Carla S. Valetich. The Response of Socially Aware Librarians to National Crisis: A Case Study of Selected Electronic Mail from the Social Responsibilities Round Table, September 2001 – July 2002. A Master's paper for the M.S. in L.S. degree. August, 2002. 77 pages. Advisor: David W. Carr.

At the time of the attacks on September 11, 2001, little known information was available to the public. It was an event that was without precedent and led to a scrambling for clear and known information from trusted figures and institutions. It is the intention of this paper to examine the impact that September 11 had on the professional discussions of librarians. The paper asks, "Have the post-September 11 exigencies brought the practice of librarianship into tension with the personal convictions of librarians?" Working on the investigator's assumption that socially aware librarians would be more vocal and reflective on the issues raised during a national crisis, this paper presents a case study of post September 11 comments posted to the Social Responsibilities Round Table Action Council - Listserv (SRRTAC-L). This paper offers a glimpse of how librarians respond to national crisis and the tensions that they face in their profession.

Headings:

World Trade Center terrorist attack, 2001.

Librarianship – Social aspects.

American Library Association. Social Responsibilities Round Table.

THE RESPONSE OF SOCIALLY AWARE LIBRARIANS TO NATIONAL CRISIS:
A CASE STUDY OF SELECTED ELECTRONIC MAIL FROM
THE SOCIAL RESPONSIBILITIES ROUND TABLE,
SEPTEMBER 2001- JULY 2002.

by
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A Master's paper submitted to the faculty
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Approved By:

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Advisor

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To my parents
Thank you for believing in me and giving me the freedom to explore and find my place in
the world.

And finally, to Andy, my love,
for encouraging me to follow my dreams.

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Introduction:

Nearly a year has passed, at the time of this writing, since the events took place in America on the morning of Tuesday, September 11, 2001. The impact shook and continues to reverberate through the spirit of our nation. The individuals behind this tragedy wanted to attack just that, the spirit of a nation, and so they went after the most obvious targets: symbols of power, wealth, democracy and freedom. When thinking of the value placed on our nation's cultural symbols and institutions, it is necessary to ask, *how* do these structures speak to us? American libraries have been called by many the *cornerstone of a democratic society*. Franklin D. Roosevelt stated:

> Libraries are directly and immediately involved in the
> conflict which divides our world, and for two reasons; first,
> because they are essential to the functioning of a
> democratic society; second, because the contemporary
> conflict touches the integrity of scholarship, the freedom of
> the mind, and even the survival of culture, and libraries are
> the great tools of scholarship, the great repositories of
> culture, and the great symbols of the freedom of the mind.[1]

Here Roosevelt addresses a theme that should resonate among all librarians, especially in times such as we face now: the *freedom* to think about issues and make up one's own mind. Libraries *are* our nation's intellectual safe havens: cultural institutions that encourage and support democracy and intellectual freedom by reaching out to individuals, and in effect, to a nation.

Consequently, libraries must maintain the trust that their communities place in them. One way that libraries achieve this is by offering a common place to pursue questions, and September 11 opened a floodgate of questions. How did librarians address fear and anxiety when facing the unknown? How far does a librarian's responsibility extend into taking an active role in guiding an individual's personal knowledge and civic evolution? Does the librarian's responsibility extend to the evolution of a community? And how do librarians address a nation in crisis?

As a community center, the library must address the plurality of the community and meet the ever-evolving needs and emotional experiences of users. Practice within American libraries adapts to constant social change, the ebb and the flow of the communities they serve. Libraries are restorative in nature because of this adaptability as well as their ability to foster self- reliance and to empower users. Librarians must be cognizant of creating and encouraging an atmosphere in which users, as learners, can reflect and establish their own definitions of meaning; consequently, communities can continue, rebuild, and grow, especially in times of crisis. Libraries offer the tools for their users to envision new possibilities for themselves and their environment. "What our culture withholds, our cultural institutions must give: order and form to feelings, illuminations to darkness, logics and processes to questions, rescue from the mindless undertow."[2]

At the time of the attacks, I was a graduate assistant in the reference department of a major academic library as well as an assistant in a corporate library. The academic reference desk was buzzing with activity: students were asking how to find articles on terrorism and the Middle East in our online databases, books on the same subjects were

stacked on the reading room tables, and there was a notable increase in requests for government documents. At the corporate library that morning, employees were huddled around the main desk and in the library's conference room to watch the streaming video online as the events unfolded. The librarians worked closely with the corporate health care center and work-life department to build collections on grief and anxiety management.

In the weeks that followed, and with the start of the "war on terrorism" major themes began to emerge, such as limits on public access to information, suppression of dissent, and censorship as policy.

- We saw pressure and hostility test academic freedom on campuses across America.

- We saw Jonnie Hargis, a library assistant for the Young Research Library (YRL) at UCLA, suspended without pay after responding to a mass email: his response was considered to be anti-American in flavor, including criticism of the American government's policies in the Mid-East. Hargis received a letter on September 14, 2001, signed by Lorraine Kram, head of reference and instructional services at YRL, who was later quoted as saying "his [Hargis] message contributes to a hostile and threatening environment."[3]

- We saw the passing of the "Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act" (U.S.A Patriot Act), with section 215 that gives the FBI authority over surveillance in libraries and threatens borrower confidentiality, with disclosure of library

borrowers' records, computer lab sign-in sheets, or anything tangible that would be relevant to an intelligence or terrorism investigation.

- On the 23rd of November, *The New York Times* reported that a librarian at the Delray Beach Public Library broke a Florida law, and violated a cardinal principle of librarians that guarantees borrower confidentiality in the absence of a court order, when she called the police after she recognized photos of the hijackers as former patrons of her library. Her actions prompted the FBI to seize two computers, which they believed to have been used by the terrorists. The article went on to say that librarians elsewhere around the country say they would have done the same thing under similar circumstances.

- We saw librarians push (and succeed) for the distribution of Michael Moore's book, *Stupid White Men: and Other Excuses for the State of the Nation*, when his publisher, HarperCollins, wanted Moore "to rewrite his book to be less critical of President Bush."[4] Ann Sparanese, the librarian from the Englewood Library in New Jersey who started the movement, blamed the publisher's initial decision on the "current war-inspired, anti-dissent atmosphere."[5]

Another matter of great concern is the government's removal of information it deems sensitive. Websites and, more importantly, government documents, have been put out of public reach during this period of reaction. The public advocacy group *OMB Watch*, which was "formed in 1983 to lift the veil of secrecy shrouding the White House Office of Management and Budget (OMB)," has been monitoring "changes in public access to government information since the September 11 terrorist attacks" (see http://www.ombwatch.org/article/archive/104/).

Having these recent experiences fresh in our minds, librarians may begin to look into policy statements regarding academic freedom, responsibility, and tenure (if in an Academic setting), disaster and crisis communication plans, and ways in which they can continue to "contribute to a future that values and protects freedoms of speech."[6]

The importance of examining dialogue during uncertain times:

Librarians are professionals grounded in information. At the time of the attacks on September 11, there was little known information available to the public. It was an event that was without precedent and led to a scrambling for clear and known information from trusted figures and institutions.

Information has proven to be an important factor in post-September 11 issues -- information gathering and sharing, both in the public and governmental realm, have become vitally important to our community. The public was made aware after the fact that governmental agencies did have vital information prior to the attacks; the information was scattered through various agencies. This lack of cohesiveness, or shared information, prevented officials from recognizing and interpreting patterns in a timely way. It is important to be mindful that this "war on terror" is the first war of the Internet age, where information is exchanged with fewer limits of any kind. And it is the first where "information" has a debatable, manipulatable character. "The fact that the suspected terrorists who piloted the airliners into the World Trade Center towers and the Pentagon used public libraries in Florida to communicate among themselves was just the first harbinger of how much change is in store for libraries and other institutions that allow for general and anonymous access to the Internet."[7]

What *does* this mean for libraries? As stated in *Libraries: An American Value* [see

Appendix B], adopted by the Council of the American Library Association (ALA) on

February 3rd, 1999:

> We celebrate and preserve our democratic society by
> making available the widest possible range of viewpoints,
> opinions, and ideas, so that individuals have the
> opportunity to become lifelong learners – informed,
> literate, educated, and culturally enriched.[8]

Certainly it is recognized that the tenets put forth in *Libraries: An American Value*, are

idealistic statements, representing the core values of librarianship. These statements

should guide us in our practice to see through to our obligations to our communities.

Libraries, especially in times of crisis and in censorious climates, should ideally

encourage an atmosphere where all dialogue is welcome. As well, librarians have a

responsibility to make their voices heard if there is to be a trusted and true meaning

behind "the widest possible range of viewpoints."

Even though Michael Gorman was discussing change and uncertainties that library

professionals face as a consequence of the World Wide Web, increasing information

literacy, and advances in digitization, his observation is connected to the change and

uncertainty that is addressed in this study. "Old certainties no longer seem to apply, and

many librarians are fearful about the future of libraries and of our profession."[9] How can

librarians gain a firmer foothold within their community during a time of crisis? If our

patrons are fearful and uncertain, how can we assuage their anxiety if we, ourselves, do

not have a firm understanding of our professional role and of our profession's values?

"The library is an institution rich in social capital and poised to usher in a new era of civil

awareness and community revival…public officials and citizens often overlook this key

community asset."[10] How do we, then, convey that value to our community?

