



INTRODUCTION

This is a pre-release copy of the NCLIS presentation on its Trust and Terror initiative. The narrative will be recorded and the final presentation will include an audio track that is synchronized with the slides. To see the narrative, print or view the presentation using the “Notes Pages” setting.

Address comments or questions to info@nclis.gov.

May 1, 2002



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




U.S. National Commission on Libraries and Information Science

May, 2002

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:	0'4" - 0'5" (1.24 - 1.52 m)
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 Laden, Shaykh Usama Bin Laden, Abu Ahmad, Abu Abdullah, Mujahid Shaykh, Mujahid Deen
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.

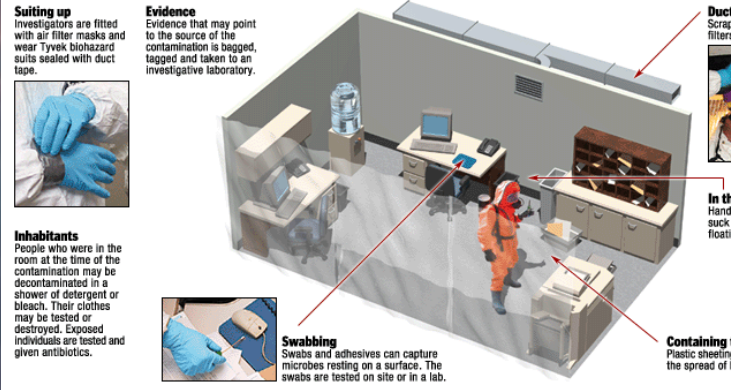
Inhabitants
People who were in the room at the time of the contamination may be decontaminated in a shower of detergent or bleach. Their clothes may be tested or destroyed. Exposed individuals are tested and given antibiotics.

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

Containing the spread
Plastic sheeting the spread of

Ducts
Scrape filters

In the Hand-
suck u
floatin



Crises create information overload:

- Official briefings.
- Around-the-clock news coverage.
- Media presentations and magazine articles.



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.

Searchable Casualties and
Missing Persons Database



Crisis information must...

- Communicate a sense of order control and continuity.



Crisis information must...

- Direct people to resources needed to deal with the aftermath of the crisis.



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.



Crisis information must...

- Foster understanding, a sense of community, and hope.





In light of recent events, the United States must mobilize a comprehensive system for effective crisis information dissemination and management.



A new national crisis information infrastructure could potentially cost billions of dollars and take years to create, but it does not need to...



*The nation's more than
16,000 public libraries already
form an extensive network of
resources that can be
empowered to fill this need.*

This network exists both virtually and physically. Libraries are on the network and in the neighborhood.





An example from recent history:

After September 11th, 2002, libraries in New York, Virginia, and Pennsylvania—and across the nation—mounted heroic efforts to answer important questions:



“How do I find out who is alive and who is dead?”



“Where do I go to get help?”

“What roads are closed?”



“How can I volunteer to help?”

“How do I find out if I’ve been exposed to anthrax?”



“I need to know more about Islam.”



“Are the subways still running?”



“What do I tell my children?”

Libraries responded quickly and effectively by:

- Building organized, accessible databases of information.
- Providing internet access and e-mail for those who needed it.





Libraries responded by:

- Creating collections of resources related to terrorism, understanding Al-Qaida, and talking to children about trauma.



Libraries responded by:

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





*The U.S. network of
public libraries
is already a tremendous
national resource
for crisis information
dissemination and
management.*

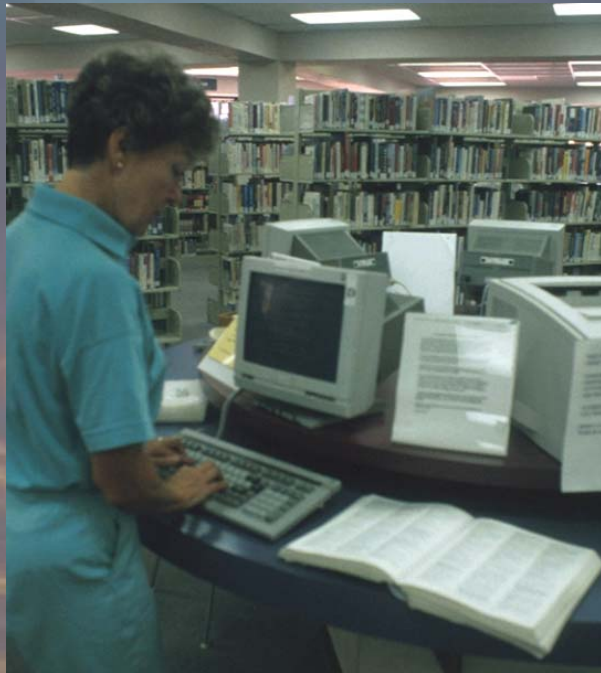
Public Libraries...

- Are known as trusted and reliable places to find information.



Public Libraries...

- Know how to usefully organize and verify information.



Public Libraries...

- Can make information available where and when people need it , both during and after the crisis.



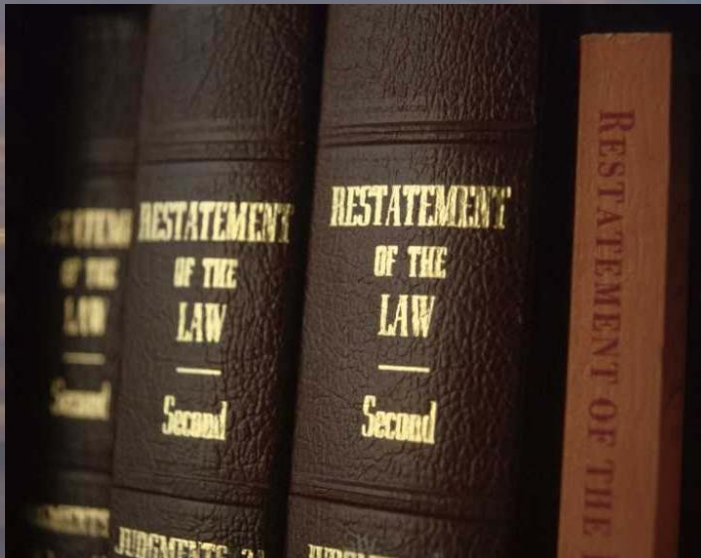
Public Libraries...

- Have global reach and local presence.



Public Libraries...

- Communicate a sense of order and of a government and community in control and continuing to serve the people.



Public Libraries...

- Have resources to help people deal with the aftermath of a crisis.





Public Libraries...

- Can provide context—geographical, historical, political, scientific, social—to crises.



Public Libraries...

- Provide information in multiple formats: in person, through video and audio recordings, from the Internet, and in print.



Public Libraries

- Serve people who have different ethnic backgrounds and speak many different languages.



Public Libraries...

- Foster understanding through dialogue and intellectual exploration.



Public Libraries...


- Nurture a sense of community.



Public Libraries...

- Foster hope.





*Federal, state and local
authorities must recognize
and empower libraries
for crisis information
dissemination and
management.*



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.







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