

In the wake of Rūaumoko

Ōtautahi

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Access

Te Rūnanga o Ngāi Tahu

Following the 4 September 2010 EQ

- Te Waipounamu House was closed for ??? until our building was structurally checked and cleared for re-occupation

Following the 22 February 2011 EQ

- Te Waipounamu House is still in the red-zone. No access. The leaning Hotel Grand Chancellor is behind our building.
- Only fit staff chosen to enter Te Waipounamu House when we are allowed access for retrieval. This is because our building is 8 floors - we are located on levels 7, 6, 5, 4, 1 and ground. No electricity, so access is via stairwell which is pitch black.
- Need to wear hi-viz vests, hard hats, miners lamps, sturdy shoes, gloves. Carry torches.
- Initial recovery of items meant running up and down 7 floors, carrying folders and documents out via large (tramping) back packs.
- Majority of artworks & taonga recovered to date has been carried out down darkened stairwells.
- Our Library is still in Te Waipounamu House.
- Every time we have been allowed access to retrieve items from Te Waipounamu House, it has been such a relief and happiness to see certain items come off the trucks at the end of the day, back at Wigram. Especially items from our taonga collection - many fragile breakable items that have come back unbroken and undamaged, thanks to my work mates, the young fit league and rugby players who took so much care to bring these items out unscathed.
- EQ was at lunch time - I had left the office with only my access swipe card and wallet. Left inside our building (for up to 3 months before retrieval) was my bag containing my home and car keys, medication, cell-phone and other personal effects. Luckily my family had spare house keys.
- My car was parked in the carpark building that was (it has been demolished) right beside the leaning Hotel Grand Chancellor. It was up to 2 months before the police went in and drove cars out of that carpark. Luckily my family had a spare set of car keys, so my car could be retrieved. That was such a good day - strangers were cheering for one another when peoples names were being called out to say their car had been driven out of the red-zone and brought back to the collection point!

Christchurch City Libraries

- Various libraries closed for varying lengths of time and many reasons.
- For months after February only up to 40% of entire network collection was accessible.
- Constant updates to staff and customers via twitter / facebook / Library Webpage (also Disaster action tree for staff contact. Mostly text updates. This is still very much in action has become quite a normal part of working life)
- After major events libraries may be evacuated and can only be re-entered once building is checked. There are various process for this depending on circumstances. May take some time as all other Christchurch City Council buildings need to be checked also.
- Store (including ANZC store) has spent a great part of the year "yellowed" stickered with limited or no access.
- Archives not yet retrieved from Central Library.
- Central's first planned limited retrieval was delayed for months as it coincided with June's 6.3 earthquake and the snow in August.
- Weekly retrieval trips to Central Library were about to begin in Jan 2012 but this is now delayed until the building has been re-checked by Engineers after December 23 aftershock.
- Getting around Christchurch can be difficult and slow with closed, damaged and congested roads. Public transport limited also.

Māori Services Team.

- Still working from home and out of Smith St- Temporary office.
- NPM Collection. Have been unable to get back in to Central Library for most of 2011.
- Our collection has only just been brought out of Central Library. The Ngā Pounamu Māori Centre and the Ngai Tahu Collection are now available for use by the public at the Peterborough Street library, opened Monday the 19th of December.
- Collection space in the new Central Library Peterborough is much smaller so access to some resources is still an issue.
- Some taonga and art work still in Central Library

Lincoln University

We were extremely lucky with access to the library building being available almost continuously. During September over 200,000 volumes had to be reshelved, but this was managed within a fortnight, but during that time there were many areas where so many books were down you could not access whole sets of shelves. There were a few days around the major quakes when the University was closed and so access was not available to the building but otherwise the library was open.

Access to the upper floors was limited to staircases for some time as work had to be done on the lift, and for some time access to the top floor was via the fire escape as the lift and the staircase had to have work done. The staircase to the top floor required major work and was closed for approximately three months, but the work on the lift was completed in a much shorter time frame.