The Current Study:

The issues discussed so far are issues that librarians discuss daily: in meetings, in the literature of the field, and in electronic forums of long standing. These are places where librarians remind themselves of their professional tasks and values. What can we learn by examining their discussions? This paper will present a case study of post September 11 comments posted to just such an electronic forum, the Social Responsibilities Round Table Action Council - Listserv (SRRTAC-L), sponsored by the Social Responsibilities Round Table (SRRT) of the ALA. SRRT. As stated on their website, http://www.libr.org/SRRT/, "SRRT has worked effectively to make ALA more democratic and to establish progressive priorities not only for the Association, but also for the entire profession. Concern for civil and economic rights was an important element in the founding of SRRT and remains an urgent concern today."[11] Today SRRT itself has approximately 50 active members who regularly participate in meetings and task force activities, and roughly 1500 members total. SRRTAC-L has approximately 200 members. The list is in keeping with the ALA open meeting policy: anyone wishing to follow discussions on the list may subscribe and participate. Linda Pierce (co-author of *Information Ethics for Librarians* and Chair and Circulation/Reference Librarian at the Foley Center Library at Gonzaga University in Spokane, WA) maintains this listserv.

SRRTAC-L exists as a forum for members to discuss events and concerns that relate to the belief that "libraries and librarians must recognize and help solve social problems and inequities in order to carry out their mandate to work for the common good and bolster democracy."[12] This list was selected because the topics of information equity, alternative publishing, intellectual freedom, and international responsibility are fairly common themes; members of SSRT consider themselves to be "progressive librarians,"[13] actively working toward a critical perspective in librarianship. Progressive librarians often regard the issue of neutrality, as authors Valerie Camarigg and Arthur Hafner state in their essay, "Librarians and Activism in Support of Democracy", "with skepticism…that such so-called neutrality can easily become an unquestioning acceptance of the way things are."[14] Neutrality has been, and continues to be a critical issue in librarianship. Toni Samek, in her work entitled, *Intellectual Freedom and Social Responsibility in American Librarianship, 1967-1974*, wrote:

> In the late 1960's, a number of American librarians argued that library collections lacked balance, that a purist moral stance on intellectual freedom was an example of hands-off liberalism, and that the library served mainstream social sectors, not the whole community. As a result, they had little faith in the establishment stance of library "neutrality" and its accompanying vision of intellectual freedom. Instead they believed that the library should become an active agent for social change and that the concept of intellectual freedom should incorporate the premise of social responsibility.[15]

It is clear that *nobody* is unbiased; everyone brings their own opinions to the table. However, looking at this complex issue through a library professional's perspective, it is necessary to have a sense of proportion and balance. Consequently, in

times of political crises, forums such as the SRRTAC-L increasingly carry passionate and articulate conversations about what libraries must be and do.

Generalizations from this research will be limited, for several reasons. The themes that present themselves through the collected data are constricted to a specific period of time and a specific crisis. And while various topics and concerns are interesting to note, this study is concerned only with the "professional" dialogue – the issues addressing information services. We must keep in mind that a comparative analysis of several professional listservs that reach a broader spectrum of professionals such as PUBLIB, BUSLIB-L, or ACRL-FRM would allow an opportunity to consider how the responses from these different environments varied; however, this broader topic of analysis goes beyond the scope of this paper. The themes found in the listserv discussions will be intense and strongly felt examples of how *socially engaged* librarians respond to extraordinary social and political crises. At the least, they will offer strong indicators of what librarians are moved to write during such times.

It is the intention of this paper to examine the impact that September 11 had on the professional discussions of librarians. In particular, the paper asks, "Have the post-September 11 exigencies brought the practice of librarianship into tension with the personal convictions of librarians?" The paper will examine how a national crisis, a situation where rapid changes occur and immediate adaptation is required, affects or limits the librarian's ability to maintain the public's trust and meet user needs.

Literature Review:

I began my literature research by examining popular professional library journals, such as *Library Journal* and *American Libraries*. I wanted to see how the library community began its response. We are still so close to the event that there is not a lot of literature available that specifically addresses September 11 in depth. It was in the editorials and news sections of *Library Journal* where I began to find more immediate responses targeting the terrorist attacks. Starting in November and even more so in the months to follow, I began to see more articles that discussed libraries as *safe havens* and *protectors of free society* or debated the issue of *social capital* or outlined planning for disasters – all shadowed by September 11.

Though the immediate literature is not deep, many of the issues addressed in this paper contain questions and values that the library profession has been concerned with throughout its history. Even in the September 15, 2001 issue of *Library Journal*, published weeks before the terrorist attacks, John Berry writes, "despite the maelstrom triggered by the complexity and uncertainty of the future, planning exercises present unique opportunities for librarians willing to risk participation."[16]

Obviously, the delay in the responses was due to the time that it takes to publish but it is also important to be mindful that the *delay*, or the *pause* between the experience and the reaction is a very important process for everyone. In another editorial, Berry recounts what a friend related to him when they met to discuss "the enormous events

[they] witnessed in New York." His friend was telling him about the Jewish ritual of

sitting shivah: "This long period of reflection helps purge the believer of the guilt, anger,

rage, and other emotions of grieving. It helps to bring reason to bear on the life situation

that remains."[17] This act of reflection can bring, perhaps, a momentum to continue and

move forward, while taking with us the lessons learned from such experiences. Libraries

specialize in gathering things that last: they maintain their cultural significance, in part,

because of the priority that librarians place on the protection and preservation of our

memories, our history, and our reactions. Ann Bulger, reference specialist at the Folklife

Center at the Library of Congress, "asked folklorists to 'document the immediate

reactions of average Americans in your own communities to yesterday's terrorist

attack'."[18] A documentary video, *Loss and Recovery: Librarians Bear Witness to*

September 11, 2001, was presented at the Annual ALA Conference in June by *American*

Libraries in cooperation with the Library Video Network, as a memorial for the librarians

that lost their lives in the attack.

As previously mentioned, this is the first war of the Internet age, but it is not the

first time that librarians have found themselves helping communities in times of war or

national crisis. Schuler, in his article, "Librarians Go to War" writes:

> "In response to this new environment of maintaining a
> normal domestic environment within a very changed
> atmosphere of international conflict, libraries continue to
> fall back on some very traditional approaches, fashioned
> through earlier war experiences, but very unfamiliar to the
> current generation of library professionals." He goes on to
> say, "Certainly, experience from the first and second World
> Wars reveals that libraries can be pressured by public
> opinion and government authorities to curtail certain
> activities, or become part of a general propaganda effort to
> "educate" and sustain the general war effort. At the same
> time, in the aftermath of the Second World War, as well

during the Vietnam conflict, certain parts of the profession
did seek to inform the public on all aspects of the armed
conflicts and their aftermath, despite much pressure from
the authorities, the public, and their colleagues that their
information activities might border on being "un-
American" or not patriotic."[19]

Berry recounts his reaction upon reading an ALA councilor's reaction to a colleague's

doubts about America's policies before the attack. "How dare you criticize our president

[the councilor] stormed!" Berry writes, "I dare, I thought in response, because I am an

American. I dare because the first of our rights, our number one freedom, tells our

government it 'shall make no law…abridging the freedom of speech or of press, or the

right of the people to petition the Government for a redress of grievances.'"[20]

Herein lies my question: Have the post September 11 exigencies brought the

practice of librarianship into tension with the personal convictions of librarians?

Buschman and Rosenzweig conducted an exploratory survey, which posits:

If librarians do not feel they have intellectual freedom in
their work, or feel they have the right to dissent only if they
are individually and collectively exposed to risk without
adequate support, then the larger public freedom the
profession seeks to protect is undermined.[21]

This survey took place long before September 11 and their results showed, even then, that

this is a concern that requires a deeper look. There was a strong consensus (98%) that

"intellectual freedom is a core value of librarianship." However, their results showed that

most administrators believed that they were afforded the freedom to "fully express

opinions" whereas "fully half of the non-administrators felt exactly the opposite." If all

librarians are working towards fulfilling the same mission or values that the profession

upholds, then why is there this division? Some of the literature suggests that the problem lies in the fact that "there is not a clearly established hierarchy of professional values."[22]

Symons and Stoffle specifically address this and they remind us that in order "for libraries and librarianship to survive as special institutions and a unique profession, we must go back to our very foundations. We must remember our core values and let them guide us in creating future libraries and library services…it is critical to identify [these values] and regularly invoke [them] to gauge our individual actions and activities."[23]

Libraries as refuge

All libraries, especially the New York public libraries, provided refuge during the day of the attack, and weeks that followed. When the phone lines were down or busy, people were able to access email. Hours of operation were continued or increased in some instances. The library was a place to take children to "comfort, educate, and entertain" when the schools were closed. Librarians may "fall back on traditional approaches" when helping a community cope with change and crisis, but the ways in which librarians provide this information has evolved along with technology. Librarians have, and will continue to build collections, create bibliographies, and prepare reader's advisories. Many public, academic, and corporate libraries and library organizations published web resource guides containing information on such topics as where and how to make various donations; links to various news sources and governmental organizations; information on Afghanistan; and lists of resources for coping with trauma and grief. One of the most talked about and comprehensive sites is the University of Michigan's Government Documents Center's Resource Guide to *America's War Against Terrorism.* This site is updated daily by Grace York, Coordinator for the Document Center.

