

Dr. Feili Tu-Keefner, feilitu@sc.edu, University of South Carolina | April Hobbs, hobbsa@ccpl.org, Charleston County Public Library
Denise R. Lyons, dlyons@statelibrary.sc.gov and J. Caroline Smith, jcsmith@statelibrary.sc.gov, South Carolina State Library

Background/Purposes

- Three situation-specific case research studies:
- explore the role of public libraries in South Carolina and Texas during emergencies
 - identify librarians' basic required competencies

Framework

Public health experts recommend a framework for effective risk communication preparedness and implementation in dealing with pandemic influenza:

- Process** -use of multiple channels and technology for information distribution and services
- People** -use of community-first approaches for the provision of services
- Partners** -libraries' collaboration with multi-level agencies to facilitate emergency response and recovery

Vaughan, E., & Tinker, T. (2009). Effective health risk communication about pandemic influenza for vulnerable populations. *American Journal of Public Health*, 99(Suppl. 2), S324-S332.

Methodology

2015-2016	2017	2018-2019
<ul style="list-style-type: none"> Public Libraries' Partnerships and Librarians' Operations <ul style="list-style-type: none"> 3 focus-group meetings with public library administrators and librarians Public Libraries' Partnerships with Other Agencies <ul style="list-style-type: none"> An