When September hit we were evacuated from the building quickly and then moved to a central collection area. From here many people were able to leave the campus if they had their car keys with them! From there we moved to the dining hall where food was served and we could watch the earthquake coverage on the large screen TV. Aftershocks were of course happening and a couple of times many people left the building as they felt unsafe. We were here for a couple of hours while the buildings were accessed and then people from each building were escorted in groups into their office for 10 minutes only when they were to collect personal belongings and then leave.

Before the February quake the campus safety personnel developed further the campus evaluation processes and for later events we had a campus alarm that would sound.

For Lincoln the other issue for access was not for the library but for other buildings on campus. Major damage happened in September to Memorial Hall and that building is still not being used. However in mid December two buildings were declared not for use. These buildings had the OK for occupancy but the revision in building regulations meant the Z Rating (risk factor for public buildings) fell just below the acceptable level. So a campus wide meeting was called for at noon. All staff were told about this. Staff from those buildings then went to department meetings and from then had until 6pm that night to remove personal belongings or anything else they needed. The buildings were then not to be occupied. ITS (Computing department) personnel moved into the library, they now occupy 1 of the large computer labs and a number of the smaller study rooms. They also use our staff toilets and tearoom.

Collections

Te Rūnanga o Ngāi Tahu

Following 4 September 2010 EQ Archives

- Advised by Macmillan Brown Library that the Ngāi Tahu Archives were OK

Artworks & Taonga

- Some damage to framed artworks falling off walls (broken glass, broken frames, damage to wooden items), broken glass items, broken clay items

Inactive records

- No damage to on-site inactive records. No known damage to off-site inactive records.

Library

- No damage to Library. Not one book fell off a shelf. No damage to shelving.

Following 22 February 2011 EQ Archives

- Ngāi Tahu Archives at Macmillan Brown Library OK

Only fit staff chosen for retrieval when access allowed to Te Waipounamu House.

Artworks & Taonga

- Due to computer system going down, I had to walk through each floor of Te Waipounamu House in my mind and record the location of all our artwork & taonga collection items
- Priority listing was established to prioritise the retrieval of taonga
- Damage to some artworks & taonga.
- Storage of our most precious taonga (Whakapapa files) with the Airforce Museum at Wigram.
- Storage of artworks & taonga as they have been retrieved, in a container, in a Hangar.

Inactive Records

- No access for 3 months
- Burst overhead pipe in Records room meant damp records and mould growth
- Burst overhead pipe close to storage area where photographic archive was stored. Damage caused by dampness and mould to some photos and photo albums.
- Files came out of Te Waipounamu House in fish bins, and plastic bins
- Had to separate dry/clean files from damp/mouldy files when they got back to Wigram (always at 4.00 pm on a Friday afternoon)
- Had to establish a 'drying room' in the Laundry portacom (water not connected) with dehumidifier and fans for the drying of damp/mouldy files.
- Storage is in a container in a Hangar.

- Damage to some TRoNT Group inactive records stored offsite. Offsite storage provider affected by shelving damage and liquefaction. Some boxes came off shelves and spilt open, loose documents mixed up with other loose documents, and mixed up with silt.

Library

- No access for 3 months, until evidence of a burst pipe at the end of the Library
- Location of burst pipe meant damage to records stored in that vicinity, not publications
- One collection removed only - Harry Evison collection
- Library still in Te Waipounamu House
- Currently no storage options available at Wigram when Library will be removed

Christchurch City Libraries.

- Catalogue did not reflect true availability of collections.
- For months after February only up to 40% of network collection was accessible.
- Collections from closed libraries (those that could be accessed i.e. not red stickered) were eventually boxed and kept in Shipping containers, garages etc
- Returned stock from closed library stored and kept in Bindery & Mobile bus garage. Boxes everywhere!
- Once Peter Pal were able to make deliveries of new stock again, Bindery had to store 70+ boxes from the first delivery of new stock for libraries that were closed.
- Now also have warehouse space destined to be used for Central stock and any other temporary library closes.
- Full introduction of floating.
- Bibliocommons introduced.
- E-books and other electronic resources increased.
- While still a demand for research material (especially from Central which is mostly unavailable) the strongest demand was for 'light & breezy' books, magazines, CDs & DVDs. Popular material that was an escape from the situation or easy to read by sleep deprived customers.

