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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



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



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

Framework

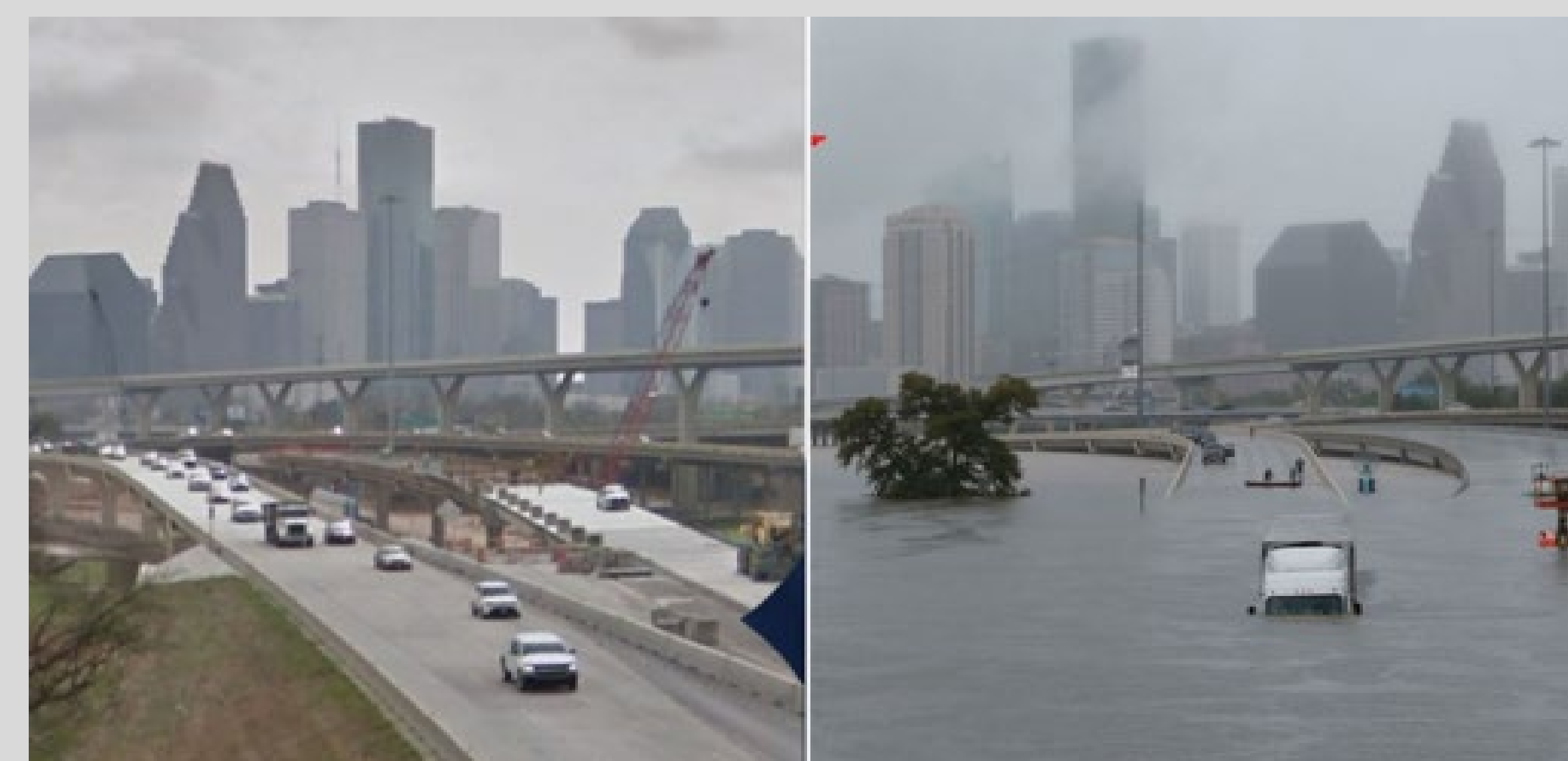
Public health experts recommend a framework for effective risk communication preparedness and implementation in dealing with pandemic influenza:

1. **Process** -use of multiple channels and technology for information distribution and services
2. **People** -use of community-first approaches for the provision of services
3. **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 • 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 ○ 5 focus-group meetings with Houston Public Library's administrators and librarians



