## 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 <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 birth: 19 Place of birth: Saudi Arabi teight: 647-4167 (1.94-1.99)





#### October 21, 2001 **Responding to Anthrax Contamination**

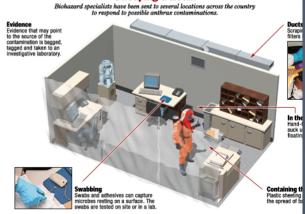
#### Sweeping a Room

Investigators are fitted with air filter masks and wear Tyyek highazard



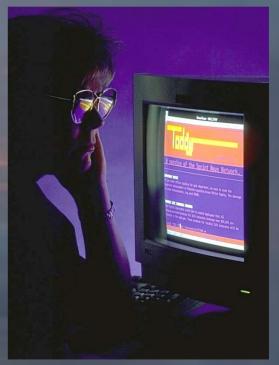
#### People who were in the

decontaminated in a



#### 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 <u>sense of order</u> <u>control</u> and <u>continuity</u>.





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.



















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