Maori Services

Ngā Pounamu Māori Centre Collection- (Central Library) was only available to the public from 19 12 2011- re-housed at Peterborough Street Library. There are still taonga stuck at Central Library that were not brought out with collection, e.g Tukutuku panels, kites etc. Ngāi Tahu Collection-not available from February 2011 until 18 December 2011.

Available to the public from 19 12 2011- re-housed at Peterborough Street Library.

Online Resources.

Māori Services been heavily promoting the usage of online collections and training other CCL staff re; what is available for our customers online, as we have not been able to access our physical collections.

Lincoln University

200,000 volumes were reshelfed following September and much smaller numbers had to be reshelfed after the later events.

Damage to collection items was relatively minor. Only approximately 100 items had to be claimed on insurance. These were weeding from the collection and approximately half were replaced. A smaller number required rebinding, recovering or general repairs.

Vendors for a variety of e-collections were very generous. Some products we had on trial had the trials extended while other collections were offered for free or discounted heavily.

New Opportunities

Te Rūnanga o Ngāi Tahu

- Making email & list-serv contact with never-met-before colleagues to seek guidance and advice about dealing with our collections
- Networking kanohi ki te kanohi with colleagues in post EQ forums to discuss archives training/requirements and responses, art & heritage requirements/responses
- Unfortunately, putting into practice disaster salvage processes
- Getting really, really knowledgeable about our collections
- Opportunities to make presentations to groups (Iwi Digital Taonga Databases, Te Rōpū Whakahau) on our responses to the EQ
- Updating/checking our Library collection catalogue and offsite records listing now that we have the time, cos our Library collection is still in Te Waipounamu House, and at times our workload has allowed us to spend time on these tasks.

Christchurch City Library

- Mobile library used for closed libraries. Routes / Stops adapted to needs and demands. (Routes do need to be checked after each major event)
- Mini libraries / pop-up libraries / temporary libraries include;
 - Linwood Library now in small room opposite Linwood Service Centre
 - Central South City (In a shop in South City Mall) until March 2012
 - Fendalton Library opened as a mini library within a library late in the year before closing entirely in December for repairs. To open completely in February 2012
 - Papanui first reopened late Aug as a mini library within a library before opening completely in September
 - Peterborough Street Central. Opened Dec 16th as a Central/Community Library with some family history, Ngā Pounamu Māori, Ngai Tahu Collection etc. (Collection size 70 000 approx)
 - Plans for Central Library Tuam Street once building is cleared of CCC staff. (Collection size 60 000 approx - to include more ANZC material)
- Additional storytime sessions were offered in some libraries to compensate for libraries that were closed.
- Hours extended for open libraries.
- RFID. Papanui and Central Peterborough Street opened as fully functional SMART libraries. The first in the Network to do so.
- Telecom provided free wireless access to libraries who didn't already have this facility.
- Services available from Libraries increased e.g. Enrolling or topping up Metro cards (bus cards)
- Aranui - New library will still be built. Foundations are about to start (at much increased cost) Due to open mid 2012. Collection purchasing almost completed.
- Book sale still scheduled for Feb 2012.

Brief overview of examples that illustrate adaptability and community responsiveness post-quake specifically from the Programmes, Events and Learning Team including Māori Services.. Aurelia