http://www.lib.umich.edu/govdocs/usterror.html

As well, the ALA prepared its own response:

http://www.ala.org/pio/crisis/
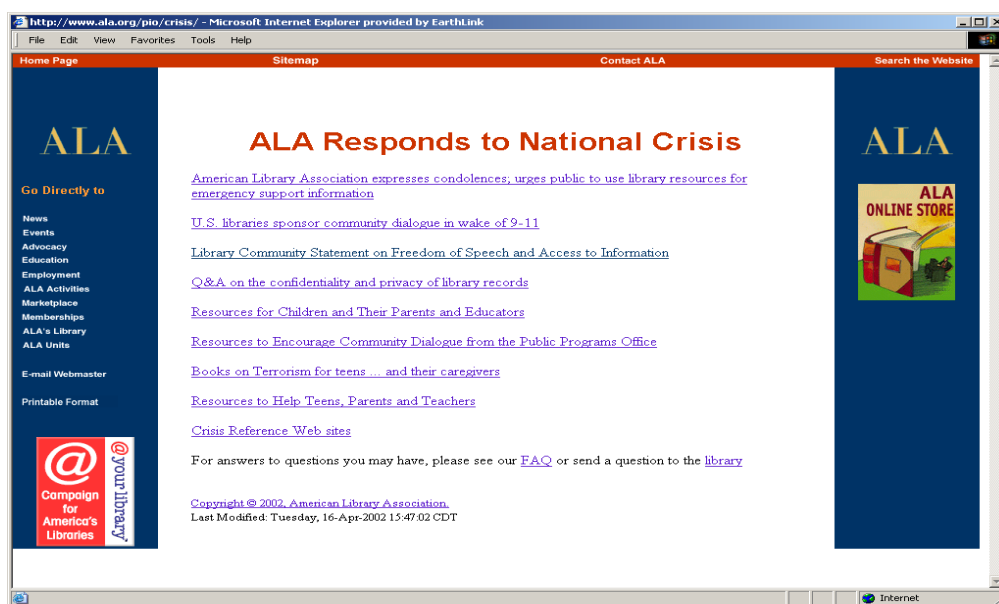
With Internet access, librarians have created pathfinders and online resource guides, as mentioned above. Still they must meet the "challenges" that Schuler discusses of "organizing", "standardizing", "updating", and "evaluating" these online resources. The literature of this recent disaster emphasizes our dependence on technology. The efficaciousness of Internet access, online catalogs, and online journals and databases, in terms of accessibility of information, has greatly enhanced the way that we serve the public. In times of disaster and crisis, as the NYPL's Staten Island branch libraries whose network was routed beneath the World Trade Center experienced, it is likely that lost power or downed connections can occur. If the library is to meet the needs and demands of users in times of crisis, we should then ask, are manual procedures in place as backup? Some readings suggest that many librarians in the areas where the attacks occurred had to improvise because there were no disaster plans in place. The topic of "crisis communication" has been discussed at the midwinter and annual ALA conventions. DiMattia discusses this topic in "Planning for Continuity," when she suggests Hewlett Packard's Research Labs "business continuity process"[24] plan in Palo Alto, California, as a model.

More importantly, librarians need to position themselves within the community to be the facilitators or change agents in the diffusion of information. The more communities understand the value of libraries, the more successful libraries will be in their mission to be foster knowledge, strength, and tolerance within communities and "promote democracy through public policies."[25] McCook [26] encourages library professionals to become politically active within their communities, to strengthen the library's relationship with the community and policy makers, and to become vocal and

instrumental in the decisions and policies that affect "your" library. And, Will, in her

article "The Public Library as Community Crisis Center," states:

> A proactive public library is an active partner in the city's
> emergency plans for consequence management and
> community recovery. Its functions range from the provision
> of key information resources and referrals for the people
> conducting the planning (including prevention and
> emergency measures), to supporting the plan by identifying
> areas to which the library can contribute, to facilitating the
> planning process itself…Given that so many cities lack
> terrorism preparedness plans or intend to reassess existing
> plans, it is likely that local government officials will
> welcome assistance from the public library in that area
> particularly.[27]

Since September 11 and throughout this "war on terror" we have heard the

government administration state in various ways that "Americans should watch what they

say." In fact, it has only been recently that we have begun to hear more about the role of

dissent in our free society. In the summer months of 2002, more and more articles were

published, such as Laura Flanders' article "Librarians Under Siege" in the August 5,

2002 issue of *The Nation; The St. Petersburg Times* editorial "A Chill in the Library," on

July 23, 2002; and *The San Francisco Chronicle's* article "FBI checking out Americans'

reading habits: Bookstores, libraries can't do much to fend off search warrants" a month

earlier, that discussed the USA Patriot Act and the Terrorist Information and Prevention

System (TIPS) and the issues that each raise within the library community. A more

complete list can be found on the ALA's Office of Intellectual Freedom's *FBI in Your*

Library website:

http://www.ala.org/alaorg/oif/fbiinyourlibrary.html

 In the October 15, 2001 issue of *Library Journal*, an article appeared in the News section: "As the federal government considered laws to heighten security though increased surveillance in the wake of the September 11 attacks, civil libertarians – including some in the library community – reminded us of a need for caution."[28]

What follows is a summary of actions taken by the library community as discussed in the above article:

- Library organizations joined forces with other professional and scholarly organizations to speak out against the war on terror by signing on to the *In*

Defense of Freedom statement. [Appendix C] It can also be viewed online at
http://www.indefenseoffreedom.org/.

- On September 21, 2001, a four-paragraph statement was issued to the library
  profession entitled: "Library Community Statement on Freedom of Speech and
  Access to Information." [Appendix D]

- After a "working draft" of the anti-terrorism legislation was sent to Congress, the
  ALA, according to the ALA Washington Office, began to "review the legislation
  to assess how it impacts libraries"[29] ALA released on their response page (shown
  above) a *Q&A on the Confidentiality and Privacy of Library Records* statement,
  which "suggests that libraries develop policies and procedures for dealing with
  law enforcement inquires that conform to state laws."[30]

- On October 2, 2001, The American Association of Law Libraries, the American
  Library Association, and the Association of Research Libraries issued a *Library
  Community Statement on Proposed Anti-Terrorism Measures* to the Members of
  the United States Congress. [Appendix E]

- The ALA Washington Office also put up a *Libraries and the Patriot Act* website
  offering "guidance and suggestions how libraries should respond if law
  enforcement 'knocks at the door.'

http://www.ala.org/washoff/patriot.html
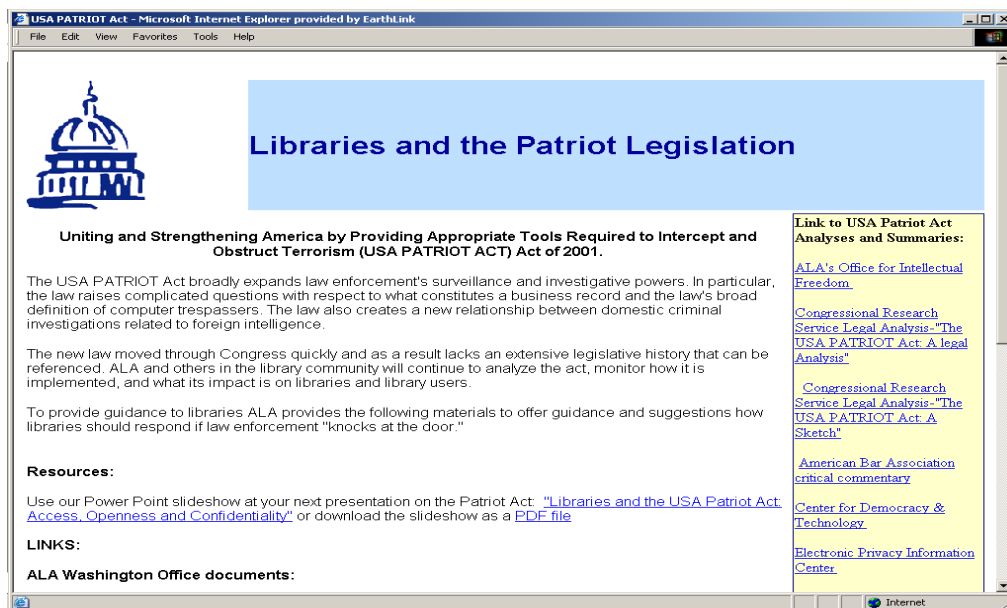
ALA kicked off its Rediscover America @your library campaign

during National Library Week (April 14-20th, 2002), which was its theme at the annual

ALA Conference in June.

https://cs.ala.org/@yourlibrary/rediscoveramerica/
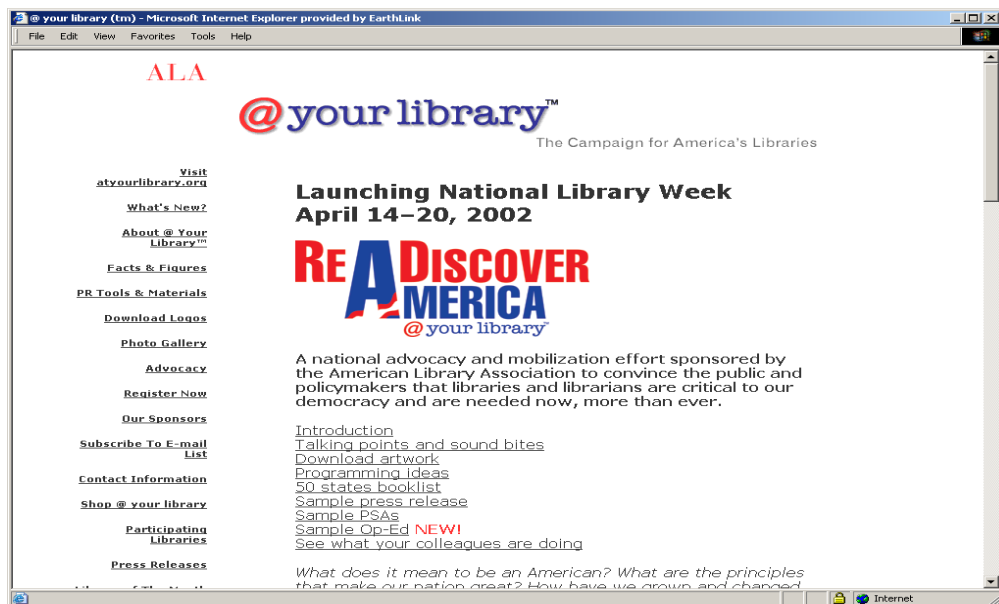
The goals of the campaign are two-fold: to maintain the public's trust in the institution, and to promote the value of the library to its public and enhance planning and programs within libraries. ALA asserts:

> In the post 9-11 environment, Americans of all ages and backgrounds are rediscovering the meaning of words like democracy, freedom, citizenship and community. As librarians, we have a rare opportunity to express our mission by providing resources and promoting dialogue on topics that are of fresh interest to many Americans.
>
> Free people need free libraries. We know that in times of economic instability, Americans turn to—and depend on—their libraries and librarians. During these times, library use traditionally goes up and funding goes down. Our goal is to position libraries as vital, dynamic institutions that deserve support in bad times as well as good.
>
> Every library—whether public, school, academic or special—has something unique to offer that connects its community to the very concept of a free people in a free land. We encourage you to join in sharing this important message at an important time.[31]

In summary, the literature suggests the following:

- If libraries are to continue in their role as a cornerstone of democratic society, it is necessary to examine how librarians think and respond to national crises, such as September 11.