in-depth interview with a Federal Emergency Management Agency (FEMA) agent 	<ul style="list-style-type: none"> Community Members' Information Access <ul style="list-style-type: none"> Disaster information sources the community members used How people shared information with others (e.g., social media, etc.) <ul style="list-style-type: none"> Three sets of survey questionnaires were used. 	<ul style="list-style-type: none"> Public libraries serving as community catalysts to facilitate the building of community capacity and resources for emergency response and recovery <ul style="list-style-type: none"> 5 focus-group meetings with Houston Public Library's administrators and librarians

Results

Successful Public Libraries' Partnerships and Librarians' Operations

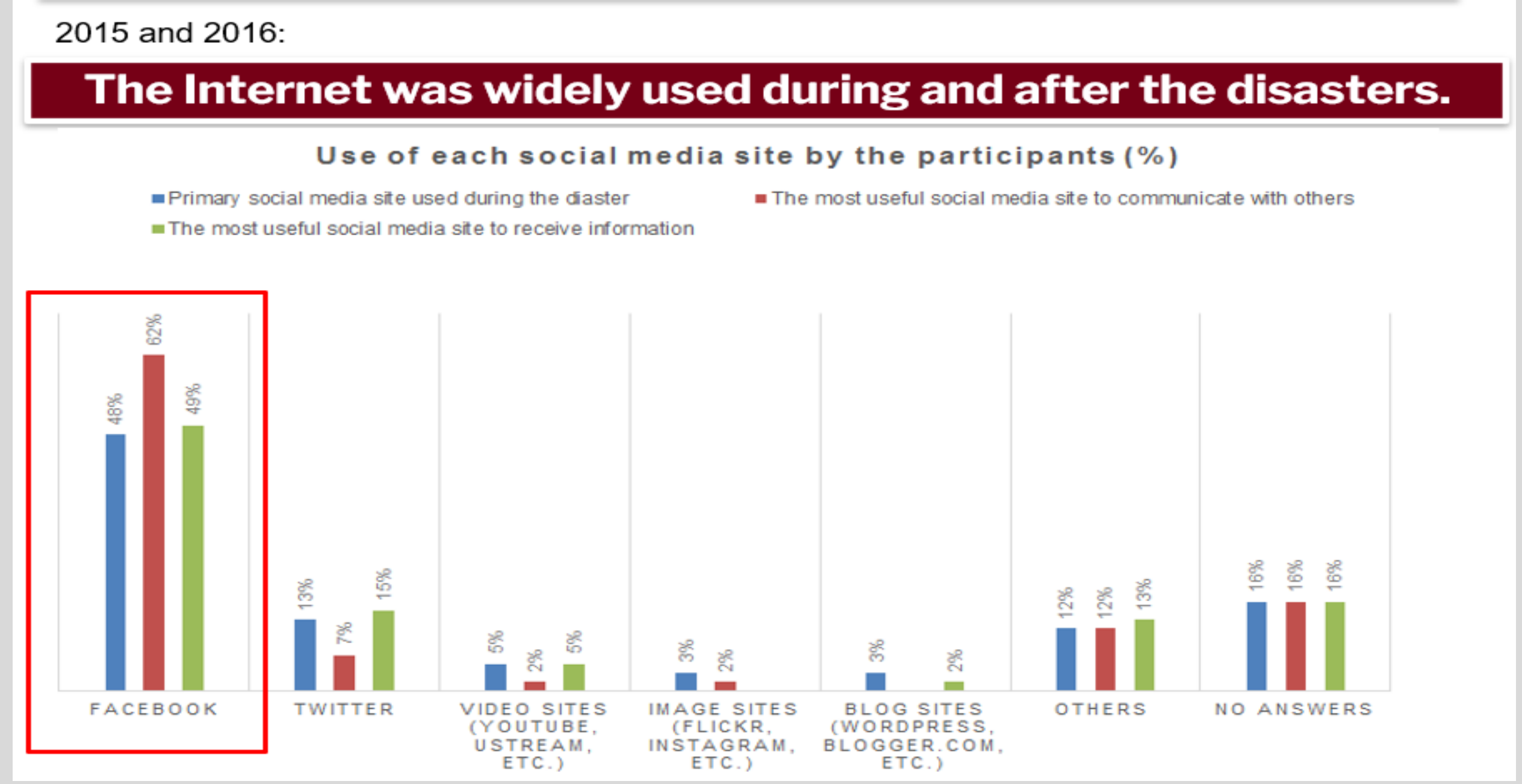
- Richland Library, Columbia, South Carolina**
FEMA established disaster centers in Richland Library Main and its branches.
- Georgetown County Library, Georgetown, South Carolina**
The Library is partnering with the Georgetown County Emergency Operations Center (EOC) and serves in the EOC's public information officer section.
- Charleston County Public Library, Charleston, South Carolina**
The Library served as a satellite administrative office for the local fire department.
- Houston Public Library, Houston, Texas**
The Library system is an integral part of the city's emergency response and recovery team.