- Programme delivery Wider PEL Team:
- Outreach Initiatives: Post quake we introduced Older Adults cell phone support and training through the Wainoni Community Centre and the Whareora House in Spreydon. Driven by the Community who wanted to be able to stay in touch with families post quake.
- Working with local schools in new ways e.g. Cashmere and Linwood High using SLC Lab facilities etc. Opening lab on weekends to the public
- Immediately post quake, Early literacy programmes of Baby Time Wā Pēpi and Story Times Wā Kōrero were delivered in \- the welfare centres
 - School halls
 - Riccarton Market in weekends
 - RAC's
 - on sites nearby to closed library facilities.
- Additional sessions were also run in libraries to ensure the same level of service was retained despite quake interruptions. Presenting in school halls first thing in the morning enabled parents and pre-schoolers to attend sessions as they dropped their older siblings off to school. At Mt Pleasant the new entrants joined these sessions. Support for the central city schools of ChCh east, St Michaels and Discovery was also made through the provision of the travelling road show
- New "Learning Parties" being piloted, to encourage pre-reading skills in children (4 years) in the year before school. Supported with our ready for reading packs that are given free to all 4 year olds. It The intention is to hold sessions/workshops with parents and children to play the games outlined in the little brochure in the pack to show how you can learn through play. The idea is for parents and their four year olds to either come into a library or go to their preschool centre or church to play games that have a literacy base to encourage print awareness, alphabet awareness and phonetic awareness- the three early literacy skills outlined in the brochure. A trial session has been held with the Pioneer Early Learning Centre staff, parents and children. Currently talking with the Playcentre Association to see if we can run parties at Playcentres in 2012. The vision is that Libraries will also host Learning Parties in house - so they will be presented both in libraries and in the community.
- New programmes in development. We have been approached by Science Alive – who have lost their premises – to do a joint project. The aim is for us to provide them with a list of books with science related topics. They then provide an activity card that a child and whānau can take and do at home. They will be running promotion sessions after school in the libraries where they highlight the books to interested children. The activities relate to the science curriculum so it is a joint library/home/school/Science Alive initiative.
- CCL has an agreement with the Canterbury Development Corporation to provide services to the Greater Christchurch Schools Network to provide e-learning opportunities. Services CCL deliver are programme delivery for online learning, formal and informal learning programmes for students and teachers. Face to face workshops for Teachers (Professional Development) e.g Moodle sessions post-quake. Contribute to the development of a repository of digital content to support learning programmes which are facilitated by our staff, for example programmes using online resources or videoconferencing technology. Examples post quake included In our partnership with GCSN Moodle training sessions were held for staff in local schools to develop and post on-line content for students. Training sessions were held at SLC for teaching staff to learn and share best practice. In addition the use of video conferencing was promoted to ensure students could access specialist support . Scholarship student support remains a focus and weekly sessions are hosted at SLC VC room and schools.

Post Sept Quake – VC opportunities to share our story

This story began with a Video Conferencing session between Riccarton and Papanui High Students speaking with Dr. Egbert School in Calgary. There was also participation (at a later date) from Thornington Primary and Heaton Normal

Intermediate, ages ranging from Year 5 - 8. Students had the opportunity to come together and share their personal stories about Canterbury's September 4th earthquake.

The theme of the project was on **Community Resiliency**, where individuals with a variety of backgrounds, ages, and circumstances, talked about how they reacted to and responded to this natural disaster and how it continues to affect people in the community.

The Primary/Intermediate schools shared their stories via Video Conferencing with Pt.England School and Takapuna Primary in Auckland.

- Study Support in Libraries
 - CCL to provide support for libraries ensured space and resources were available to support the shared secondary schools, SLC, NBC, Linwood Mini and Shirley library. The MoE supplied laptops that the students could book.
 - Working in collaboration with the National Library meetings were held with staff from secondary schools to explore how to best meet student needs. Any Questions and Many Answers are services provided to support customers and there was an increase in the number of hours offered to ChCh. We also ensured Many Answers became a higher priority in terms of our staff support roles. Interestingly comments from operators report an increased complexity of the inquiries received.
"We have also noticed that the vast majority of students accessing the service are Year 7 and above and that the transactions are much longer in length, reflecting the complexity of their questions". June Report Any Questions ref Group.