- Libraries are considered a cultural good: "safe havens", "protectors of free society," where users can inquire and reflect, "to bring reason to bear on the life situation that remains" during times of crisis.

- Libraries provide the tools for users to have the freedom to think about issues and to make up their own minds and draw their own conclusions.

- There is a need for disaster planning and crisis communication.

- There is a need to review policies in order to protect both the patrons and the employees of the library.

- Librarians are responsible for protecting and preserving our history. As professionals, they must take a long view of this crisis.

- Librarians must continue to protect and fight for the preservation of constitutional rights and civil liberties, especially in times of national crisis.

The library profession, always responsive to needs for help, is challenged by this crisis to act for its communities in times of threat, while maintaining its highly developed integrity as a protector of individuality.

Methodology:

Shortly after September 11, messages were collected from the Social

Responsibilities Round Table Action Council Listserv [SRRTAC-L] that were found to

be pertinent to the events of September 11, 2001; they were saved to a hard drive

chronologically. Over the last 11 months, 700 messages were gathered in total. From the

collected messages, 140 messages were systematically selected; particularly long threads

of conversation were noted.

A purposive sample was chosen for this study because I wanted to target socially

aware/active librarians, working on my assumption that this group of professional

librarians would be more vocal and reflective on the issues raised during a national crisis

and would offer perspectives that would be representative of social awareness in the

library profession.

Ethical Considerations:

For the purpose of this study, each message was considered an individual unit and

was independently interpreted for inherent themes within the text. The use of the

grounded theory methodology allows the perspectives and the voices of the people to be

included. In this study, it is the perspectives and voices of librarians addressing particular

issues in times of crisis. These messages were selected for thematic descriptions, not

critical analysis; therefore, no message will be criticized or otherwise subjected to

negative implications or other kinds of professional embarrassment.

As stated in the introduction, SRRTAC-L exists in accord with the ALA open meeting policy: anyone wishing to follow the discussions on the list may subscribe and participate. Consequently, the records studied here are regarded as available data. The listserv messages are freely shared among its members, of whom I am one. By its form, it is not private; it is open to unknown readers; it is not part of a therapeutic exchange, as some listservs are; and it is not by its nature confidential communication. Rather it is professional communication in a professional forum.

SRRTAC-L describes the forum in the following way:

> The purpose of this list is to facilitate communications among members of SRRT Action Council and between the Action Council and the general SRRT membership. And, to provide communications of general interest and concern relevant to library and library related issues for SRRT as a whole, i.e., not for conducting task force, working group, or affiliate member business or casual communication. This list is intented [sic] as a communiction [sic] channel for SRRT members but there is no mechanism to ensure that only paid members can subscribe.

Access to the list archives is provided through the ALA Lists and Discussion Groups web page (http://www.ala.org/membership/lists.html) and the ListProc Web Interface (http://lp-web.ala.org:8000/). One must be a registered user in order to gain access to the SRRTAC-L archives.

At this time, the use of the Internet, and the various forms of communication that the Internet provides access to, is an unregulated area of human subject protection, and I have approached this problem thoughtfully and with care for the rights of the individual writers. Every effort has been made to protect the anonymity and privacy of the authors

of the messages examined. The data will be presented without identifying information or

other references of authorship.

Discussion:

Each email was examined individually to find patterns or qualities of conversation expressed in certain keywords or phrases. Each occurrence of the keyword or phrase was noted and compared. By organizing the email into categories of patterns and thematic ideas, it was possible to observe the formation of larger aggregated themes. There were a total of seventeen aggregated themes; the occurrences of these themes were tallied and inputted into an Excel spreadsheet. [Appendix A] Six themes: USA Patriot Act, Protection of Civil Liberties, Intellectual Freedom, Dissent vs. Anti-Dissent, Patriotism, and Tension within the workplace, all fall under the over arching theme of Anti-War Sentiment, which composed the bulk of the data.

In addition, charts have been provided that allow the data to be viewed by:

- Total occurrences within all email examined.

- Total amount of email selected per month.

- Rate of occurrences per month.

Occurrences ranged from 13 instances under the theme of Technology to 319, for the theme of Protection of Civil Liberties.

Sub-categories or minor themes were not counted in the results; however, they are significant and necessary to consider when examining this topic. These smaller

categories: xenophobia; discrimination; propaganda; and inward emotions, afford a deeper understanding of the implications inherent within the grand scope of this discussion.

Certain messages were part of longer threads of conversation, and while not every message within the thread was included in the research, the thread was noted on the spreadsheet. These threads were read through their entirety because they indicate the sense of urgency or importance placed on the ideas expressed within the text by the authors. These longer, occasionally heated threads of dialogue also allowed the opportunity to observe the dynamics of online discussion.

The existence of these threads, for the purposes of this study, serve as indicators of writers carrying on sustained conversations, which is demonstrative of the amount of passion behind their discussions, and the time devoted to reaching a resolution. The characteristics found within these longer threads often lead to the development or manifestations of the themes presented. Some were instances where librarians, in attempt to address the fear and unknowns during this crisis, drilled down to the root cause to offer clarity where there is confusion. One particularly lengthy thread that focused on Michael Moore, discussed the evolution and pursuit of intellectual freedom: from the trials and tribulations of distributing his book, the incidents that followed along the reading tour, to his presence at the ALA annual conference where he announced that he is "organizing a group of authors to advocate for critical library issues" as well as "offering an endowment to establish a scholarship for minorities who wish to become librarians." Others offered glimpses of librarians expressing sympathy and mourning while holding fast to the long view as we, as a nation, move along the path of recovery.

At this point it is appropriate to acknowledge, again, my intention to faithfully and accurately represent the opinions and statements issued by the participants of the SRRTAC- L, while maintaining the author's privacy and authorship. It is not my intention to pass judgment, or misconstrue the meaning of their conversation.

Considering the dynamics of online dialogue, the medium itself lends writers the opportunity to blurt out thoughts or reactions immediately, without the benefit of physically participating in person-to-person communication, or the art of reflection that goes into composing a letter. This leads to a problem that everyone, most certainly, has experienced: the misinterpretation of the meaning or the direction of emotions present within the text of the message. Usually these situations were handled by the correspondents with grace and professionalism; however, there were times of blatant attacks and disagreement. Most often, these discussions were taken off line, so to speak, and later addressed by calmer, sometimes apologetic, email as a matter of setting things right for all who observed the interaction. And while emotions can run high in political discussions, someone usually reminded readers to remember that they are library professionals engaged in a round table where one of their highest concerns is to uphold the freedom of speech.

While there were many messages that consisted of political distress and general business concerns of the SRRT, what propelled the research was the quest for answers to "professional" questions: What should the response of librarians be in times of crisis? How do we help our users understand? How do we guard against stereotyping or censoring? How do we continue to protect the civil liberties of our patrons and employees?

What are the themes grounded within the discussion and why are they important to the library professional?

In reviewing the data, I identified the following seventeen themes, each a distinctly defined concept:

Protection of Civil Liberties

Dissent vs. Anti-Dissent

Social Responsibilities of Librarians

Tension Within the Workplace

Intellectual Freedom

USA Patriot Act

Libraries as Safe Havens

ALA's Role

Information Dissemination vs. Government Secrecy

Advocacy and Community Action

Balance vs. Neutrality

Patriotism

Reflection

Evaluating Sources of Information

Sharing Resources and Information

Disaster Planning

Technology

Looking at the results chronologically, those first messages in September dealt with the themes of Libraries as Safe Havens, Social Responsibilities of Librarians, Reflection, and Evaluating Sources of Information (with its sub-theme of media propaganda). All topics were discussed heavily during the months of October, November, and December 2001 as the shock of the event shifted towards informed responses, with October having the most email exchanged. With the start of the "war on terror" and the development of the Office of Homeland Security and the passing of the USA Patriot Act, there was an increase in the volume of discussion of dissent and a marked increase in the librarian's role in protecting civil liberties.

There was a gradual decrease in email in the first five months of 2002; it was not until June, when news began to appear, telling of the FBI activity in libraries across the country, that there was an increase in professional discussion in reaction to FBI surveillance. June was the heaviest themed month, with a dramatic increase in the discussion of Libraries as Safe Havens and Protection of Civil Liberties.

USA Patriot Act, Protection of Civil Liberties, *Intellectual Freedom, Dissent vs. Anti-Dissent, Patriotism,* and *Information Dissemination vs. Government Secrecy*

The above themes can be grouped together as these issues are carried throughout the discussion. They are the central themes: they draw our attention to the tensions surrounding the library profession today, especially to those librarians opposed to becoming agents for surveillance of the American people. These themes profoundly affect the notion of libraries as safe havens; they drive librarians to act on their social responsibilities; and in times of national crisis, they cause us much to reflect upon our professional identities and roles.

