

REPORT FROM THE **CALGARY
PUBLIC LIBRARY FOUNDATION**

2013 – 2014



FLOOD RECOVERY FUND

FLOOD RECOVERY QUICK FACTS:

15 Libraries were open
Monday after the flood

Two Libraries
served as part of
emergency shelters

Central was closed for
more than two months
and sustained millions
of dollars in damages
to the basement

The City of Calgary
ensured the Library
was able to get back on
its feet quickly

More than \$600,000
raised to augment
insurance coverage

More than 1000 cash
donors and more than
10,000 in-kind donors

With an overwhelming response from Calgarians and caring library lovers from around the globe, the Library Foundation embarked on a three phase approach to help support the Library's recovery effort. Our objectives were two fold:

- To utilize Library core competencies of information, volunteer and staff resources, geographic network and trusted brand to give those in need the resources required for post flood recovery
- To augment and assist the Library in their recovery through donations.

PHASE 1: FIRST RESPONSE — JUNE TO JULY

- Foundation provided donor funds to each branch to help customers in need, and to cope with increased traffic up to 40% at some branches. This ranged from crafts and activities for displaced families to coffee for neighbours to talk over.
- Flood Recovery Resources brochure created and distributed to each Library and dropped by volunteers in severely affected neighbourhoods, emergency shelters, and re-entry centres within affected community.
- Flood Recovery Fund established with more than 1000 donors and Encana Corporation as the first corporate supporter.
- Regular email updates to 50,000 Library supporters and corporate partners to inform them of the Library's response to the flood crisis, how the Library is helping provide a space of comfort and respite for Calgarians.

FLOOD RECOVERY RESOURCES



PHASE 2: 20,000 BOOKS UNDER THE BOW — JULY 27

- A world record of more than 270,000 items (books, dvds, cds) were donated during a city wide book drive with results greatly exceeding the public goal of 20,000 items
- 10,000 Calgarians donated items
- All donated materials are sold online and proceeds invested into the Library
- Nearly 1000 *20,000 Books under the Bow* t-shirts sold



PHASE 3: INVESTING IN LIBRARY RECOVERY PRIORITY AREAS — AUGUST 2013 TO END OF 2014

COLLECTIONS:

- New Outdoor Drop Box at Central to replace chute to basement
- Calgary flood related publications for all locations in all formats
- Subscriptions to or back issues of magazines and newspapers in digital formats to augment the loss



PROGRAMS AND SERVICES:

- SCORCE poverty initiative – funding the Library's role to help those in need (program was closed due to the flood)
- Emergency Preparedness programs and workshops for the community
- Calgary flood story website that depicts the history of the City's rivers and places flooding into social and historical context
- Room booking software to support six new meeting rooms at Central
- Installation of an Automated Materials Handling System to be located on the main floor of Central, with the support of Nexen, a wholly-owned subsidiary of CNOOC Limited.
- Moving of the public computers from the main floor to the third floor
- Offer residents of High River access to public Library services

DISASTER RESPONSE, RECOVERY, AND FUTURE PREPAREDNESS:

- Support of Data Centre move to City Emergency Response Facility to ensure continuation of service
- Public address systems in large locations
- Staff training and leadership development in disaster response, recovery and preparedness
- Update the integrated Disaster Response, Recovery and Preparedness Plan

Add In 
For Calgary's Library

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