Māori Services

- Post quake we met with Maori community and educational groups to see if we could offer support. Delivered information through our mailing lists and kanohi ki te kanohi meetings re available library services etc, seeing if we could support groups with use of CCL resources. Also dropped of regular updates at RACS.
- Delivery of the school portion of the annual Matariki at the Marae programme wasn't able to happen this year due to the changed environment and NHEW Marae facilities being unavailable. Matariki alongside Kids Fest and Music Month is one of our largest network wide monthly events. The large aftershock in June also coincided with the first night of planned community activities on the Marae. Roads in the area were quite badly damaged and due to concerns around public safety the first evening was cancelled. We had to be very flexible and think outside the square. We erected a marquee and used smaller buildings down the end of the marae site. We parked our mobile in the car park rather than setting up an indoor display area. Because the Marae facilities were unable to host our usual school based matariki programme we approached 5 schools in the Eastern suburbs and arranged to deliver programmes to the junior classes of Earthquake affected schools in their classrooms. At this time the Eastern suburbs had limited public library access. This Matariki pilot outreach programme- promoting the library and encouraging memberships and delivering Matariki themed story sessions that consisted of an overview to Matariki (feltboard) a read story, an acted out/narrated story, followed by a craft activity. Very popular, will be running again this year but focussed around a different theme.
- Increased promotion of Māori Online resources and general CCL online resources to external groups- schools, marae etc, Church group visits, delivering storytime sessions on the Marae by request to tautoko whanau day. Rehua, Te Puawaitanga mahi.
- Banks Ave School Tukutuku project, approached by the school after they viewed our online collection of Tukutuku panels. Worked with a group of students to create contemporary tukutuku panels that express their narratives around the earthquake. Very powerful and moving project. Worked alongside a local Ngai Tahu weaver to create the contemporary panels.
- New Opportunities and working relationships.

- GCSN- staff from CCL working with Greater Christchurch Schools Network, an organisation that
- Worked with the Ministry of Education and National Library Colleagues to provide study support sessions in our Libraries in areas where High schools were site sharing etc.
- Developing professional networks with local school staff e.g. Chisnallwood Meeting-Deputy principals Intermediate schools in Eastern suburbs etc.

Lincoln University

Disaster planning

- having major earthquakes is a great way to test that your disaster preparedness is adequate and to update processes.
- it was great to look at the planning and processes from an institution wide perspective rather than just the library!
- I would like to emphasize for some libraries the disaster preparedness is mostly about the collection. People are the most important thing! It is VITAL for you to have a contact list for all staff that is kept up to date and I would recommend a disaster tree is arranged so that you know who to contact and have their personal contact details. For instance the day the February quake happened we have a new staff member start that morning and our new University Librarian, Penny Carnaby, started work the day before.

Supporting others

- Because Lincoln had relatively minor damage we were able to host others who were not as lucky. From the standpoint of the institution as a whole it was important to look to what we could do but also it is an opportunity for your institution to consider which other institutions it may like to grow stronger bonds with. Office and teaching space was made available to
 - Earthquake Commission
 - NZ and Australian Police and Army
 - Christchurch City Council
 - CPIT
- After February we welcomed CPIT Nursing staff and students on to the Lincoln Campus. To support this the Library worked with IT staff to arrange access for them to use our collection, both print and digital and we housed some of their Library staff plus part of their high use collection in the Library. It was great to give them a home and important for their staff and students to have familiar staff for them to work with.
- In December after Building regulations were updated two buildings on campus were declared unusable. This meant staff were given a couple of hours to clear belongings and equipment.
 - One building housed IT staff, these staff are now being hosted in the Library. They now use our staff toilet and tearoom facilities and have converted Library study space and computer lab areas into their offices. This has been a wonderful opportunity to work more closely with these colleagues and hopefully we will be able to build on this in future projects.

Supporting each other

- I believe we have a stronger workplace because of the support colleagues have given to each other during this time. We have all got better at talking openly about our home/family situations and at giving and receiving support when we need it.

People

Te Rūnanga o Ngāi Tahu

Following the 4 September 2010 and 22 February 2011 EQ's,

- TRoNT Group checked on staff to ascertain the safety and wellbeing of them and their whanau
- TRoNT contacted Ngāi Tahu iwi members, especially kaumātua, living in Canterbury to ascertain their safety and wellbeing
- In some cases, where telecommunications were down, TRoNT contacted whanau of Canterbury-based iwi members to pass on information about the safety and wellbeing of their Canterbury-based whanau living in the quake stricken areas

