

***Digital
Collecting for
Events and
Emergencies
Survey
Analysis***

***A LYRISIS
Catalyst Fund
Project***

Submitted: June 17, 2019

Kara McClurken
University of Virginia
Alderman Library
160 McCormick Rd
Charlottesville, VA 22903
office: 434.924.1055
email: kmm6ef@virginia.edu

Kara McClurken, "Take Back the Lawn,"
Digital Collecting, accessed June 14, 2019,
<http://digitalcollecting.lib.virginia.edu/rally/items/show/6>.

Table of Contents

Digital Collecting for Events and Emergencies Survey Analysis	3
Section 1: Frequency and Types of Disasters	4
Section 2: Level of Preparedness	7
Section 3: Collaboration.....	10
Section 4: Successes and Challenges	13
Section 6: Tools and Services for Capture	18
Section 7: Areas of Future Work	20
Section 8: Conclusion:	21
Appendix 1: Survey	23
Appendix 2: Listservs and forums where the survey was posted	37
Appendix 3: Resources cited.....	38

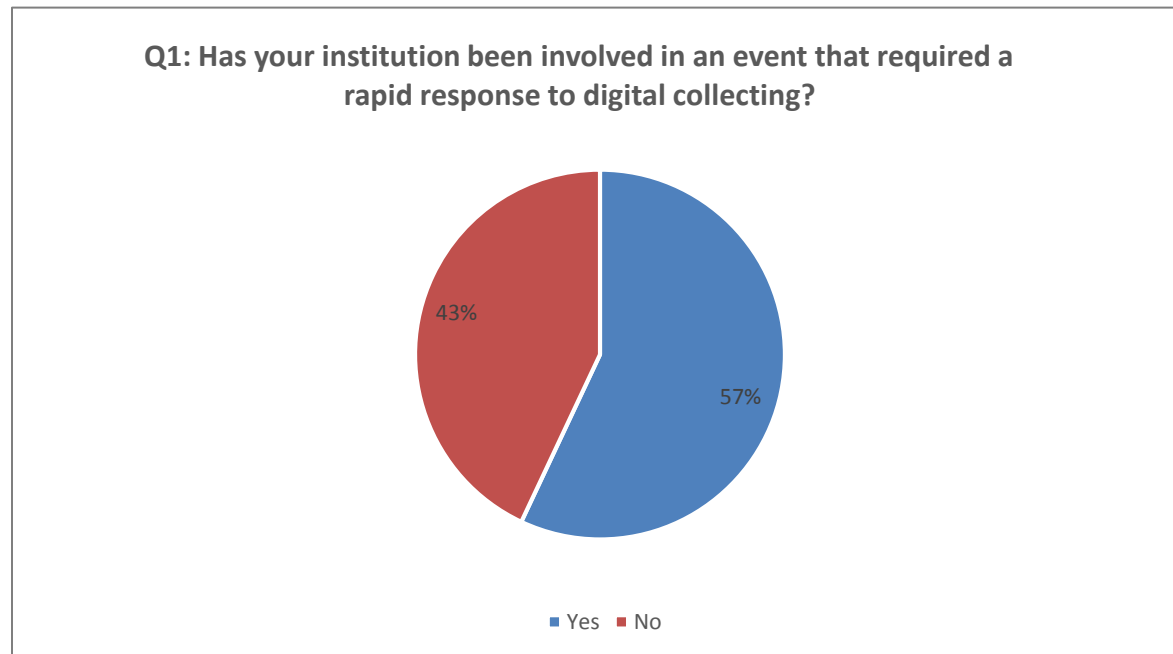
Digital Collecting for Events and Emergencies Survey Analysis

Although the University of Virginia Library began collecting almost immediately when white supremacists and counter-protestors came to Charlottesville, Virginia, for the “Unite the Right” rally the weekend of August 11-12, 2017, we realized that we still had much to learn in order to be better prepared for digital collecting in emergency situations. The UVA Library applied for a LYRASIS Catalyst Fund grant to gather information to assess current community needs and to create templates and documentation that would help organizations collect and provide access to digital content created during times of crisis.

In the late summer and fall of 2018, the University of Virginia Library sent out a survey that focused on practices utilized in digital collecting that required a rapid response to capture information about an event or emergency. This survey of 21 questions (available in the appendix) was sent out to the cultural heritage community in mid-August primarily through listserv and Twitter solicitation to various cultural heritage communities.¹ The survey was open for about six weeks and 78 libraries, archives, museums, individuals, and cultural institutions responded. The exact demographics of each institution type are impossible to know because not everyone provided the optional contact information, but the data we do have suggests that the majority of those responding were from university libraries and archives. Each section begins with a report of the data, includes some analysis, and ends with some lessons learned from the survey.

¹The survey was sent out to listservs for the following cultural organizations and communities with requests for redistribution as appropriate: American Library Association’s (ALA’s) Association for Library Collections and Technical Services, Preservation Administrator’s Discussion Group, and Government Documents listserv; Digital Library Federation; American Institute for Conservation; LYRASIS Member Listserv; and Society of American Archivists (SAA). It was also distributed in newsletter form to the American Association for State and Local History (AASLH), via Slack channels for DH and DocNow, through the Facebook page “Libraries Step Up (in times of crisis),” and through presentations at SAA and AASLH.

Section 1: Frequency and Types of Disasters



The first set of questions we asked had to do with frequency and type of disasters that required emergency digital collecting efforts. We provided the respondents with examples: a weather-related event, a shooting, a political event that made regional or national news. Of the 78 respondents, 57% or 45 respondents reported experiencing such an event. While 49% had not experienced a disaster of this nature in the last five years, 30% or 23 respondents had experienced at least two and 8% or 6 respondents had experienced 4 or more such events in that time.²

² For some of the respondents, the event had taken place more than 5 years ago.

