&
counting.....

Immediate aftermath - buildings

- Libraries were all closed until buildings were checked
- Central Library was in the Red Zone cordon
- Council staff commandeered 3 of our busiest libraries

Central Library





Linwood Library



Immediate aftermath - people

- Impact on staff varied
- Team Leaders kept in touch regularly with team members
- Library Leadership Team met 3 times a week to monitor situation and share information
- Some staff left the city
- Many staff volunteered to assist with the huge recovery effort







On the road to the “new normal”

- Outreach staff read stories in welfare centres
- As a few libraries were able to open they were overwhelmed by customers
- The mobile library responded to areas of need as road conditions allowed
- Study Centres in partnership with MOE





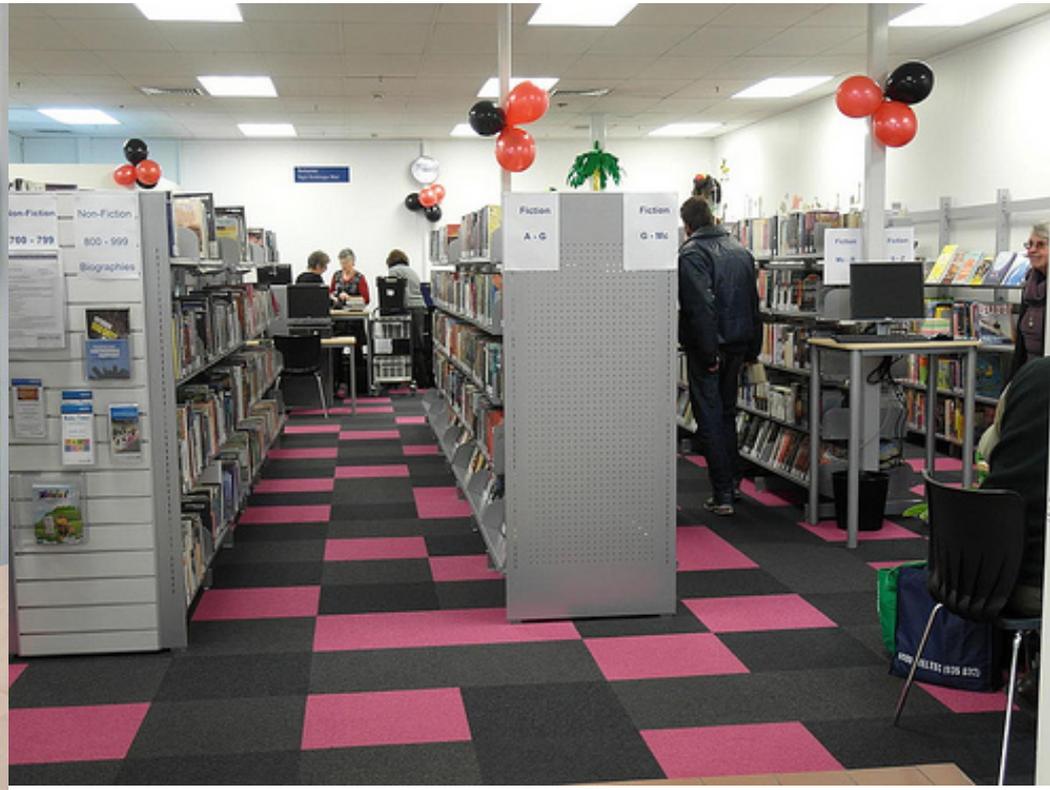
Bishopdale Library



Achievements

- Opening temporary libraries
- Implementing Bibliocommons
- Developing earthquake archive
- Refurbishing Papanui Library
- Implementing a new service model – SMART Library
- Responding to changed business patterns

Central South City



Linwood Mini



Central Library Peterborough





Papanui – first Smart Library





Papanui Library





Find books, music, movies, and more.

Keyword

Search

[Advanced Search](#)

[Home](#) [My CCL](#) [Explore](#) [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

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November 6

[View all»](#)

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](#)

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?

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



What did we learn?

- Ordinary business continuity plans go out the window in a major disaster
- External server hosting was a lifesaver
- Disaster trees with up to date staff contact lists essential (including group texts)
- Social media and a telephone service were invaluable (for those with power and phone!)



Recognise early
the things you can't
control



Sometimes it's hard to get your ducks in a row



What did we Learn?

- In a disaster of this scale many things will move slowly and then change by the minute
- Take good care of your staff – provide staff support. EQ days
- You can't communicate enough
- Ideal for all staff to have cell phones and home PCs
- Be patient with staff and customers

There will be times when work isn't every-one's highest priority



10 weeks doesn't always mean 10 weeks

May 2011						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3 <i>Get Libraries 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				

On the Horizon

- Aranui Library
- Retrieval of EVERYTHING from Central Library to storage
- LTP
- Possibly more temporary facilities

Silver Linings

The biggest positive, I think, has been barriers between teams coming down to some extent. Personally I found sharing space with members of other teams was great in that it made me realise how many talented and energetic people were out there who I had never met. Working together on projects - such as the stocking of libraries, the destocking of libraries - was great and the sense that you never knew what you might be doing in a workday was stimulating (everything from various library things to being part of the service centre and unloading trucks and wheeling portable toilets to customers to clambering over boxloads of rescued books in our garage). The sense that what we were doing in libraries having a positive impact on people would have carried a lot of us through a terrible time and accentuated the fact that libraries are important community spaces and much valued by people throughout the city.

- *Definitely meeting and working with new people and teams.*
- *Sense of achievement and pride in the library.*
- *Supporting each other through tough times*
- *Appreciating the public response to the importance of the Library being a place to meet and be part of a community*
- *The information that the library website has been able to convey.*
- *Working with more people from the wider council - eg EOC work.*
- *The support we received from other NZ libraries - feel part of a bigger "family"*

The incredible value that individuals and communities place on our library services was constantly re-iterated, hugs and tears from customers overjoyed when their library re-opened, goodwill of colleagues in going way beyond the extra mile. Calm response to evacuations, change and increased levels of business and busyness.