Specifically following 22 February 2011 EQ

- Ngāi Tahu met with Ngā Maatawaka, City Council, Regional Council and other national & regional based welfare organisations to provide a co-ordinated approach to EQ response and recovery
- Once our IT systems were re-established, the TRoNT website page became the one point of truth for official TRoNT communications from the Kaiwhakahaere. This information, and other notifications from Christchurch City Council were also published via the TRoNT Facebook page and Twitter. Local iwi members helped spread the word about accessing fresh water, food, Red Cross/Salvation Army/CCC/EQC/Student Volunteer Army/Farmy Army assistance, other supplies, petrol stations/banks/PaknSave/Countdown/schools that are open, road openings and closings, accessing showers and EQ Recovery centres etc via Facebook & Twitter
- Staff worked on EQ response through a variety of ways - shovelling silt, receiving, sorting and delivering the truckloads of clothing, toiletries, bedding, furniture, homewares gifted by communities throughout Aotearoa and Te Waipounamu
- As tangata whenua, Ngāi Tahu co-ordinated responses from iwi from Te Ika a Māui and Hawai'i.
- Iwi who did come south to Ngā Pakihi Whakatekateka o Waitaha to assist with EQ response, came self sufficient. For example, Tainui iwi came with their own marquees for sleeping, cooking and eating, and helped host a small group of Hawai'ians who came to help in response to the EQ
- Medical staff came from Te Arawa
- A large contingent of Ngā Watene Māori came from all over Aotearoa to be part of the Recovery Assistance programme. They stayed in Oxford (North Canterbury) so as not to put a strain on severely reduced Christchurch services - so at the end of a full day of walking in the hot summer weather, they would then drive for an hour north to their accommodation. Ngā Watene Māori walked hundreds of miles throughout the streets of the worst-hit Eastern areas, door-knocking to ascertain the safety and wellbeing of the Christchurch community. Water, food parcel, clothing & bedding deliveries were made. At the end of the shifts, leaders stayed behind to attend nightly debrief meetings and to collate forms completed from door knocking.
- Some staff were based at the Ngā Hau e Whā Earthquake Recovery Assistance Centre keying in daily data received from Ngā Watene Māori, phoning the community in response to requests for clothing, food, water, chemical toilets, minor repairs, psychological/depression/stress management, transport for the elderly and the infirm, assistance with flooding/broken pipes/sewage overflows etc and other necessities and providing daily statistical summary reports on assistance required/provided.

- Different communities, regions, iwi, whanau groups throughout Aotearoa and Te Waipounamu provided opportunities for free or low-cost getaway opportunities for stressed-out whanau to spend a few days or a couple of weeks away from the shaking and damaged Christchurch.
- Colleagues from Airforce Museum (Therese de Angelo, Simon Moody, Matthew O'Sullivan) have been extremely generous and helpful in providing assistance by way of space for storage, advice and guidance in dealing with damp & mouldy files and damaged taonga.
- Lyn Campbell conservator from Te Puna o Waiwhetu ChCh Art Gallery has provided advice and guidance in dealing with damp & mouldy files
- Victoria Esson & Kylie Ngaropo of National Service Te Paerangi have checked in on us and made themselves available and reminded us about financial assistance (Helping Hands Grant)
- John Kelcher, Archivist, Radio NZ Archives provided guidance in dealing with and storage of damp audio-visual tapes
- Michelle Hacker, News Video Research Manager, TVNZ for guidance in dealing with storage of damp audio-visual tapes
- Cantage (Canterbury Heritage) list-serv community (keeping up to date with what is happening locally with archives & museums)
- Local Te Rōpū Whakahau posse (reaching out to each other and keeping in touch to help keep sane)
- Colleagues from ArchivesNZ, ARANZ and Heritage/Arts bringing archives, heritage and arts related groups together for training and post EQ debrief/help/advice, forward planning

Christchurch City Libraries.