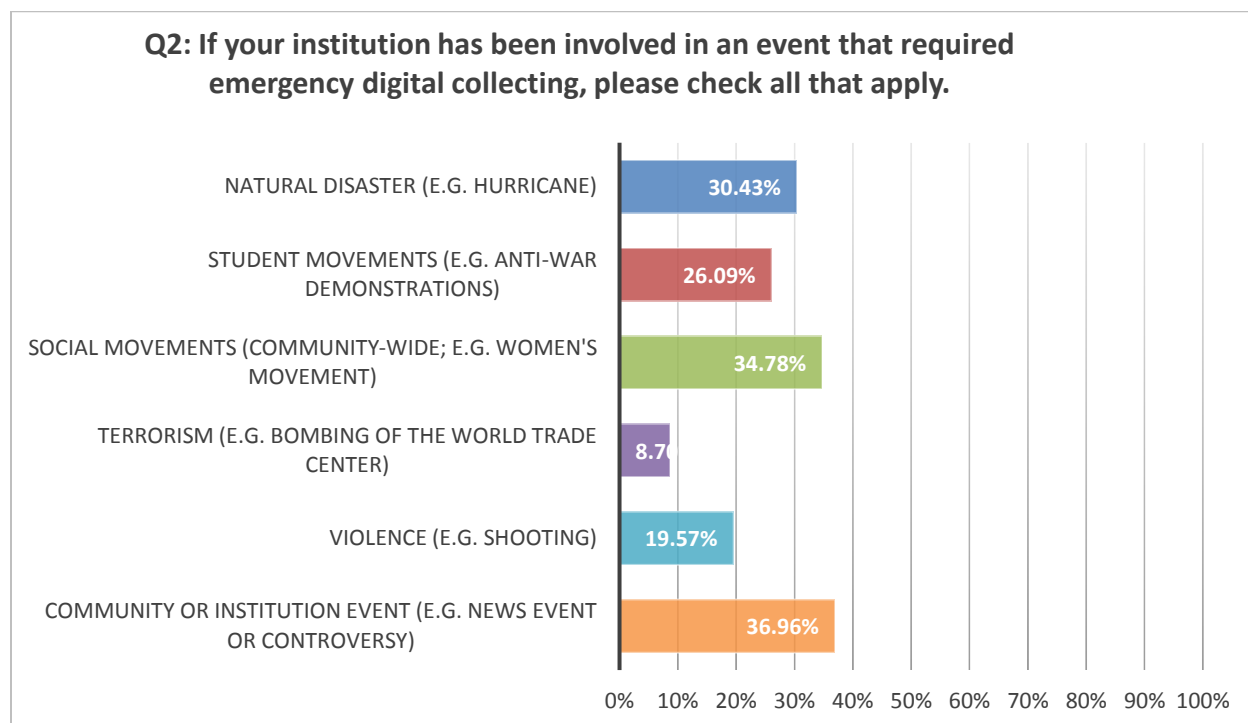


Of the events that were responded to, the most frequently cited types were community or institution events (37%), with social movements following close behind (35%). Topics covered in community events included public health emergencies, such as the 2014 Ebola virus outbreak and the Flint water crisis. Social movements covered the 2008 political unrest in Egypt, the 2017 Women’s March movement and white supremacist activities. More than a quarter of those documenting these events covered natural disasters (30%), such as floods and hurricanes, and student movements (26%).



Word cloud of the most recent disasters or events experienced by respondents.

Violence and terrorism were covered by 20% and 9% of the respondents and included mass shootings, police shootings, and vandalism of religious centers. Some of the events covered multiple types of disasters, such as political protests and social movements related to political upheaval, police shootings, and the “Unite the Right” rally and response of August 11 and 12, 2017, in Charlottesville, Virginia.

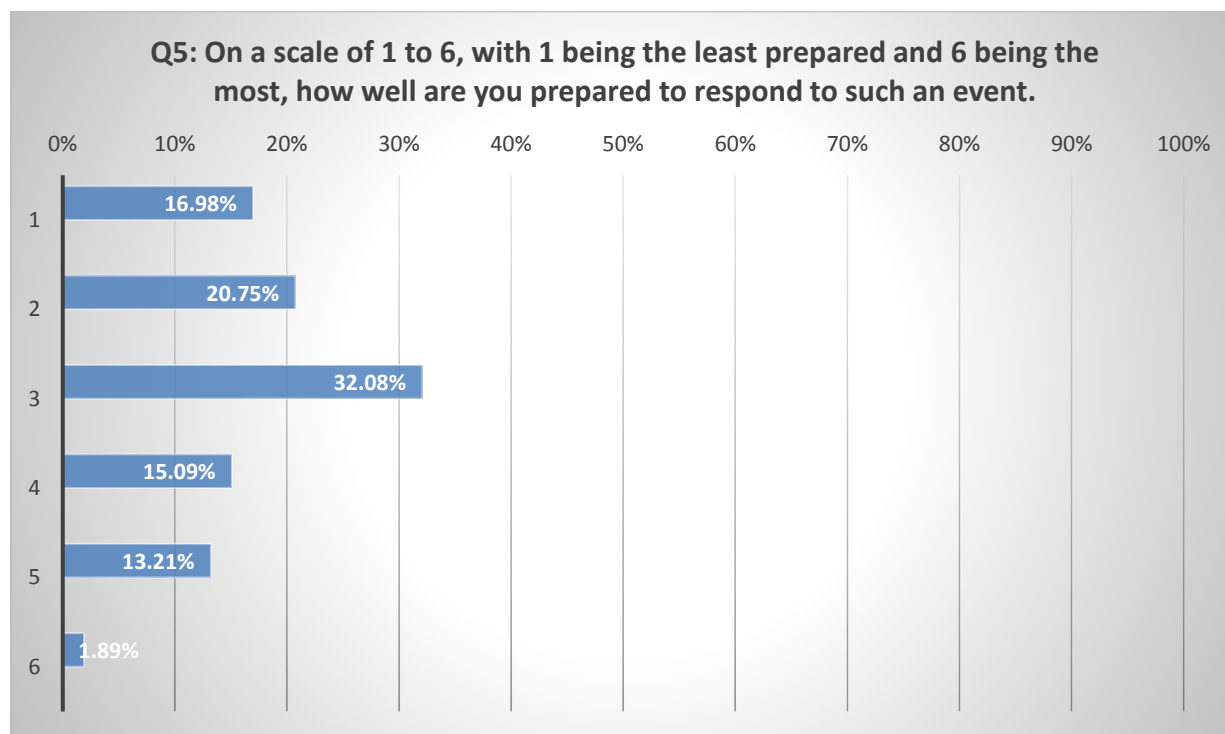


Takeaways:

- *Disasters and other opportunities for rapid collecting are a frequent occurrence. It's not a matter of if but when.*
- *The events surrounding digital collecting in emergencies are often complex—they cannot be easily categorized, and one event may lead to another. This may impact how an institution defines the scope of their collecting activities.*

Section 2: Level of preparedness

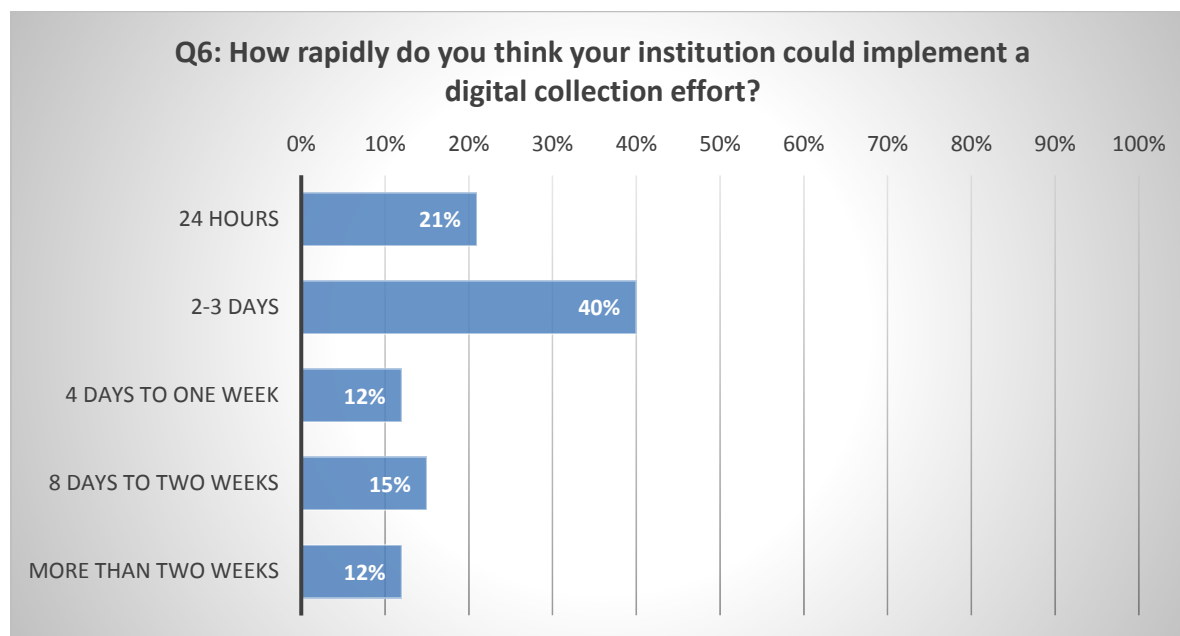
Given the frequency of such events, one would think that folks would be prepared to respond, but one of the most surprising and frightening results of the survey suggests that cultural institutions are not prepared to respond to these events that occur so frequently.



On a scale of 1 to 6, with 1 being the least prepared and 6 being the most prepared, only 1 institution of 53 that answered this question felt fully prepared to handle such an event. 70% of the respondents answered 3 or less on the scale, indicating low or no level of preparedness. Given the fact that more than half had already experienced at least one of these events, this is an astonishing figure and clearly shows that the cultural community has much work to do to prepare themselves for events requiring a rapid response if they do not want to lose significant and important content.³

How prepared you are influences how quickly you can respond to an event. When asked how rapidly an institution could implement digital collecting efforts, the results varied widely. Of those who responded, only 21% felt they could implement digital collecting efforts within 24 hours. 40 percent could at least get some parts of their collecting workflow up and running within a few days. More than a quarter of respondents thought it would take more than a week, with twelve percent of them saying it would be over two weeks.

³ When we use response in this document, we are referring to documenting or collecting content related to the event, and specifically digital collecting, although we understand that it may be difficult to separate the work of digital collecting from the other parts of collecting or responding to a disaster or emergency event.



The question of how rapidly an institution could implement digital collecting efforts is an interesting one. What you know (or you think you know) in the hours after a tragic event occurs may be quite different than what you know a few weeks later. *In an era where social media spreads information so quickly, you may lose significant parts of the early interpretation of events if you are not prepared to capture that information in near to real time.* For example, Twitter only lets you retroactively collect pre-existing tweets for seven days. Posts on 4chan often disappear within days or even hours.⁴ Also, individual participants may delete photos from their phones or lose interest in participating if too much time has passed between the event and the solicitation of collection material. So, having plans in place for a quick response are essential to ensure you capture the ephemeral content you want to capture in the immediate aftermath of (or during) an event.

Takeaways:

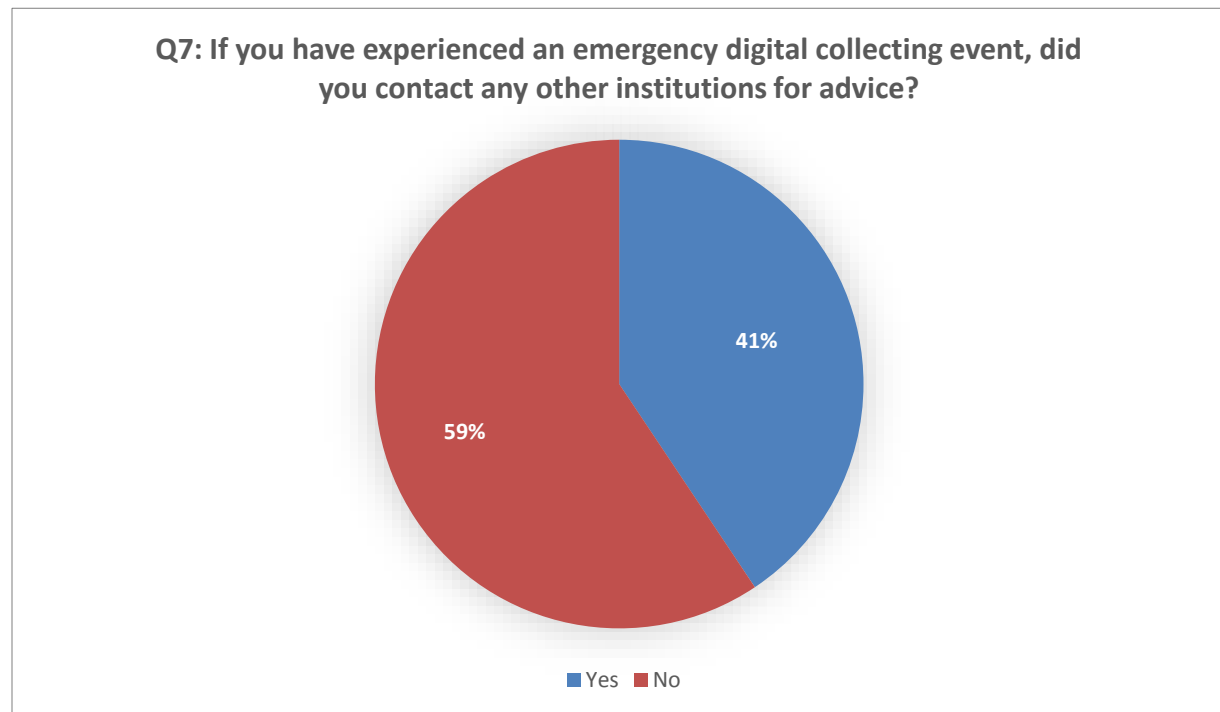
- ***We are not nearly as prepared as we want to be or ought to be. More training and proactive action is needed in order to effectively respond to such rapid collecting events.***

⁴ “Where to get Twitter data for academic research,” <https://gwu-libraries.github.io/sfm-ui/posts/2017-09-14-twitter-data>.

4chan FAQ: “My post disappeared! Where’d it go?” <http://www.4chan.org/faq#pruneddelete>.

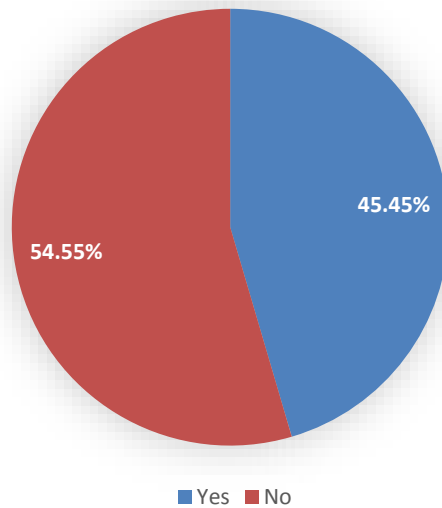
Section 3: Collaboration

Given the lack of preparedness of most institutions to quickly and properly respond on their own to emergency collecting situations, it makes sense that many respondents reach out to colleagues for guidance. About 40 percent of respondents said that they reached out to other institutions for advice.

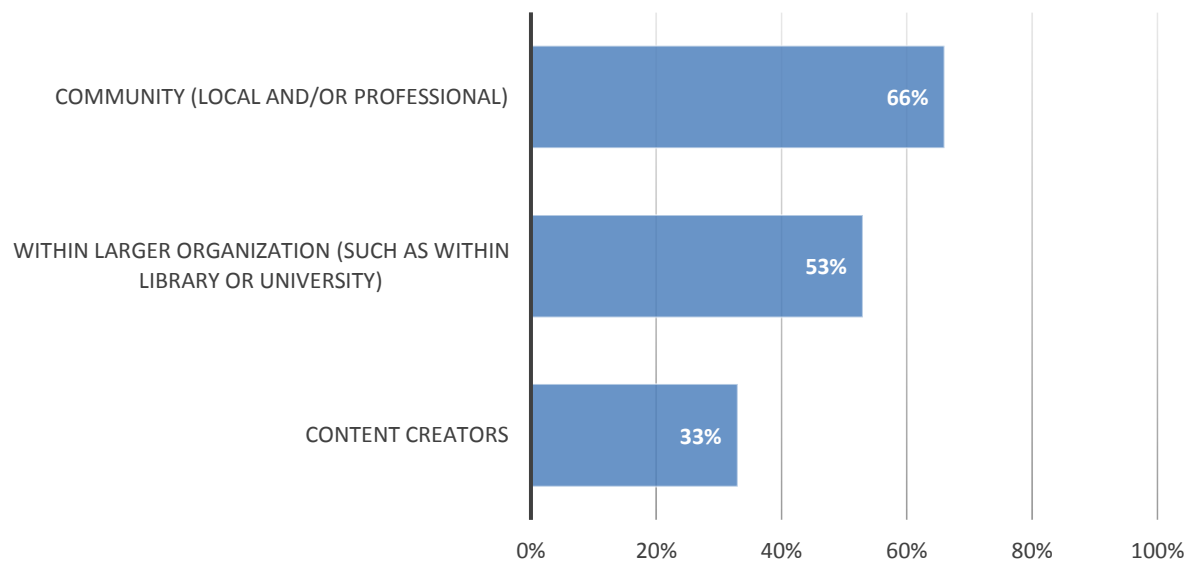


In addition to seeking advice from other institutions, we asked respondents if there were groups outside their institution or organization that collaborated with them in planning to collect or gather materials—a little less than half (45%) said that they actively collaborated with others outside their institution as part of the collecting process.

Q9: Were others outside the institution or organization (e.g. community partners, other schools or cultural organizations) involved in planning or helping gather material?



Q10: What department and positions outside of your institution assisted in the collection of born-digital content related to the event?



Of those that broke down the type of partnerships they had, about two-thirds identified local and/or professional communities as partners. About half indicated that they reached out with their own organization (e.g., across the library or university). One third worked with the creators of the content themselves, or those most involved, and that was a demographic for which several respondents indicated the need for improved relationships with before, during, and after the event.

Responsibilities for initiation and approval of collecting for an event are scattered throughout cultural organizations. Not unexpectedly, archivists or subject experts were listed the most. Sometimes committees or teams initiated the collecting efforts. Titles for those who initiated the collection included:

- University Archivist;
- Archivist;
- Electronic Records Archivist;
- Web Working Group;
- Research Services Team;
- Head of Preservation;
- Associate Dean for Spec Collections;
- Collection Department,
- Subject Experts/Curator;
- Vice-President of Collections and Exhibitions;
- Institutional Director;
- Digital Initiatives Librarian; and a
- Digitization Technician.

