

TRUST AND TERROR

New Demands for Crisis Information
Dissemination and Management

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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 must have information.



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


 **Diplomatic Security Service**
U. S. Department of State

WANTED

Usama Bin Laden

Up to \$25 Million Reward

Date of birth:	1957
Place of birth:	Tadul Araba
Height:	5'4" - 5'8" (1.64 - 1.80m)
Weight:	160 lbs (71 kg)
Hair:	Brown
Eyes:	Brown
Complexion:	Olive
Sex:	Male
Nationality:	Saudi Arabian
Characteristics:	Full beard, mustache, walks with cane
Aliases:	(Usama Bin Muhammad) Bin Ladin, Sheikh Osama Bin Ladin, Abu Wazeer, Abu Bakr, Abu Abdullah, Muqaddas, Sheikh, Abu al-Din
Status:	Fugitive



October 21, 2001

Responding to Anthrax Contamination

Sweeping a Room

Biohazard specialists have been sent to several locations across the country to respond to possible anthrax contaminations.

Suiting up
Investigators are fitted with air filter masks and wear Tyvek biohazard suits sealed with duct tape.

Evidence
Evidence that may point to the source of the contamination is bagged, tagged and taken to an investigative laboratory.

Inhabitants
People who were in the room at the time of the contamination may be decontaminated in a shower of detergent or bleach. Their clothes may be tested or destroyed. Exposed individuals are tested and given antibiotics.

Ducts
Scrap filters (shown) are removed and sealed.

In the Hand-off
Suck up floating particles.

Swabbing
Swabs and adhesives can capture microbes resting on a surface. The swabs are tested on site or in a lab.

Containing the Spread
Plastic sheeting is used to contain the spread of contamination.

Crises create information overload:

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



Crisis information must...

- Come from trusted and reliable sources.

U.S. DEPARTMENT OF STATE



- Be usefully organized and independently verified.

Crisis information must...

- Communicate a sense of order control and continuity.



Crisis information must...

- Be available where and when people need it , both during and after the crisis.



Crisis information must...

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



Crisis information must...

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



Libraries respond to crises by:

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



Public Libraries...

- Meet all of these requirements.
- Are known as trusted and reliable 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 planning must include libraries.
- A nationwide phone number 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 public service announcements that direct people to libraries for crisis information—and that publicize the nationwide phone number, when one is established.



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