- Redeployment and relocation of staff from closed facilities for days, weeks or months to:
 - EOC
 - RAC
 - Civil Defence duties
 - Other CCC departments
 - Other libraries
 - Work from home
- Some staff from open facilities also re-deployed.
- Staff may have been relocated numerous times with the possibility for still further relocations in the future.
- Customers delighted with each library re-opening. Good feedback from customers. Libraries re-opening was seen as a very encouraging sign to the community. A degree of normalcy was returning to their community that was straightforward, positive and easy unlike many other aspects of their lives.
- Customers generally understanding of closed libraries but demand was high to re-open libraries especially those that were closed due to re-housing CCC staff.
- Waived some customer fines and lost book charges.
- Loan period extended to 2.5 months for items on issued Feb 22.
- Big changes in use / demands of libraries with traffic patterns changed across the city. People needed to get across the city for work, school, shopping etc. Central South City became very busy with customers using the supermarket (often as their local one was closed) and then also visiting the library.
- Papanui Library is directly opposite Papanui High School which catered to Papanui High School in the morning and then Avonside Girls in the afternoon. Lunchtimes were especially hectic.
- Christchurch City Council staff get 6 extra leave days. (1 per month until Dec) This was after Christchurch City Councillors travelled to San Francisco and discovered

they had introduced a similar scheme. Necessary as staff had lots of personal business with whānau, EQC, insurance etc to attend to during this time. Also many facilities/services in the City were closed with perhaps little else open around workplaces. Often meant needing to travel further than was possible during lunchtimes. This leave was greatly appreciated by staff although it did put extra pressure on staffing levels in libraries.

- Staff were offered Earthquake Resiliency sessions with external consultant- e.g. coping with stress, anxieties etc.
- Staff encouraged to access SAP services if required.
- Staff (and customers) need to be resilient, adapt to change quickly, and solve new problems.
- Lots of messages of support from colleagues around the country.

On a personal note, have been very grateful and thankful to work with such a great team, that have been very supportive and understanding re changes to personal circumstances and environmental changes, lose of work sites, having to quickly adapt to new ways of working, being relocated to new premises across town, damage to roads hugely increasing travel time but still needing to have children in and out of daycare at set times, staff still living in damaged homes, lack of sleep due to persistent aftershocks, supporting whānau who were not coping well etc. It was wonderful that the organisation offered support and flexibility to be able to work from home at times to minimise stress, care for whānau and still be able to do my job. Support and contact with other local TRW members has been invaluable throughout this ongoing process.

Lincoln University

I would like to acknowledge the many volunteers who assisted in reshelving fallen volumes. This included past staff (including a previous University Librarian), and staff from Polytech.

We received many offers of support from other volunteers from around the campus as well.

From September right through until today, it has been an incredibly difficult time for all of us. It has however been difficult in different ways, in different levels and at different times. Support for emotional well being has been extremely important for everyone. Lincoln has access to EAP - Counselling service for all campus personnel. Additional counsellors were provided and staff would meet with them individually after asking for appointments, and also these staff walked through all work areas just taking the time to talk with everyone.

Counselling was also of course available from the university health professionals and our campus clergy.

There were a number of e-newsletters circulated from the Vice-Chancellor with messages of support for staff. Management within Library, Teaching and Learning was very sympathetic and open with opportunities for everyone to voice any concerns they had, and to take time away from work to help with the student army, to work as a volunteer, to help with their own or their families or friends needs. Time away from work was handled by each individual just informing their manager of what they were doing and when they would be away. No annual leave was taken for this time and the hours did not have to be re-paid.

Within my role on Nga Kaiwhakahau for the February quake I tried to contact all Aoraki members of Te Roopu Whakahau using my phone and/or email contacts. Any information gathered was then circulated to all Te Roopu Whakahau members. With the lose of lives and concerns from other members it was the main thing I could do to help calm fears. I would however say that it was an emotionally draining process and I am extremely grateful that everyone was OK.

Places and Spaces

Te Rūnanga o Ngāi Tahu

Following the 4 September 2010 EQ

- Te Waipounamu House was closed for ??? until our building was structurally checked and cleared for re-occupation
- Selected staff worked out of our NT Seafoods office based at Christchurch Airport contacting Canterbury based iwi members to ascertain their safety and wellbeing, and where telecommunications were down, contacted iwi members to provide information about the safety and wellbeing of their Canterbury based whanau.