Of those approving the collecting effort, the majority (59%) were administrators. About 20% of the comments declared approval was not needed from anyone, *but anecdotal evidence taken from conversations UVA had with other groups suggest that authorization to collect is often the most significant impediment to collecting.*⁵ Those most involved with collecting efforts varied by institution as well, but usually included those with special collections responsibilities, and/or expertise or responsibilities for technology or digital content. Titles and areas listed in this section often included those working with digital content:

- Digital Preservation Librarian,
- Digital Scholarship Librarian/Director,
- Digital Media Coordinator,
- Digital Collections Librarian,
- Digital Archivist,
- Digital Initiatives Librarian,
- Online Learning Librarian,
- Web Archiving Team;
- Technologist, and
- Data Curation Librarian.

Other collaborators included:

⁵ It may be that those who failed to receive authorization would not have gotten to this question because it was for folks who had actively been involved in digital collecting efforts.

- Library Counsel;
- Chief Operating Officer;
- Library UX;
- Communications;
- Access Librarian;
- Education Department;
- Research Group;
- Subject Specialists and Curators;
- Exhibitions and Collections;
- Special Collections;
- Archivists;
- Processing Archivist;
- University Archivist;
- Electronic Records Archivist;
- Digital Humanities Center;
- Student groups; and
- Everyone who experienced the event.

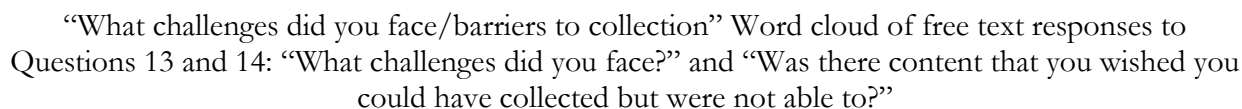
One respondent noted that not coordinating efforts with others was a mistake “if for no other reason than to give space for these colleagues to express their positions on the documentation effort.”

Takeaways:

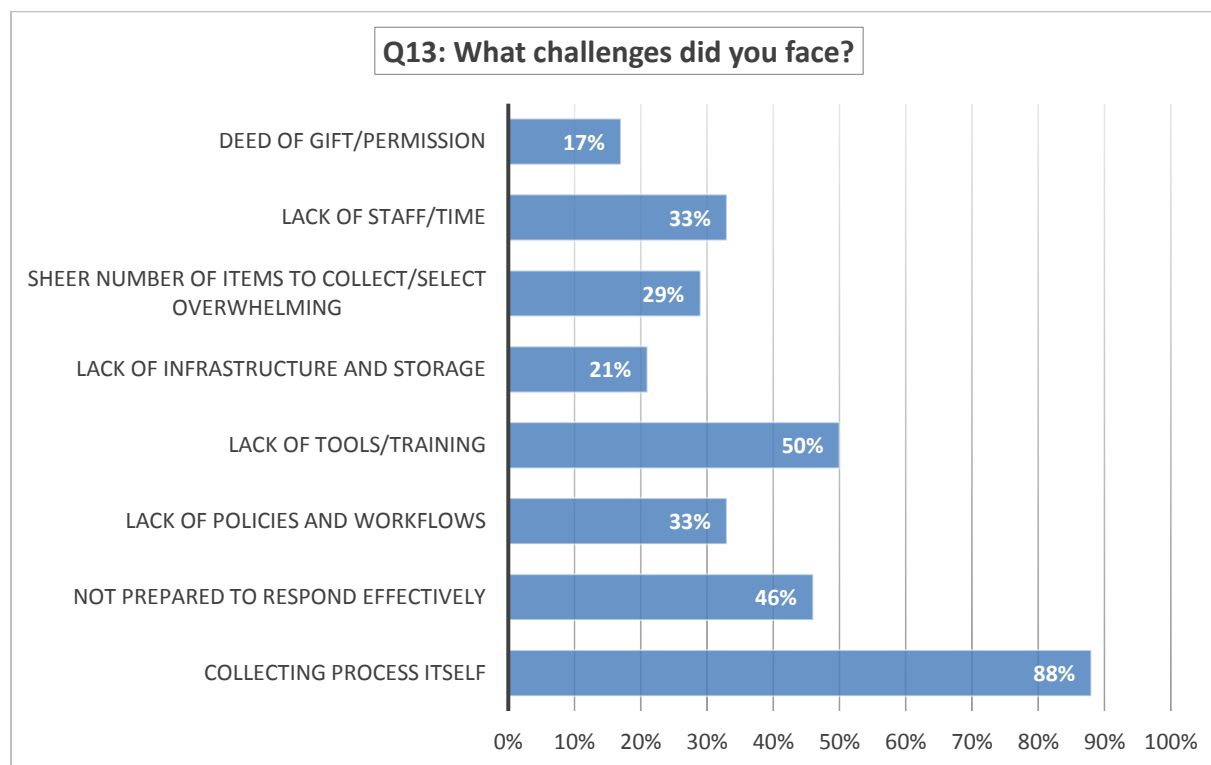
- ***Reaching out to colleagues and community members can be an excellent way to get advice and support as well as build bridges and engage students and stakeholders.***
- ***Building relationships with content creators should be prioritized before, during, and after events.***

Section 4: Successes and challenges

When asked to describe what went well, the information can be broken down into two major categories: the collection process itself (including tools and workflows) and relationship building. As is true with emergency management in general, institutions that had focused on relationship building and planning ahead of time fared better than those who did not have workflows, infrastructure, tools, or relationships in place before the collecting event. In order to capture websites and social media, videos, photographs and first-hand accounts, having a plan in place with a workflow to follow was beneficial; having tools set up and experience using them made response easier. One respondent noted that “planning and food go a long way to making an event successful.” So did having a strong infrastructure in place for digital preservation.