There were several messages encouraging colleagues to take action, pleading for fellow librarians to call or send letters and email to their Senators. Petitions were passed, and websites were built to raise awareness. It was suggested that fellow members of SRRT should go to the American Civil Liberties Union Freedom Network's website[32] to oppose extreme and unnecessary expansions of Government authority.

This call to action provided much of the data for the *Sharing Resources and Information* and *Evaluating Sources of Information* themes. At times the listserv served as a tool for sharing articles, essays, websites, and reading lists, without any personal input from the sender beyond a simple FYI or a note to read the following *as librarians* and see what it means to us *as librarians*. The media directed the public attention away from the voices of dissent in the developing weeks of the war on terrorism. Simon Houpt, in his article, "The War Against Dissent" for the *Globe and Mail*, which was passed on to the list, wrote: "It was becoming apparent that the American public was in no mood to

hear any criticism of the country or its leader."[33] This was countered by an SRRT

member:

> "We [librarians] have a stake in anything which challenges the spirit of intellectual freedom animating our professional calling, our commitment to the priority of democracy and the right of dissent within it, which in fact nurtures it and which, perhaps, is its ultimate meaning. We need to exchange views and information and to discover sources of information which our patrons need as citizens and which we need as citizens."

At the same time, members of SRRT were involved with animated discussions about

Michael Moore and his new book, which was mentioned earlier in this paper. Despite the

fact that the American people ostensibly did not want to hear dissenting viewpoints, his

book was, and has continued to be, on the New York Times best-seller list for the last

twenty-three weeks; it is currently at number 5.

Perhaps one of the longest threads examined for this study dealt with the American

flag and its place in the library. Whether it was the proliferation of American flags that

sprang up over America immediately after the attacks on September 11 or the editorial by

Leonard Kniffel in the December 2001 issue of *American Libraries* that prompted this

discussion, this thread had a noticeable momentum and energy. In his editorial, Kniffel

wrote:

> Many elected officials and cabinet members are already trying to harness the national patriotic mood to further long-standing agendas that have nothing to do with national security or terrorism. We will only be successful in securing privacy, intellectual freedom, and access to information at libraries by adopting a "more American than thou" position. In this time of fear and suspicion, we've got to be the American Library Association, emphasis on the American, wrapped in the stars and stripes."[34]

There are several issues to consider: the connotations surrounding the flag, the context, and the circumstances. People feel and react differently to the American Flag as they do to the word Patriotism, even among the list members. The American Flag and the term Patriotism, when referring to the Bill of Rights, is a healthy view but when there is an overabundance of flag waving it has the effect of "implying discouragement of dissent, free speech, and unquestion[ing] unity." Members of the SRRT Action Council worked on drafts of resolutions during this time that would be "respectful of American ideals concerning the flag but makes our political point."

Socially responsible librarians associate themselves with academic freedom and information access, and are opposed to the recent government intrusions; these issues are easily identifiable parts of librarians' consciousness and dedication. But beyond the issues of information, the events of September led to violence, xenophobia, and profiling, and were in some cases, supported by the federal government. This expanded the environment of fear and discrimination; librarians will need to be especially sensitive to these matters, according to the data examined in this study.

All of these themes call for librarians to take the long view in times of crisis. In June, there was a message asking librarians to "refocus [your] glasses on the big picture in order to fight, as librarians, against the dangers of the so-called 'war-on-terrorism';" a demand "to know if the President of ALA and/or the Executive Director intend, in the name of the membership to state their outright opposition to this covert and unregulated regime of surveillance which is about to descend on the heads of our practitioners and patrons alike;" and many voices of librarians prompting other librarians not to retain unnecessary patron information or records that are not needed.

Social Responsibilities of Librarians: "ferreting out truth"

Some participants did not see a difference between "on the clock or off" regarding their social responsibility. In particular, one said, "we bring our legitimate perspectives to whatever we do. This includes committee work, lobbying for progressive approaches to problems, etc." Another, in the same thread, pointed out that there needs to be a "professional attitude" while also maintaining the socially responsible librarian's perspective. The writer goes on to say,

> Our contribution to the profession is political. But in embracing a political role within the profession – whether it is in trying to influence ALA policy or advocating left literature to add balance to collections – we should not be judged according to the standard applied to a librarian performing his duties. In working in SRRT or PLG we are not functioning AS on-duty librarians (who do need to present a balanced collection, in most situations), but as an organ (perhaps the heart) in the "great librarian" that is librarianship."

Here we see an expression of how SRRT and socially aware librarians serve a critical purpose in the library profession By functioning politically as off-duty librarians, and keeping the conventional wisdom and values of librarianship in mind, these librarians help to convey the value of libraries to the public and serve to progress the field of librarianship for the on-duty librarians.

Tension Within the Workplace

It was agreed among the participants, that all librarians "work under various levels of constraints" or tensions in their jobs. Even within the listserv there are rankings of radicalism, which range from the mediators to fearless individuals: there are ranters and there are the calmer philosophical types, all of whom provide insightful and intellectual perspectives. Many have years of political activism under their belts. Still, there is an overwhelming sense of vulnerability present within the data; for example, the tension and the pressure that is exerted by certain members of the ALA Council and the library profession to repress the more left-of-center dissenting opinions regarding the war on terror, is palpable. The participants acknowledge that silent members of SRRT and other progressive librarians are not taking a stance on difficult positions, because they feel that they do not have the adequate support network necessary to speak out among their more mainstream co-workers and ALA officials.

Recent discussion among SRRT members indicates that this "social pressure" to conform "is at the core of what they are talking about" and guidance is needed by librarians who are now facing pressure in oppositional environments where librarians are censoring other librarians. If we are to provide safe havens for our patrons, there needs to ideally be a respectful, common ground for librarians to exchange dialogue freely. This is true even within the listserv. As mentioned earlier, tensions can run high among the members themselves. One member gently stressed that SRRT needs to be cohesive and reminded them that their strength comes from standing together: "We need to keep the big picture ever in view." As it stands now, there is the risk of too much stigma attached to librarians who speak out against the war on terrorism; as one contributor has written to

the list, they are viewed as "suspicious unpatriotic bookworms." One the other hand, a

reaction to Flander's article was posed to the list, by another member:

> "Why pretend that librarians are rallying to be a
> bulwark against this when they clearly are not? It only
> obscures the fact that there is much to be done to assure
> that the profession unifies itself in opposition to the USA
> Patriot Act, so that anyone who does cooperate with such
> covert action on a free-lance basis, out of either cowardice,
> malice, or profound professional misjudgment of the real
> significance of institutionalizing such surveillance in the
> institutions of civil society, knows that they will become a
> professional pariah."

With the passing of the USA Patriot Act and the subsequent FBI surveillance within our

libraries, the tension has mounted in libraries and among librarians. One of the many

articles posted to the list, was Nat Hentoff's article for the *Village Voice*, "Big John

Wants Your Reading List: Has the Attorney General Been Reading Franz Kafka?" He

pointed out, "once that information is requested by the FBI, a gag order is automatically

imposed, prohibiting the bookstore owners or librarians from disclosing to any other

person the fact that they have received an order to produce documents."[35] The profession

is only beginning to feel the effects of this action, and the one point made abundantly

clear in the discussion, is the need for a cohesive, unified profession.

Libraries As Safe Havens

The discussion that revolved around the issue of libraries as safe havens touched upon basic concerns such as: maintaining trust with library users; protecting and educating users; and comforting, interacting and reassuring children during times of crisis. September 11 caused librarians to be called upon in ways that they never dreamed of, or at least to the extent that unimaginable and tragic events create. Of course, the librarians involved in the discussions were all willing and ready to respond. All voices were in agreement regarding the role of the library in society; most felt that this role now faces even greater challenges under this surveillance state. Their voices can inspire one to ask, How much I am willing to fight to keep libraries a safe place? Today that question can be a decision between facing prosecution or not. Their discussion emphasizes the need for adequate staff, resources, and funding, when libraries are called upon during times of crisis to provide extended services in order to meet the demands that a crisis brings in its wake. Throughout the discussion, the issues of librarians' salaries and funding of libraries were mentioned. In times of war, funding for such cultural and educational institutions are diminished despite the social capital these institutions provide, as the focus is directed towards security and military defense.

Poems, stories, and articles were shared that reinforced these notions of safety, comfort, and protection found within the walls of America's libraries. Fact sheets and other guides that librarians created to help them do their jobs during and after previous crises (e.g. outlines and descriptions of activities, needs of the community, and lists of resources) were forwarded and passed along threads of conversation.

In this part of the discussion, we can also look at the themes of *Advocacy and Community Action* and *Balance vs. Neutrality* because these are tied to the amount of trust and comfort that a patron places in the library.

In July, there was a message regarding community actions that are being planned by the Community Coalition Against War and Terrorism in Gainesville, Florida, to picket and petition local libraries and bookstores in protest against the USA Patriot Act. This is only one instance of several that are taking place across American cities, and these groups are looking for and depending on endorsement and assistance from their local librarians.

Librarians are a curious mixture of Balance, Neutrality, and Advocacy: traditionally, although heavily debated, they provide a neutral political atmosphere; they try to provide balanced points of view (despite the fact that the participants are quick to point out that a "balanced collection is shaped by [the librarian's] particular point of view") in everything they purchase; but, they are fanatical advocates for free speech and access to information. If there are tensions here, perhaps they lie in that kind of intellectual bind: we ask ourselves to be all three things and perhaps that is difficult.