Following the 22 February 2011 EQ

- Te Waipounamu House is still in the red-zone. No access. The leaning Hotel Grand Chancellor is behind our building.
- Te Rūnanga o Ngāi Tahu Group have been re-located to Wigram where portacom city was established, including onsite showers and laundry.
- Portacom and Prefab offices only big enough to house staff.
- Room for storage is at a premium. Using containers to store records, artworks & taonga.
- Used laundry portacom as a makeshift drying room to dry wet records and photographs.
- Our Library is still in Te Waipounamu House.
- Papatipu marae from Kaikōura down as far as Ōtākou opened their doors to provide accommodation to displaced peoples and communities. Marae in Marlborough/Nelson and in Te Ika a Māui also provided accommodation for displaced peoples travelling away from Canterbury and away from Te Waipounamu

Christchurch City Libraries.

- The libraries that are open changes frequently- Continually shifting and constantly confusing customers
- Some libraries closed to provide work space for other CCC colleagues as the 6 floor Civic Office Building is closed for most of the year. Libraries include Fendalton, Papanui and Upper Riccarton which is a shared Community / High School Library
- Central Library in red zone. Very limited access due to risk from neighbouring buildings.
- First 2 planned limited retrieval visits to Central were cancelled, first by 6.3 aftershock on June 13th and then snow in August.
- Some Central collections have now been retrieved. Conditions are difficult in the red zone - no electricity.
- After Dec 23 Central will need to be re-assessed by Engineers before entering again.
- Sumner Library in poor condition. Red stickered and has not yet been accessed by library staff. Collection is still inside.
- CCC list of buildings to maintain has 1600 buildings on it. This does not include AMI Stadium or QEII which are both major projects. Multi layering of responsibility. Progress is slow and involved. Library has 26 buildings to look after + a couple of holes.
- All Christchurch City Council buildings will go through a 'Detailed Engineering Evaluation' process. Priority is determined by condition/age/location/demands of the building. This has seen a number of buildings close again such as Bishopdale Library for further assessment for repairs. This will be a lengthy process and there is an expectation that there will be more temporary library closures in the future for repair and strengthening work to meet building code standards.

- Some Volunteer Libraries have now been demolished. Collections stored in clubrooms, volunteer's homes etc.
- Linwood Service Centre originally home to Library Content and bindery teams plus Outreach and Mobile included the following teams through out the year;
 - Linwood Library Staff and mini Library
 - Mobile Library Stop for customers
 - Maori Services
 - Web team
 - IT
 - Interloans
 - Central circulation staff
 - ANZC indexing and other Central Teams
 - Many other Library and CCC colleagues
- For months after Feb the Linwood Service Centre was very busy with queues of people collecting Chemical toilets. Library staff helped to unload the constant delivery of chemical toilets. These were store in the Board Room.

Lincoln University

Just a reminder that the library is not just the building or the collection. Art works and taonga around the building had to be accessed and repaired if needed.

Spaces for extra people had to be provided and the work involved in this meant other priorities had to change. Library, Teaching and Learning has been going through a major reshuffle of staff and were just in the process of rearranging office spaces when staff from two other buildings suddenly had to be moved into our build. This meant the help for moving furniture, and technical support for moving phone lines and PCs disappeared overnight. Priorities have to change to suit the changing situation.

As well as the changes to the physical places and spaces you have to consider the virtual spaces and the messages that are being circulated. The University web site and university presence on a variety of social media (facebook, twitter etc) had to be updated. While chaos reigns supreme around you and you are dealing with your own issues, you have to remember the wider community and these days wider can be really wide! Staff and students overseas, past students, past staff, members of the media, members of the local community all want to know what is happening to your places and spaces.

Also you have the local community who are also all trying to deal with current events, for us it was important to have an information desk available for earthquake related questions.

Because Lincoln is further away from Christchurch and suffered less damage than many other institutions it was also personally a great space to come to get away from the damage at home. There were working kitchens, power, working toilets and showers! Running water that didn't need to be boiled. Also it was often soothing to be able to do something relatively normal.

The only disadvantage at first was that you had to worry about running out of petrol as many stations rationed it or ran out!