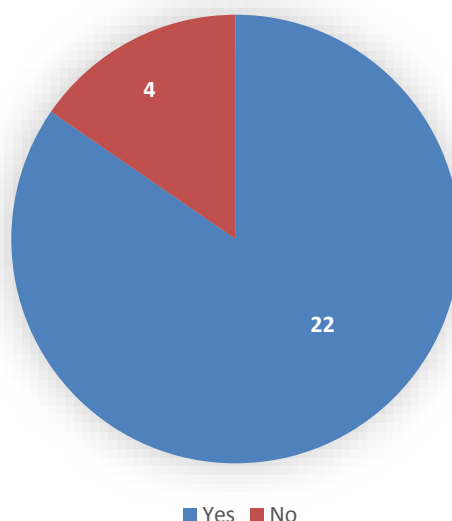


Analysis of the Digital Collecting for Emergencies and Events Survey: A LYRASIS Catalyst Fund Project



When asked if they were able to capture everything they wanted, *only 20% of respondents indicated that they captured all the content they wanted*. Formats and types of content that they failed to capture included videos, live streams, oral histories, first-hand accounts, and news media. Some of the barriers to capture were technical: issues with capturing items at the quality they desired, proprietary formats or video players, file size, or file type limitations. A few mentioned legal obstacles—such as concerns over copyright or failure to abide by records management policies or the difficulty of gaining permission to capture, accession, or make content available. 40% of respondents identified volume and the ephemeral nature of the content as impediments to capture.

Q14: Was there content that you wished you could have collected but were not able to?



Other barriers were more people-focused: One-fifth of respondents mentioned external networking/relationships, or lack thereof, as an impediment to successful collection and capture. One remarked that the “experience reinforced for us the value of building trusting relationships between the archive and its community.” Internally, one-third of the respondents mentioned lack of time or staff to focus on the work, in addition to the training related to tool utilization mentioned earlier in this section. Other challenges were more personal in nature. One respondent remarked that it was “difficult to turn around and ‘collect’ when traumatized or otherwise emotionally affected.”

Whether respondents felt good or frustrated about their collecting efforts, their experiences reinforced the importance of planning and preparation for both the technical and people-focused components of documenting events and emergencies.

Takeaways:

- ***Planning before a digital collecting emergency results in a more successful result. Pre-established infrastructure, tools, and workflows will make the collecting event go more smoothly.***
- ***There is a human component to successful emergency collecting. Relationship building, networking, and building trust before, during, and after events are important elements of a successful emergency collecting plan.***

[illegible]

Word cloud documenting responses to question 11: What tools or services did you use?

Respondents utilized a wide variety of tools and services to collect content and no solution met everyone's needs. The most frequent responses (81%) had to do with web archiving tools. [Archive-It/Wayback Machine](#) was the most frequently cited specific service, used by 36% of those responding. Other respondents mentioned [WebRecorder](#), [Heritrix Web Crawler](#), George Washington University Libraries' [Social Feed Manager](#), the [Data Refuge website](#), and other in-house services. 43% of respondents mentioned social media tools in general, and a third of those specifically mentioned Twitter-related capture tools. Others mentioned Facebook, Adobe Acrobat, and Instagram, as well as various custom social media harvesting platforms and scraping tools. Content was collected via a variety of transmission methods: email, Dropbox, Google drive, online file sharing sites, keepvid.com, and in-person delivery.

When asked what tools or services they would be interested in using if they had had the time, training, skills, and funding to implement, more than half the respondents to the question mentioned general or specific web archiving tools (WebRecorder, Archive-It). Money for subscriptions to tools like Archive-It was mentioned a few times (though at least one institution acknowledged the Internet Archive had given them access for one month free.) Others mentioned social harvesting tools. And as before, the human side of the process was mentioned, either in lack of staffing, training or collaborations: “We really needed partnerships from different organization that were too hard to access.” Another mentioned COBWEB, a grant funded research project to

When asked what tools, services, policies, or procedures they wish existed, the answers were divided between technical solutions (58% of respondents) and workflow or policy-based needs (48% of respondents). The primary request for tools had to do with capture, but security and a database to better track workflows were also mentioned.⁷ Some were looking for an all-in-one tool for community-based collecting efforts, where donors could sign donor agreements, submit relevant metadata and upload content to institutions' servers.

From a policy perspective, *there was a desire for digital collecting policies (particularly in times of emergency or crisis), as well as step-by-step guides or handbooks that could help institutions carry out this work from start to finish.* There was also a call for specific help for smaller institutions with fewer resources.

Takeaways:

- ***No single tool or workflow stood out as a solution that would meet all institutions' needs.***

Section 7: Areas of Future Work

One survey cannot ask all the questions related to digital collecting, nor can it provide all the solutions to more effective digital collecting campaigns. There are a number of questions that could be examined in future projects:

- How can the field provide best practice documentation and training for technical workflows that are continually changing?
- What would a “handbook of response” look like that is both general and specific enough to be scalable to the resources of any-sized institution? How would such an effort be sustained?
- Oral histories or first-person accounts were mentioned several times in responses to the survey. Guidance on creating oral histories certainly exist in a number of places—how does the field best connect collecting institutions to these resources and/or adapt to emergency situations?
- 50% of respondents indicated that their collections were currently open for research, but when asked about use, 42% of respondents did not know if the collection had been used. 33% had anecdotal evidence of use and only 6% of respondents could give specific data statistics. 17% of respondents said that the collections had gotten no use. How does this data compare to usage statistics for other digital collections and what might be done to improve current usage?

⁷Some respondents acknowledged that tools they had wished for during their emergency collecting incident were now available. For example, “[T]warc is much easier to use than SFM [Social Feed Manager] but wasn’t available at the time.”

- Finally, the issues of scale and sustainability was mentioned several times—what can be done to specifically address these issues?

Section 8: Conclusion:

“Events are unpredictable but resources to respond need to be sustainable.”

Two themes emerged among survey responses: institutions are not as well prepared to respond to emergency collecting events as they would like to be, and in order for emergency collecting events to be effective, institutions need to be able to dedicate short- and long-term resources to the event and collections (time, money, technology, and administrative support). As is true with other disasters and emergencies, those who take the time to actively prepare are better positioned to respond effectively when those emergencies inevitably occur.