The library should be a welcoming and comfortable environment. The library as *place*, the meaning behind that word *place*, in the context of the library as cultural institution, contributes largely to the definition of patron safety or the safe-ness that a patron feels when s/he enters the library. Librarians are discussing the fear and loss of trust from patrons since the passing of the USA Patriot Act. Librarians are concerned with how they can provide reference and circulation services if their patrons feel the need to self-censor in a watchful environment. There have been numerous studies on academic

libraries that show there is already enough anxiety present when patrons approach the reference desk . Recent studies include several papers by Jiao and Onwuegbuzie, Constance A. Mellon's "Library anxiety: a grounded theory and its development," and Anna M. Cleveland's "Reducing library anxiety in first-year students: computer-assisted instruction vs. bibliographic instruction." The fear, anxiety and apprehension that patrons feel are serious issues, and should not be taken lightly. The anxiety can be a result of many reasons; today's circumstances only exacerbate the anxiety. Obviously, librarians do not want to alienate their patrons from using the library, and many have asked how should they warn their patrons without running that risk. Approaching the topic of *Information Dissemination and Government Secrecy*, some participants included rather humorous suggestions when discussing methods of warning patrons, disseminating information on the Patriot Act and subsequent surveillance activity, and outwardly rejecting the FBI's intrusion on civil liberties. Some of their slogans and ideas (humorous included) are:

- Library is Open – Use at Your Own Risk!

- Playing it straight and posting notices in the entrances of libraries outlining Section 215 of the Patriot Act, and including the same disclosure on library cards.

- A protest, to be led by librarians, which allows participation by anyone in the community.

- Book lists: "Books to get you investigated"; a giant read-in; or create a FBI seal of approval that reads: This book has been determined to be so bland and inconsequential, we don't care if you read it.

Humor can certainly relieve tension in such times, but the point is, there are librarians trying to educate their communities while also gaining the attention of the media. A very vocal participant contests a "careful" approach for librarians to follow when "handling" this crisis situation. He writes, "To be 'careful' in this is to be fearful, and the fear I speak of is corrosive to the fabric of democracy." The general feeling of these librarians is: We need to make sure that our message gets across and reaches our users, while continuing to maintain the bond of trust that we share with our community.

ALA's Role

There was a lot of frustration expressed on the list about the official statements issued by ALA. Comments were made that ALA needs to take a "public stance…which rejects the premise of Ashcroft/FBI policy in relation to libraries. One contributor offered his opinion that the ALA official response to the Patriot Act was "necessary but insufficient." It was noted that a Counselor of ALA commented that the response was "wanting even at its most practical level of 'what we can/should do' and whether we [librarians] will be legally protected."

Librarians who are actively following the statements put forth by the ALA have a clearer understanding of ALA's position, however questions were still raised among the participants. For example, Does ALA agree with the ACLU on the ultra-extreme character of this legislation? Do we suspend the Library Bill of Rights [Appendix F] during (undeclared) wartime? What about the librarians who aren't paying close attention? Or the librarians who believe, like many Americans, that they can sacrifice some civil liberties for the sake of a "more secure" homeland? As one librarian wrote to the list, it seems clear to these correspondents that librarians everywhere in America "need to know where ALA stands in relation to this dubiously constitutional piece of legislation."

Reflection

A piece that was given specific attention regarding the preservation of memory

was Roger Rosenblatt's essay "*Ground Zero: Build a Monument of Words*" from the

Saturday, May 25, 2002 edition of TIME.com:

> The whole purpose of a library is to keep the dead alive. Memory is what we have of one another when we no longer have one another, which may be said of words as well. A more companionable relationship with the dead seems to diminish death's worst feature, absence. Dead quiet as a library is supposed to be, its residents are continually chatting up a storm. On any given shelf, at any given hour, Hamlet broods, Hitler rants, Plato dreams, and Grant, gracious in victory, permit[s] Lee's men to keep their horses.
>
> We say that our way of life was attacked on September 11. What we mean is that our words were attacked — our sauntering, freewheeling, raucus [sic], stumbling, unbridled, unregulated, unorthosox [sic] words. All that we are in this country came out of words — 18th century words, 19th century words — which in turn wend their way back into a past that existed long before the first sentence of the Book of John. Every word is a new idea, and there is nothing like a new idea to counteract the stony madness of fanatics. If a man spends enough time in a library, he may actually change his mind. I have seen it happen.
>
> When the Sterling Library was going up at Yale in the 1930s, there was a big to-do over the building because it was one of the more impressive modern edifices of its kind in the world. Some wag who had his values straight proposed posting a sign outside the entrance when the building opened that read: "This is not the library. The library is inside." The library is always inside. It may be the only monument we have to the things that can enlighten and advance us, and thus assuage at least some of the sorrow for which there are no words.[36]

So when we think of the value placed on our nation's cultural institutions, we ask: How do these structures speak to us? The quotation above sheds some light on how libraries speak to individuals. The attitude toward the act of reflection was implied; usually the act of reflection came through subtle suggestions in readings or quotations shared among the members. While examining how a national crisis, a situation where rapid changes occur and immediate adaptation is required, affects or limits the librarian's ability to maintain the public's trust and meet user needs, it was discovered that the constant that carries librarians through such tragic moments is reflection.

Conclusion:

This research attempted to discover how socially engaged librarians began their response to September 11 and the events that followed. In particular, the paper asked and responded to the question, "Have the post-September 11 exigencies brought the practice of librarianship into tension with the personal convictions of librarians?" September 11 has brought various tensions into our lives – both professional and personal. The data shows that perhaps we are to feel those tensions grow in the months to come.

By immersing myself in the literature and following the discussions on the SRRT listserv I was able to find patterns within the concerns voiced by professional librarians. This intimate perspective of observing the discussion among the members of the Social Responsibilities Round Table, offered the opportunity to provide an honest reflection of their thoughts towards their personal convictions and professional obligations during a time of national crisis, while the events of September 11 were still fresh in their minds. It is nearly the first anniversary of the tragic event; it is still so close in our minds and hearts. Each day, more responses are brought to our attention; and library professionals are making their reactions known, their voices heard.

How will our consideration of these themes help the profession move forward during changing times?

- Librarians are tenacious in their fight for protection of civil liberties. Now, more than ever, librarians need to speak out and defend those freedoms, for themselves and their community. One member insisted, "It is entirely appropriate and necessary for librarians to keep alive the spirit of free debate and intellectual

freedom, not just passively but actively, when it is threatened, in their professional discourse, and in their work."

- In addition, the data confirms the need for the library profession to speak with a unified voice in opposition to the USA Patriot Act. A unified voice will maintain the trust that individuals place on libraries. A unified voice will present a clear and strong voice to the public. A unified voice will assure our communities that librarians are continuing to protect their privacy and intellectual freedom.

- Librarians are in a unique position, due to this inherent trust, to offer their informed perspectives to their community to guide them through times of national crisis. Librarians can offer a space where their users can reflect and realize that giving up their freedoms will not necessarily bring security. As one participant wrote, "I think – despite the panic – that people all over the nation will appreciate ALA's role as watchdog of their freedoms during a time of stress and conflict and that, rather than reflecting negatively on ALA, if properly conducted, it will attract a great deal of positive attention and support."

- Librarians are organized. They are grounded in information and they know how to move through it. They are willing to share, and to foster growth and understanding where there is stagnation, fear and confusion. Who else to better defend our intellectual freedoms, than librarians? Their voices, despite the stereotype of being quiet types, can make a lot of noise. The profession needs progressive voices now. We need voices that can find common ground to foster ideas that keep libraries the "cornerstone of a democratic society."

In its examination of the responses of library professionals, this paper attempted to document librarians reminding themselves of what they, as professionals, stand for in the aftermath of September 11. An event of such magnitude will never be fully understood. Consequently, the themes presented above are unfinished issues; we are only now at the beginning of our recovery.

APPENDIX A: THE THEMES

Date	Long Thread	Inherent Themes					Anti-War Sentiment										
		Libraries as Safe Havens	Social Responsi-bilities of Librarians	Balance vs Neutrality	Advocacy and Community Action	Info. And Gov't. Secrecy	USA Patriot Act	Protection of Civil Liberties	IF	Dissent vs. Anti-Dissent	Patriotism	Tension Within The Work-place	Evaluation Of Sources Of Information	ALA's role	Reflection	Disaster Planning	Technology	Sharing of Resources and Information
Sept-01		10	7	1	3	4			4			2	2		5	4		
Sept-01	YES		1							1		1	1		1			
Sept-01	YES		1									1	1					
Sept-01	YES					1		1	1	1		1	1					
Sept-01			1		1	1		1	1	5					1			
Sept-01										1					1			
Sept-01													1					1
Sept-01	YES		1							1			1		1			
Sept-01													1					1
Sept-01	YES		1		1					6		6			1			
Sept-01	YES		1		1			1	1	1		1			1			1
Sept-01	YES									1								1
Sept-01	YES									1				1				

Sept-01	YES	2	4	2	1	2		6	6	1	1	1	1	3	8	1			
Sept-01	YES											1		1				1	
Sept-01	YES		1		1							1							
Sept-01			1			1							1					1	1
Sept-01			1			1							1						1
Sept-01			2	1		3	1	4	2				1						3
Sept-01													1						1
Sept-01													1						1
Oct-01								5	5	6			1						1
Oct-01		1	2	1	2			3	1	2					2	1			
Oct-01					1					1									
Oct-01	YES		4	10								5							
Oct-01							1						1						
Oct-01	YES		8		2	2	1	6	5	25	2	3	1	1			1		1
Oct-01					1					1			1						1
Oct-01			1		1	1	3	4		2									1
Oct-01	YES	1	1	1	1				1	1		1	1		1				1
Oct-01	YES	1	1		1			1				1							
Oct-01		1	1					1	1										
Oct-01								1	1				1		1				1
Oct-01		11	2			2	5	2	3	2					3				
Oct-01			1		1					1									
Oct-01		1	1		4	1	4	3		4			1	3		3	2		
Oct-01	YES		2	5	2							5							
Oct-01	YES			5	2							6							
Oct-01			1			1		1	1										1
Oct-01										1									1
Oct-01		1	1					3		2	4				1				
Oct-01																			1
Oct-01					1					1			1						1
Oct-01			1	1	1			1										1	
Oct-01	YES	7	11	3		4	16	27	5	12		6	3	18	2	7			

