

# TRUST AND TERROR

New Demands for Crisis Information  
Dissemination and Management

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# TRUST

and

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New Demands for  
Crisis Information

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# 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:	Saudi Arabia
Height:	5'4" - 5'7" (1.64-1.69m)
Weight:	160 lbs (73 kg)
Hair:	Brown
Eyes:	Brown
Complexion:	Olive
Sex:	Male
Nationality:	Saudi Arabian
Characteristics:	Full beard, mustache, walks with cane
Aliases:	Usama Bin Muhammad Bin Laden, Sheikh Usama Bin Laden, Abu Osama, Abu Bakr, Abu Abdullah, Nephel 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.



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

**Containing the spread of**  
Plastic sheeting the spread of

# 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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