While some of the data revealed in this survey can appear bleak, there is also reason to be optimistic. Institutions have learned from past emergency events and there is much that institutions can do, both within their organization and with others, to better prepare. Institutions are ready to learn more—more than 90% of those who responded to the survey indicated that they were interested in participating in discussions or professional development related digital collecting for events and emergencies. The cultural community as a whole has taken notice. As more institutions face similar types of emergencies, there is a growing awareness of the need to be proactive. As one small public library noted, it is “important for public libraries to have a plan for how to react to events and emergencies BEFORE the event or emergency takes place, and there isn’t a great deal of easily accessible resources for public libraries facing tragedies.” That idea, that there are not many accessible resources, is changing.

There are many efforts underway right now to try and increase awareness, better document tools, and look for collaborative answers. There are many institutions and organizations who have gone through the process and have talked about their responses in formal and informal ways.⁸ And organizations are working on tools to help the effort. For example, [Documenting the Now](https://www.docnow.io/docs/docnow-whitepaper-2018.pdf) is a great resource to discover open source tools and best practices for collecting Twitter-related data.

⁸ Bergis Jules, Ed Summers, and Dr. Vernon Mitchell, Jr., “Ethical Considerations for Archiving Social Media Content Generated by Contemporary Social Movements: Challenges, Opportunities, and Recommendations,” *Documenting the Now White Paper*, April 2018, <https://www.docnow.io/docs/docnow-whitepaper-2018.pdf>.

Ashley R. Maynor, “Response to the Unthinkable: Collecting and Archiving Condolence and Temporary Memorial Materials following Public Tragedies,” *Handbook of Research on Disaster Management and Contingency Planning in Modern Libraries*, https://trace.tennessee.edu/utk_libpub/15/.

Patricia J. Rettig, “Documenting Disasters: A Focus on Floods,” *Journal of Western Archives*, Volume 10: Issue 2, Article 2, <https://digitalcommons.usu.edu/westernarchives/vol10/iss2/2>.

And they link to several affiliated projects, including [WebRecorder](#) (to capture dynamic content in websites), [Social Feed Manager](#) (that “harvests a variety of social media data and web resources from Twitter, Tumblr, Flickr, and Sina Weibo”), [OpenArchive](#) (a mobile application that helps store and share mobile media while protecting one’s identity), and [Mukurto](#) (“an open source platform built with indigenous communities to help manage and share digital cultural heritage”). As part of the LYRASIS Catalyst Fund grant that supported this survey, the University of Virginia has created a digital collecting toolkit.⁹ And the Society of American Archivists’ [Tragedy Response Initiative Task Force](#) is developing a variety of tools and templates for institutions to adapt and utilize in a digital collecting emergency. They are also working with other cultural organizations, including the [National Heritage Responders](#), to explore ways of creating a national network to support institutions working to collect in times of crisis.

It is clear that each of us has more work to do and the work will be ongoing. As technology changes and those changes alter the way people share and document events, there will always be a need to design new technical solutions, but there are non-technical actions that can be taken to improve response during collecting emergencies: Think of preparation for responding to these events much like you would for physical collections and emergencies:

- Make an emergency digital collecting plan.
- Develop digital collecting policies and procedures so that your institution can easily determine what to document, when, and why.
- Create a team with experts from within and outside your institution.
- Identify tools needed to capture identified formats and advocate for funding if needed to acquire and maintain them.
- Network with community stakeholders before, during, and after events to gain trust, build collaborative relationships, and be aware of activities that might benefit from a quick collecting response.
- Study how others have responded to emergencies in their communities.
- Run training scenarios so that you can assess your level of preparedness and discuss ways to improve upon it before your next crisis hits. For one example, see Kara McClurken and Tom Clareson, “Emergency Collecting Tabletop Exercise,” 27 June 2018 <https://doi.org/10.18130/V3-VZ81-5947>. Or pick a current event to run through the workflow.
- Look for gaps and refine as needed.

It is clear that these digital collecting events will continue to hit our cultural communities. The good news is that with a little preparation, they need not catch us unawares.

⁹ University of Virginia Library, “Welcome to the Digital Collecting Toolkit!” <http://digitalcollecting.lib.virginia.edu/toolkit/>.

Appendix 1: Survey

Digital Collecting for Events and Emergencies Survey

Welcome to the Digital Collecting for Events and Emergencies survey, which focuses on practices utilized in digital collecting required in responding rapidly to capture information about an event or emergency.

When white supremacists came to the University and the surrounding community on August 11-12, 2017, the UVA Library realized that while we had gotten better prepared for digital collecting in an emergency, we still had much to learn to respond quickly and effectively. We hope that you will share your experiences, challenges, and opportunities to improve preparedness for digital collecting for institutions and community organizations of all sizes and resources.

Your participation in this twenty-two question survey should take 20-30 minutes. We hope that you will help us make this study as meaningful and accurate as possible. This survey can be completed confidentially. However, the final question asks for optional contact information. You may choose to complete this question or not. You may enter and exit the survey at any time. There is an icon in the upper right-hand corner of the screen to "exit." To exit/re-enter, you will need to enable cookies on your browser, as this is the way SurveyMonkey tracks the respondent. Additionally, you will need to use the same browser and the same workstation/laptop to complete the survey.

To submit your answers, you must click on the "Done" button at the end of the survey.

Please respond by the end of the day on **Friday, September 29th**. Thank you in advance for your participation in this study.

Digital Collecting for Events and Emergencies Survey

1. Has your institution been involved in an event that required a rapid response to digital collecting?

Examples might include a weather related event, a shooting, or political event that made regional or national news and involved your institution either because of location or because you are the repository for local history.

☐ Yes

☐ No

2. If Yes, please check all that apply and describe the most recent event in the text box at the bottom.

- ☐ Natural disaster (e.g. hurricane)
- ☐ Student movements (e.g. anti-war demonstrations)
- ☐ Social movements (community-wide; e.g. women's movement)
- ☐ Terrorism (e.g. bombing of the World Trade Center)
- ☐ Violence (e.g. shooting)
- ☐ Community or institution event (e.g. news event or controversy)
- ☐ Other: Please describe the most recent event below:

3. How many events have you experienced in the last 5 years?

☐ 0

☐ 1

☐ 2-3

☐ 4+

4. Whether or not you have experienced such an event, what digital collecting plans or policies do you have in place?

5. On a scale of 1 to 6, with 1 being the least prepared and 6 being the most, how well are you prepared to respond to such an event?