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

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

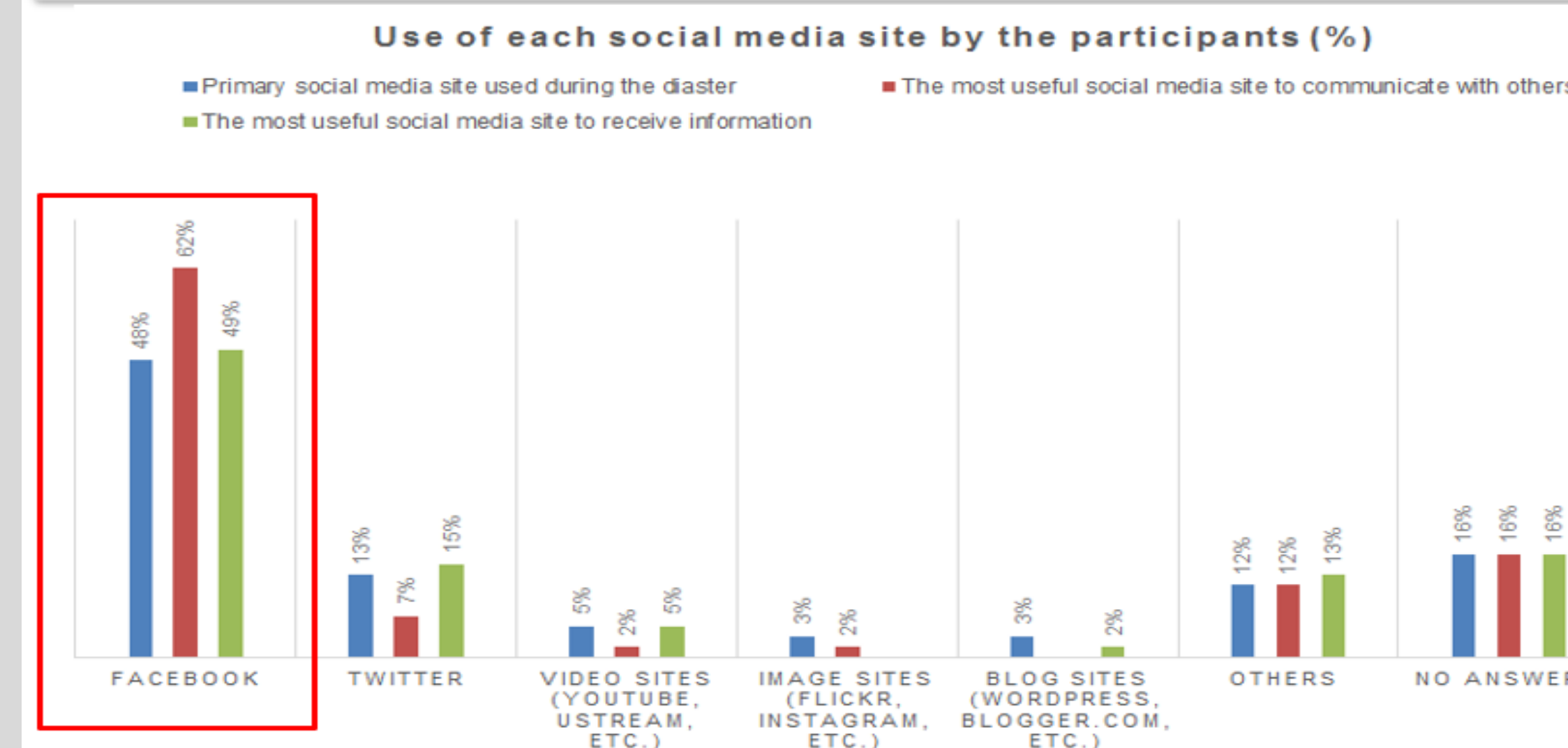
Public libraries and librarians:

- 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

2015 and 2016:

The Internet was widely used during and after the disasters.



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	N/A	No answer
	Total (N)=145	n %	n %	n %	n %	n %	n %	n %	n %
	Affected by Flooding Disaster in 2015	23 16%	38 26%	10 7%	16 11%	0 0%	5 4%	11 8%	18 13%
	Total (N)=61								
	Affected by Hurricane Matthew in 2016	31 51%	48 79%	10 16%	16 26%	7 11%	3 5%	5 8%	1 2%
	Total (N)=64								
	Affected by Disasters in Both 2015 and 2016	9 15%	45 70%	1 2%	5 8%	5 8%	3 5%	15 23%	0 0%
	Total (N)=20								
	Subtotal	63 43%	21 14%	12 8%	10 7%	17 12%	4 3%	6 4%	12 8%

Community Members' Preferences in Finding Information About a Disaster

2016:

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%	49 79%	7 11%	12 18%
	Total (N)=61				
	Affected by Hurricane Matthew in 2016	29 45%	45 72%	3 5%	29 45%
	Total (N)=64				
	Affected by Disasters in Both 2015 and 2016	10 16%	50 78%	2 3%	10 16%
	Total (N)=20				
	Subtotal	69 48%	48 32%	12 8%	36 24%