Thinking on Emergency Information Service of Public Library Based on 4R Crisis Management Theory

Aimin Liu[1, a]

[1] Fuzhou Library, Fuzhou,350007, China;

[a] 2254118384@qq.com

Abstract. The outbreak of COVID-19 in January 2020 has brought great disaster to the world. It also brings some thoughts to Librarians: how to play the role of Libraries in emergencies and carry out emergency information service. Based on the stage characteristics of 4R crisis management theory, EIS should collect, sort out, analyze and save valuable information according to the characteristics of different crisis stages, so as to form a long-term service mechanism of EIS.

Keywords: Public health emergency; emergency information service; 4R crisis management theory.

1. Introduction

Public health emergencies are refer to major infectious diseases, mass unexplained diseases, major food/occupational poisoning or other events that occur suddenly and can seriously affect public health. It is not only the social responsibility but also the obligation of the public library to carry out EIS (EIS) while public security emergencies happened. Due to library literature support services, EIS can play an important role in the decision-making, research and publicity of public emergencies. Therefore, public libraries need respond quickly and carry out EIS immediately.

At present, there are few studies on EIS. Most of the papers are on Library emergency management starts from the response, practice and experience of the library after the outbreak of public health emergencies [1,2]. It cannot fully evaluate and reflect the EIS ability of the library.

Based on the response practices of public libraries during 2020 COVID-19 Emergency, this paper applies the 4R crisis management theory to sort out and analysis many managements and experiments about the EIS during 2020 COVID-19 Emergency [3]. Above analysis can provides some beneficial thoughts for the future EIS.

2. Importance of EIS of Public Library during Public Health Emergencies

Due to the frequent occurrence of various emergencies in recent years, <The Law of the People's Republic of China on Response to Emergency> has issued based on <Law of the People's Republic of China on Protecting Against and Mitigating Earthquake Disasters>, <Law of the PRC on the Prevention and Treatment of Infectious Diseases> and <the Emergency Regulations Regarding Emergency Public Health Incidents>. These laws can make China effectively respond to any emergency in time. This indicates that China's emergency response work has fully entered the track of legalization.

2.1 Protecting the Public's Right to Know about Emergencies Information

With the occurrence and development of emergencies, a lot of information will be generated, such as the time, place, cause, loss, people and things involved. Due to their stress response, the public will have a strong motivation to obtain event related information. In addition to the environment of the digital age, there are many channels for information acquisition. Any individual or organization may be the disseminator of information, resulting in problems such as information explosion and information lag at a certain time, which makes people who were more worried more at a loss.

So that the library need to bring into play the functions of public welfare information service institutions and carry out EIS: collect, screen, organize the relevant information what are related to before/during/after public emergencies; and objectively, accurately and timely disseminate the right information to public. The above action can eliminate the problems of information lag, information distortion, information load and so on and ensure the public's right to know the emergency information at the first time.

2.2 Change of EIS Form and Proportion in Public Library

During the epidemic, all public libraries were temporarily closed. Relying on smart phones or computers has become an important means of network communication. Therefore, network EIS has become the main way of uninterrupted service of Public Libraries in this period.

Rely on strong advantages in literature resources owned by Public libraries. EIS should improve service level via combine the prevention/control needs of public health emergencies, pay more attention to integrated development with other media institutions or media integration. A then public libraries can provide readers with spiritual food at home.

2.3 An Important Guarantee to Resist Rumors, Reduce Panic and Inspire the People

At the beginning of the epidemic, the internet was mixed with a lot of false informations, which made it difficult for people to find trusted information sources and reliable guidance, and above fake information conveyed fear and anxiety to the people. This is the "information epidemic".

Public libraries carry out EIS in real time and must give full play to their strengths in information collection, information organization and information analysis. Through deeply study and carefully judge the accuracy and reliability of information, relevant information can timely and comprehensively release. And public libraries also cooperate with the state to play their role in propaganda job and public opinion guidance, appease readers' emotions, inspire people's confidence and bring positive energy to the society.

3. 4R Crisis Management Theory

The 4R crisis management theory was put forward by American Robert heath in his book crisis management. He divided the organization's crisis management into four stages: reduction stage, readiness stage, response stage and recovery stage[4.5].

1) The reduction stage is the primary emergency stage after the crisis. This stage is the first time for organizations to start crisis assessment and comprehensive emergency deployment.

2) The readiness stage is to deploy and prepare various work according to emergency decision-making, which mainly tests the organization's ability of crisis early warning and prediction.

3) The response stage is the most important decision-making implementation stage. Timely, effective and appropriate treatment can make the whole crisis transition gradually and smoothly, which is roughly reflected in the crisis outbreak period and disposal period.

4) The recovery stage refers to the gradual recovery stage of the departments while the crisis is over. And a summary of the whole emergency management work need carry out, so as to provide experiences and lessons for crisis management in the future.

This theory mainly focuses on reducing the attack and influence of crisis situations via good guidance for organizations trying their best to deal with existing crises and restoring crisis management at four processes. The theory focuses on adopting different strategies and management planning in different stages, which is more scientific and complete.

At present, 4R Theory is widely used in military, foreign affairs, government departments and other fields.

4. Thinking of 4R in Public Libraries to Deal With Epidemic Public Crisis

4.1 Reduction Stage

For any effective crisis management, crisis reduction management always comes first. Its purpose is to reduce the attack and influence of crisis situations through buffering, and the source, scope and impact of crisis must be transformed or reduced.