Least

Most

6. How rapidly do you think your institution could implement a digital collection effort? (If different components could be implemented in different time frames, select the effort that would take the longest, and then describe the variances in the text box below.)

- ☐ 24 hours
- ☐ 2-3 days
- ☐ 4 days to one week
- ☐ 8 days to two weeks
- ☐ More than two weeks
- ☐ If you have not experienced an event, please skip to question 20.
- ☐ Explanations:

7. If you have experienced an emergency digital collecting event, did you contact any other institutions for advice?

☐ Yes

☐ No

8. With your most recent digital collecting event....What position in your organization initiated the collection? Who had to approve it? What departments or positions within your institution or organization were involved?

9. Were others outside the institution or organization (e.g. community partners, other schools or cultural organizations) involved in planning or helping gather material?

☐ Yes (If yes, proceed to question 10)

☐ No (If no, skip to question 11)

10. What departments and positions outside of your institution or organization assisted in the collecting of born-digital content (photos, videos, tweets, articles, etc.) related to the event? Partners could include other departments within your parent organization; library, archives, and museum professionals from other organizations; and other partners from your community.

11. What tools or services did you use to gather the informational content (born digital materials including photos, videos, tweets, articles) for your collection documenting the event?

12. What went well?

13. What challenges did you face?

14. Was there content that you wished you could have collected but were not able to?

☐ Yes

☐ No

☐ If yes, please provide a description of why you were not able to collect the materials – what were the barriers?

15. What tools or services were you interested in using, but lacked time, training, skills, or funding to use?

16. What tools, services, policies, or procedures do you wish you could have used but could not find an example of or that has not yet been invented?

17. Is the material you collected available to the public for research?

- ☐ Yes
- ☐ No
- ☐ If is not open for research, why not? (e.g. lack of resources to prepare the collection, gift agreement restrictions, technological obstacles)

18. If it is open for research, please describe the frequency/amount and types of use of the collecting materials?

19. What other lessons have you learned from the experience?

20. Are you interested in participating in discussions or continuing education/professional development on this topic?

☐ Yes

☐ No

21. Any other comments?

22. (Optional) Please provide your contact information so we can reach you with more information about our project.

Name

Organization

Email Address

Phone Number

Thank you for completing the survey. This survey is part of a UVA Library grant-funded project by the LYRASIS Catalyst Fund, which is designed to foster innovation among libraries, archives, and museums. If you have any questions about the survey, please contact Kara McClurken at kmm6ef@virginia.edu.

Appendix 2: Bibliography

Listservs and forums where the survey was posted. This list may not be comprehensive as we asked people to forward on as they deemed appropriate.

American Library Association

Association for Library Collections and Technical Services:

- ALCTS-Central: alctscentral-request@lists.ala.org
- PADG (Preservation Administrators' Discussion Group): padg-request@lists.ala.org

Government Documents: GOVDOC-L: GOVDOC-L@lists.psu.edu

Digital Library Federation: DLF-ANNOUNCE@LISTS.CLIR.ORG

American Institute for Conservation: consdistlist@cool.conservation-us.org

LYRASIS Member Listserv: archivpres@lyralists.lyrasis.org

Society of American Archivists community forums and listservs:
<https://connect.archivists.org/home>

- Announcements
- Archivists and Archives of Color section
- Audio and Moving Image section
- Collection Management section
- College and University section
- Diverse Sexuality and Gender section
- Electronic Records section
- Human Rights section
- International Affairs section
- Lone Arrangers section
- Manuscript section
- Metadata and Digital Objects section
- Preservation section
- Privacy and Confidentiality
- Public Library section
- Research Libraries section
- Security section
- Web Archiving section
- Women's Collections section

Libraries step up (in times of crisis) Facebook group: <https://www.facebook.com/groups/libcrisis/>.

Analysis of the Digital Collections for Emergencies and Events Survey: A LYRASIS Catalyst Fund Project

Appendix 3: Resources Cited

4chan. “My post disappeared! Where’d it go?” Frequently Asked Questions. <http://www.4chan.org/faq#prunedelete>.

Abrams, Steven. “COBWEB: Collaborative Collection Development for Web Archives.” <https://www.cdlib.org/cdlinfo/2016/10/19/coweb-collaborative-collection-development-for-web-archives/>.

Bergis Jules, Ed Summers, and Dr. Vernon Mitchell, Jr. “Ethical Considerations for Archiving Social Media Content Generated by Contemporary Social Movements: Challenges, Opportunities, and Recommendations.” Documenting the Now White Paper,” April 2018. <https://www.docnow.io/docs/docnow-whitepaper-2018.pdf>.

Littman, Justin. “Where to get Twitter data for academic research.” <https://gwu-libraries.github.io/sfm-ui/posts/2017-09-14-twitter-data>.

Maynor, Ashley R.. “Response to the Unthinkable: Collecting and Archiving Condolence and Temporary Memorial Materials following Public Tragedies.” In *Handbook of Research on Disaster Management and Contingency Planning in Modern Libraries*. https://trace.tennessee.edu/utk_libpub/15/.

Rettig, Patricia J. “Documenting Disasters: A Focus on Floods.” *Journal of Western Archives*. Volume 10: Issue 2, Article 2. <https://digitalcommons.usu.edu/westernarchives/vol10/iss2/2>.

List of tools and projects mentioned in white paper:

Data Refuge. <https://gwu-libraries.github.io/sfm-ui/>

Dropbox. <https://www.dropbox.com/> .

Documenting the Now. Twarc. <https://github.com/DocNow/twarc> .

George Mason University Libraries. Social Feed Manager. <https://gwu-libraries.github.io/sfm-ui/> .

Google Drive. <https://www.google.com/drive/> .

Internet Archive. Archive-It: Web Archiving Services for Libraries and Archives. <https://archive-it.org/>.

----- Heritrix Web Crawler. <https://github.com/internetarchive/heritrix3/wiki> .

----- Wayback Machine. <https://archive-it.org/web/> .

University of Virginia Library. Digital Collecting Toolkit. <http://digitalcollecting.lib.virginia.edu/toolkit/> .