Recommendations

Public libraries and librarians:

- select and disseminate trustworthy digital health resources
- provide health information and technology literacy training to the general public
- promote public librarians' use of disaster information resources prepared by the National Library of Medicine and CDC
- deliver collaborative real-time health information services through the use of social media sites, such as Facebook and Twitter
- integrate competencies identified to enhance LIS curriculum and to develop professional CE

Community Members' Uses of Technology and Social Media



Importance of Using the Library's Technology Resources after the Disaster

2016:

Source/Measure	Very important		Important		Somewhat important		Not too important		Not at all important		Don't know		No answer	
Total (N)=145	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Affected by Flooding Disaster in 2015	23	38	10	16	0	0	5	8	11	18	3	5	0	0
Total (N)=61														
Affected by Hurricane Matthew in 2016	31	48	10	16	7	11	3	5	3	5	1	2	6	9
Total (N)=64														
Affected by Disasters in Both 2015 and 2016	9	45	1	5	5	25	2	10	3	15	0	0	0	0
Total (N)=20														
Subtotal	63	43%	21	14%	12	8%	10	7%	17	12%	4	3%	6	4%

Community Members' Preferences in Finding Information About a Disaster

2016:

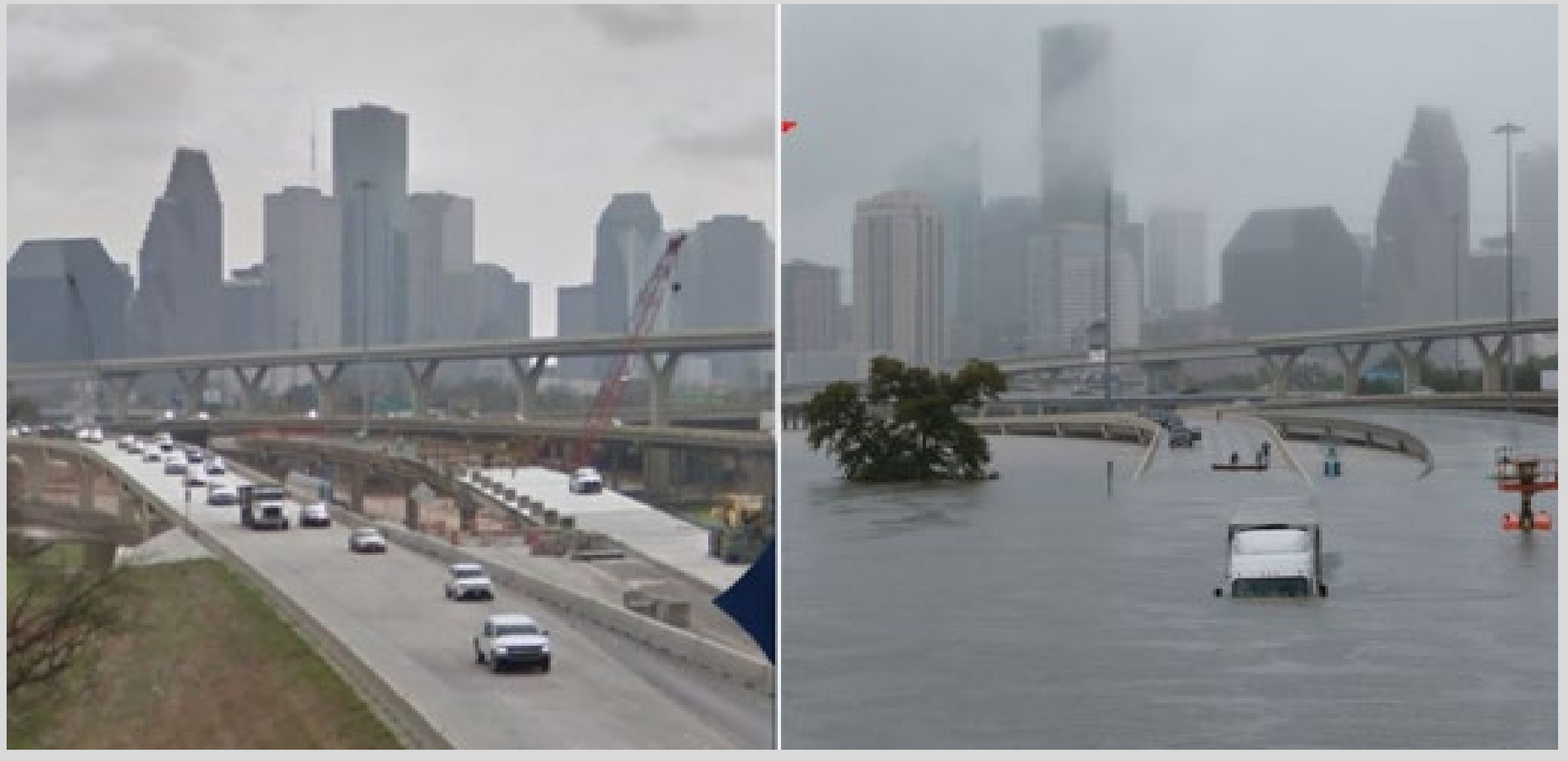
Source/Measure	Use the website of a local public library (from anywhere with an Internet connection)		Visit a public library in person		Don't know		No answer	
Total (N)=145	n	%	n	%	n	%	n	%
Affected by Flooding Disaster in 2015	30	49	7	12	15	25	9	14
Total (N)=61								
Affected by Hurricane Matthew in 2016	29	45	3	5	29	45	3	5
Total (N)=64								
Affected by Disasters in Both 2015 and 2016	10	50	2	10	8	40	0	0
Total (N)=20								
Subtotal	69	48	12	8	52	36	12	8



Columbia, South Carolina: <https://bit.ly/2KiaZDb>



Charleston, South Carolina: https://www.youtube.com/watch?v=JB1Kud_r8wg



Houston, Texas: <https://www.cnbc.com/video/2017/08/29/heres-what-texas-looked-like-before-and-after-hurricane-harvey-hit.html>