The public library is not only a center of documents and information resources, but also a public place where people are highly concentrated and relatively closed. It is easy for a variety of harmful factors to spread rapidly between readers and staffs.

After the outbreak of COVID-19 pneumonia in 2020, public libraries showed great importance to epidemic prevention, and closed down the premises. This emergency approach reduces the impact of the public health emergency on the library to a certain extent.

4.2 Preparatory Stage

The preparatory stage mainly includes the implementation of two tasks, (1) early warning and (2) preparation. The EIS at this stage shall be started in time and take the initiative to provide extended services, such as:

(1)cooperating with the superior competent department, relevant government departments or emergency management departments to collect, sort out and extract effective information from existing literature resources, so as to provide support for the preparation of emergency plan and emergency experts list;

(2) rely on the big data environment, use public opinion monitoring software or database to make relevant public opinion tracking and early warning, or irregularly collect and sort out all kinds of news data, including domestic and foreign social dynamics, expert opinions, etc.,

(3) analyze and judge above data, and use some analysis methods to generate data charts to serve early warning and monitoring.

4.3 Reaction Stage

The response stage is the specific implementation stage of the whole crisis management. Public security emergencies involve many groups, including any organizations and individuals affected (positive or negative) during the occurrence and development of emergencies, including government departments, experts, scientific research workers, volunteers, affected people, special groups, affected communities, media general public, etc. The information needs of these organizations and individuals are diverse and different levels. Therefore, EIS for emergencies provided by the library should provide diversified, flexible and targeted information services, especially strengthen professional decision-making services. Rely on their own resource system and profession ability, The biggest purpose of EIS provide by public libraries is quickly resolve the public's tension in the emergency environment during the emergencies.

At the beginning of the epidemic, the internet was mixed with a lot of false information, which made it difficult for people to find trusted information sources and reliable guidance, and conveyed fear and anxiety to the people. This is the "information epidemic". During the initial outbreak of the epidemic in 2020, public libraries began to formulate a variety of EIS strategies, gave the positive guiding role of public opinion, and used various new media platforms to cooperate in the publicity of public opinion prevention, such as the publicity of epidemic prevention, advocacy of scientific anti-epidemic, and calling on citizens not to panic, not to panic, not to believe rumors, not to spread rumors, etc.

Through transmitting official authoritative information timely, interpreting national policies and measures on time, the people can eliminate negative emotions such as fear, anxiety, loneliness and irritability caused by the epidemic through the above types of information.

Moreover, as a knowledge and information hub in the social network, the public libraries should actively form a linkage mechanism with the government, and actively cooperate closely with

emergency management departments, epidemic prevention and control centers and other institutions. Thus public libraries can give full play to the role of professional information service institutions besides national emergency departments.

At this stage, the library should give full play to the auxiliary information function of emergency decision-making, and compile emergency special information sets, such as emergency special information to be reported, emergency special data collection and emergency information extraction. Through sorting out the cases of public security emergencies in history, tracking the domestic/abroad research progress, translating the information provided by overseas newspapers and websites, these emergency management experiences that can be excavated.

4.4 Recovery phase

After the end of the emergency, the demand for emergency information slowly decreases, and the library returns to focusing on routine services. However, for the occurrence and development of the whole emergency, the library should also analyze and summarize the progress of the whole event, archive the event related information (physical or virtual), and build a knowledge database to store history and preserve memory about this emergency.

During this period of COVID-19, Libraries in Fujian Provincial include the Fujian Provincial Library and other libraries collect all kind of documents related to anti-epidemic from the community through online ways or offline ways, so as to retain the "anti epidemic" memory .

In addition, it is also necessary to sort out and summarize the emergency management mechanism of EIS: by collecting and mastering the practical data of EIS, make up vivid cases based on the experiences and lessons obtained from such emergencies. And these cases can shared among employees, and organize special discussions. The above actions is sufficient conducive to improving the EIS ability of librarians.

5. Summary

Therefore, face with emergencies, libraries should give full play to the advantages of information resources and the professionalism of information services, and provide stable EIS during the whole progress of all kinds of emergencies. This is the one main service of public library for the public. During the life cycle of each sudden crisis, a large amount of information is generating, also different information and different information topics are existed on every stage. Everyone has different emphasis on information acquisition.

From the perspective of 4R crisis management, EIS should collect, sort out, analyze and save valuable information according to the characteristics of different stages, so as to form a long-term service mechanism of EIS.

References

[1] Guohua Chen, Xinmei Zhang. Fuzzy-base d methodology for performance assessment of emergency planning and its application[J]. Journal of Loss Preventi on in the Process Industries,2009,22(2):125-123.

[2] L.K. Comfort, W.L. Waugh, B. A. CGgler. Emergency management research and practice in public administration: Emergence, evolution, expansion, and future directions[J]. Public A dministration Review, 2012,72(4):539-547.

[3] Jiuh-Biing Sheu. Dynamic relief-demand management for emergency logistics operations under large-scale disaster[J]. Transportation Research Part E: Logistics and Transportation Review,2010,46(1):1-17.

[4] Ramsay C.G. Protecting Your Business: from Emergency Planning to Crisis Management[J]. Journal of Hazardous Materials,1999,65(1-2):131-149.

[5] Gerald Meyers, John Holusha. When It Hits the Fan: Managing the Nine Crise of Business[R]. Boston: Houghton Mifflin Company,1986.