TRUST AND TERROR

New Demands for Crisis Information Dissemination and Management

Joan R. Challinor, Ph.D.

Vice Chairperson

U.S. National Commission on Libraries and Information Science





TRUST

and

TERROR

New Demands for Crisis Information

Dissemination and Management



A Proposal to Expand the Role of U.S. Libraries in Crisis Information Dissemination and Management





In a crisis, people <u>must</u> have information.













In a crisis, lack of information can be dangerous and terrifying.



WANTED

Usama Bin Laden

Up to \$25 Million Reward

Date of barth: 1867
Piece of barth: Saud Frain
Height: 197 of 478 (34-1909)
Weight: 190 to 67 ba)
Hair: Some
Synas: Some
Completeory: One
See: Nationality: 190 for 678 (34-190)
Cheredrivation: Full Seer, mutatole, sudu site same
Alterest: All Seer, mutatole, sudu site same
Alterest: Sall Seer, mutatole, sudu site same





Responding to Anthrax Contamination Sweeping a Room Biohazard specialists have been sent to several locations across the country to respond to possible anthrax contaminations. Evidence Evidence that may point for Typek bibhazard agod and taken to an investigative laboratory. In the supplemental specialists agod and taken to an investigative laboratory. Swabbing Swabbi

October 21, 2001

Crises create information overload:

- News analyses from varying perspectives with different conclusions.
- Misinformation, whether accidental or deliberate.
- > Gossip.



Come from <u>trusted</u> and <u>reliable</u> sources.

U.S. DEPARTMENT OF STATE



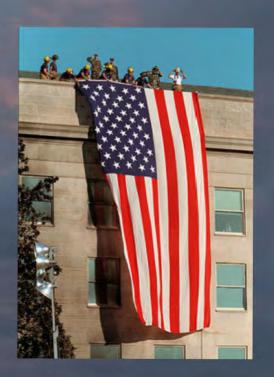




Be <u>usefully organized</u> and <u>independently verified</u>.

> Communicate a sense of order control and continuity.





Be available <u>where</u> and <u>when</u> people need it, both <u>during</u> and <u>after</u> the crisis.





- > Have global reach and local presence.
- Serve people who have <u>different</u> <u>ethnic backgrounds</u> and speak many <u>different languages</u>.





- > Be given context.
- Be <u>distributed in</u>
 <u>multiple formats</u>:
 in person, broadcast
 media, Internet, print.



Libraries respond to crises by:

Providing a familiar, neutral <u>physical</u> <u>place</u> where people could come together to learn and talk about what had happened.











Public Libraries...

- > Meet <u>all</u> of these requirements.
- > Are known as <u>trusted</u> and <u>reliable</u> places to find information.



Public Libraries...

> Have global reach and local presence.





What is needed:

- Government agencies must distribute essential, up-to-date information to public libraries.
- Funding from emergency sources must be allocated for libraries to remain open for extended hours during crises—even 24 hours-a-day, 7-days a week, when necessary.



What is needed:

- > Disaster preparedness <u>planning</u> must include libraries.
- A nationwide <u>phone number</u> should be created for crisis information, comparable to the "911" phone number for emergency response.

What is needed:

Print and broadcast media should produce and run <u>public service</u> <u>announcements</u> that direct people to libraries for crisis information—and that publicize the nationwide phone number, when one is established.



















U.S. National Commission on Libraries and Information Science

Telephone: 202-606-9200; Fax: 202-606-9203

E-Mail: info@nclis.gov; Website: www.nclis.gov

1110 Vermont Avenue, NW, Suite 820 Washington, DC 20005-3552

Presented at the 68th IFLA General Conference, Glasgow, Scotland, August 19, 2002