Month		C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	C11	C12	C13	C14	C15	C16	C17
Oct-01										1								1
Oct-01			1			1		1	1									
Oct-01										1								1
Oct-01	YES							1				12				2		
Nov-01								1		3				2				
Nov-01			1	1	1								1					1
Nov-01		2	2	3		1	1	6				1		2				
Nov-01		3	2		2	2	20	25	2	13	5	5		3	1			
Nov-01		1	3		3	1	1	3	2			6		6	2			2
Nov-01	YES	1	1	2		2		3	3	1		1			3			
Nov-01		1	1					1									1	
Nov-01													1					1
Nov-01			1	1		1	1						1			1	1	1
Nov-01	YES		2		1			1	1	2				3				
Nov-01	YES		2		3			1	1	2				4				
Nov-01	YES		3		3			5	2	3				11				
Nov-01			1	1	1	1		1	1	1								
Nov-01	YES	1	1	4	1			2	2	1	1	1		2				
Nov-01	YES	1	1	5				3		5	7	2				1		
Nov-01	YES	1	1	2				3		2	3	2						
Nov-01	YES	1	3	3				6	3	5	9	3		2	2			
Nov-01	YES		1									1						

54

Date																	
Nov-01	YES								5	5	1						
Dec-01		1	1			1	1		1			1			1	1	
Dec-01		1	3		2	1	1	6	1	1		2		2		2	1
Dec-01	YES		2		2	3	1	1	4	5		1					
Dec-01			1		1	2		5	1	3	2	2					
Dec-01			3		1			3		3				2	1		
Dec-01									3			1		2			
Dec-01					1				1								
Dec-01	YES	1	1	2	1			5	5	3	3	2			2		
Dec-01							1		1	1	1		1				1
Dec-01	YES	1	2	4			2	6		6	6	2		1	1		
Dec-01			1		1				1	1							
Dec-01	YES	1	2	1	1				1	1	1	1		1			
Dec-01	YES		1	1	1				1	2	1	2		3			
Dec-01			1		2	1		6	6	3	3	4					
Dec-01	YES	4	1	1	1			5		3	10	5		7	2		
Jan-02	YES	1	1	8	1			5	5	3	7	5		3			
Jan-02			1	1	1			1									
Jan-02													1				1
Jan-02			1				1	1				1					
Jan-02		1											1				1
Jan-02	YES	6	10	2		2		8	3	6	1				1		
Feb-02		6	5			5	12	16	4	10	1	7		4			2

Date																	
Mar-02	YES					2		2	2				2			1	
Mar-02		1	1	2	1		1	3										
Mar-02			2		5					6	5	10		8				
Mar-02	YES						6		1									
Mar-02						1			1				1				1
Apr-02						1							1				1
Apr-02						1		1									1	1
May-02		1	1				1						1				
May-02			1			1	1	1	1				1				1
May-02		8	1	2		2		2	2					5			
May-02		1	1	1						1				1			
May-02		6	3	2	1	1		2	2					2			
Jun-02	YES			1				1					1				
Jun-02	YES	2	3	1	2	3	2	10	8	12				1	2			
Jun-02	YES					1			1			1				1	
Jun-02						3											3
Jun-02			1					1	2			2	1	1				
Jun-02	YES		3	1				5	5	4			8				
Jun-02						1	2	1	1								1
Jun-02			1			1		1		2			2				
Jun-02	YES	15	10			4	15	20	6	5			8	3			
Jun-02	YES	5	6	4		8	7	10	10	10			7	3			
Jun-02	YES		2		2	1	1	5		3			1	3			
Jun-02			3			1								5			
Jun-02	YES	2	3	1	3	2	1	3		3			1	2	3	1	1
Jun-02	YES	6	5		5	2	7	10	3	5			3				
Jun-02	YES	5	10	5	15	11	10	12	10	15				3		5	
Jun-02						1	2										

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Date		C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	C11	C12	C13	C14	C15	C16	C17
Jun-02			7	2	2		3	4	4	7		5	3	5				
Jul-02		1	1			1		1										
Jul-02	YES							1				1		1				
Jul-02	YES							1				1		1				
Jul-02	YES	1	1			1	1	1	1	1	1	1						
Jul-02		3	5		2		3	5		1	1	1	1	1	1			
Jul-02														1				
Jul-02	YES	1	1		1		1	1		1		1						
Jul-02														1				
Jul-02							1	1		1		1						1
Jul-02	YES	1	1		1		1	1		1								
Jul-02	YES		1		1			1		1		1		1				
Jul-02	YES	1	1		1		1	1	1	1								
Jul-02	YES		1		1		1	1		1								
Jul-02	YES		1		1		1	1		1								
Jul-02	YES								1			1						
Jul-02	YES						1							1				
Jul-02										1			1					1
Jul-02	YES						1			1								
Jul-02	YES	1	1		1		1	1	1	1				1				
Jul-02	YES		1		1		1	1	1	1								
Jul-02		1	1	1	1		1	1		1	1	1		1				
Totals		133	204	95	104	107	135	319	156	269	86	164	46	132	59	27	13	41

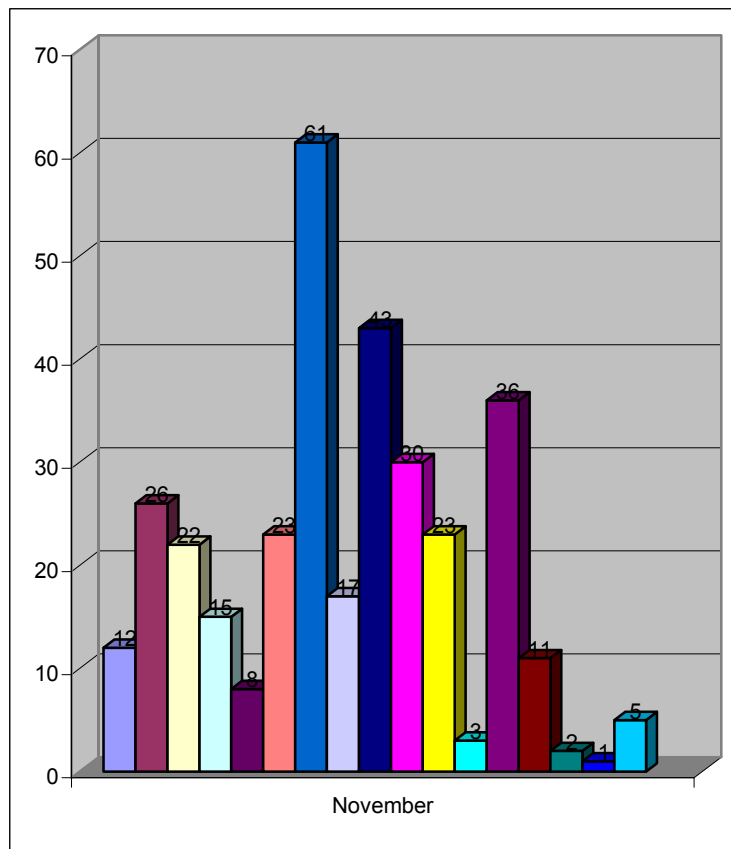# TOTAL OCCURRENCES OF THEMES IN THE ELECTRONIC MAIL, SEPT-JUNE

Legend:
- Libraries as Safe Havens
- Advocacy and Community Action
- Protection of Civil Liberties
- Patriotism
- ALA's role
- Technology
- Social Responsibility of Librarians
- Information Dissemination vs. Gov't Secrecy
- Intellectual Freedom
- Tension within the workplace
- Reflection
- Sharing of Resources and Information
- Balance vs Neutrality
- USA Patriot Act
- Dissent vs. Anti-Dissent
- Evaluating Sources of Information
- Disaster Planning

Values: 133, 204, 95, 104, 107, 135, 319, 156, 269, 86, 164, 46, 132, 59, 27, 13, 41

