

Crisis Information Management for Information Professionals

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Abstract: In 2011 the world witnessed many natural and human-made crises on an unprecedented scale: earthquakes in Ercis, Turkey and Christchurch, New Zealand; flooding in Thailand; severe tornadoes in USA; the 9.0 magnitude earthquake in Japan, resultant tsunami and explosions occurring at the Fukushima Daiichi nuclear complex, and political disruption in North Africa and the Middle East. Crises precipitate an increase in communication and present complex information environments. The management of information before, during, and after a disaster as this can have a direct influence on how well the crisis is managed (Putnam, 2002). The workshop examines how individuals and organizations acquire, organize, access, share, coordinate, and disseminate information during crisis situations. It analyzes information needs and information seeking behaviors in crises. It explores the multiple roles that libraries and information centers can play during crises. Participants explore how information and communication technologies can support communities in crises and also how human-centred approaches can support communities in crisis, particularly in contexts where technologies are unavailable or difficult to access. Participants reflect on lessons learned from past crises. The workshop will equip participants with the knowledge and skills to enable them to be key players in crisis preparedness and response.

Target Audience: Information workers, information scientists, librarians.

Workshop Topics:

- Organization, access, sharing, coordination, and dissemination of information during crises
- Information challenges in crises
- Information needs and seeking behaviors during crises
- Using information and communication technologies, including social media, in crises
- Information systems to support crisis information management
- Human-centered approaches to crisis information dissemination
- Multiple roles of libraries during crises
- Lessons learned from past crises