AMOUNT OF EMAIL PER MONTH
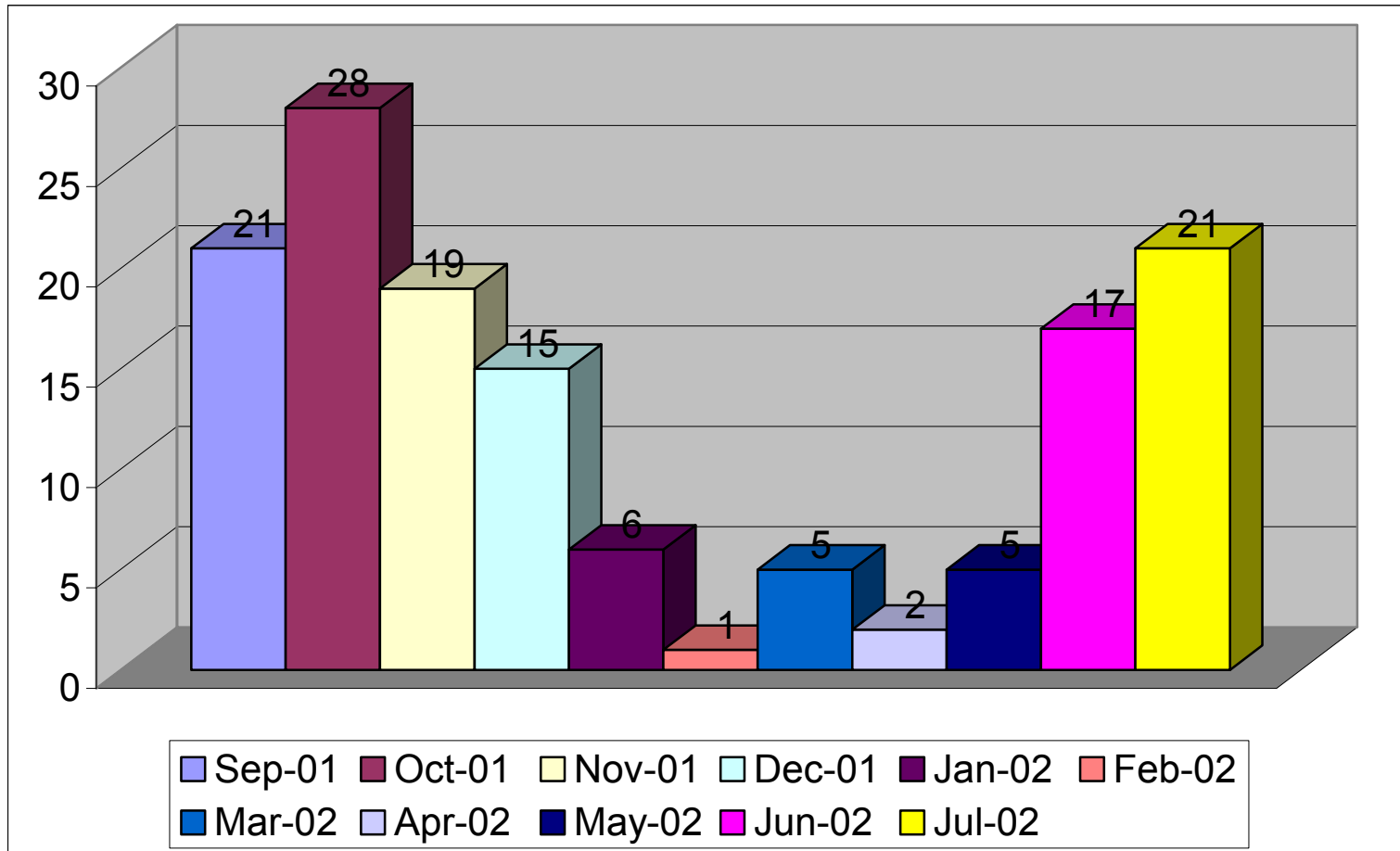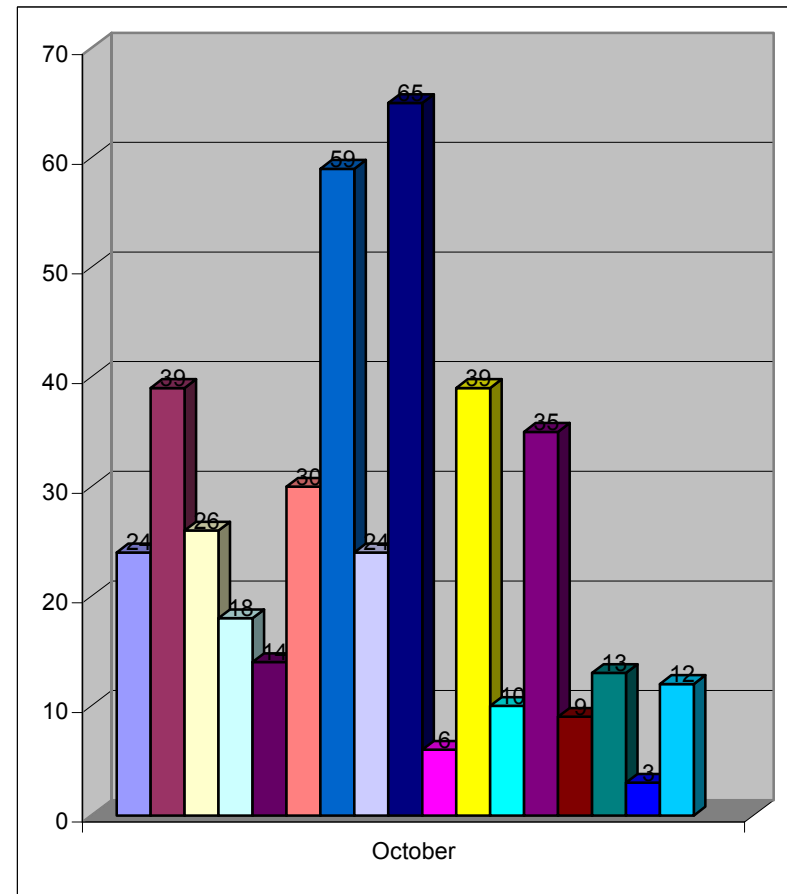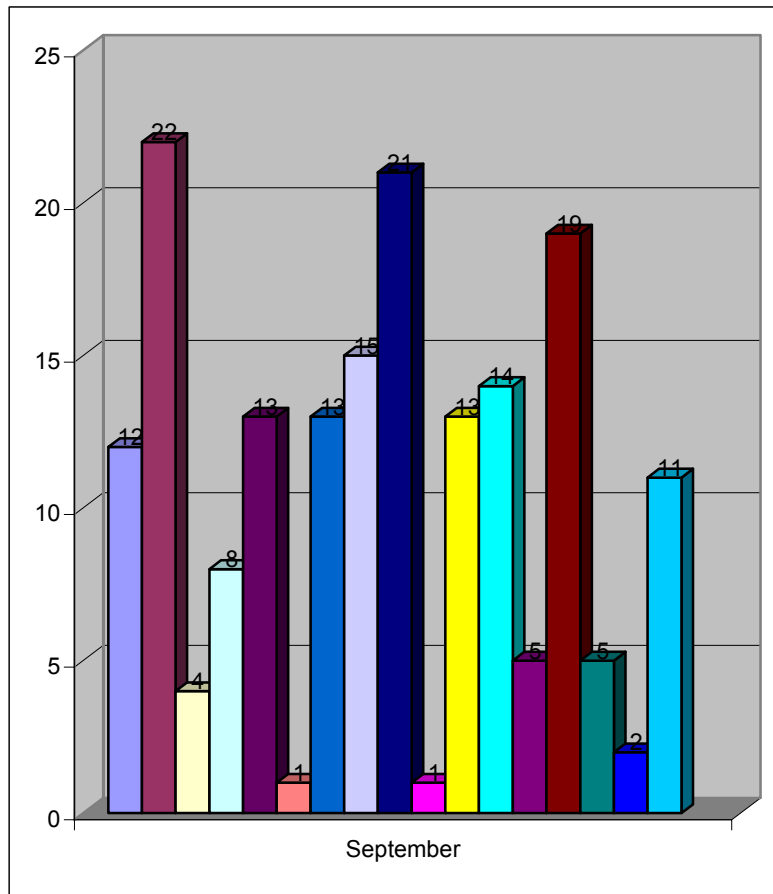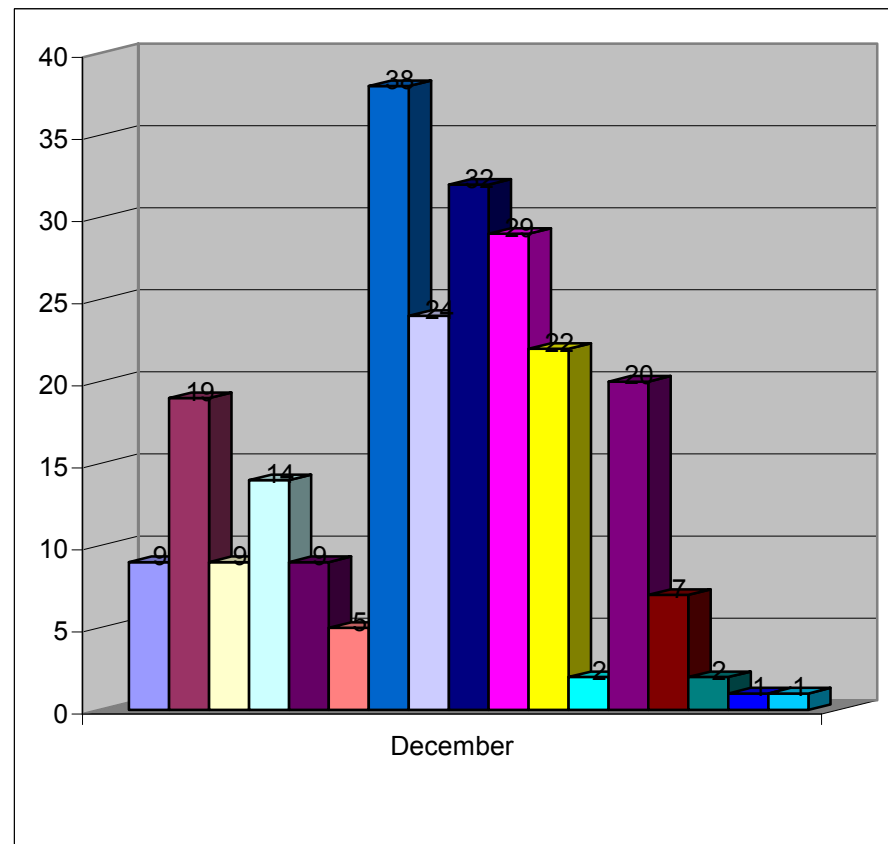
Legend:
- Sep-01
- Oct-01
- Nov-01
- Dec-01
- Jan-02
- Feb-02
- Mar-02
- Apr-02
- May-02
- Jun-02
- Jul-02

Month	Amount
Sep-01	21
Oct-01	28
Nov-01	19
Dec-01	15
Jan-02	6
Feb-02	1
Mar-02	5
Apr-02	2
May-02	5
Jun-02	17
Jul-02	21

THEME OCCURRENCES PER MONTH

September

October

THEME OCCURRENCES PER MONTH

THEME OCCURRENCES PER MONTH

January

February

THEME OCCURRENCES PER MONTH

THEME OCCURRENCES PER MONTH

THEME OCCURRENCES PER MONTH

July
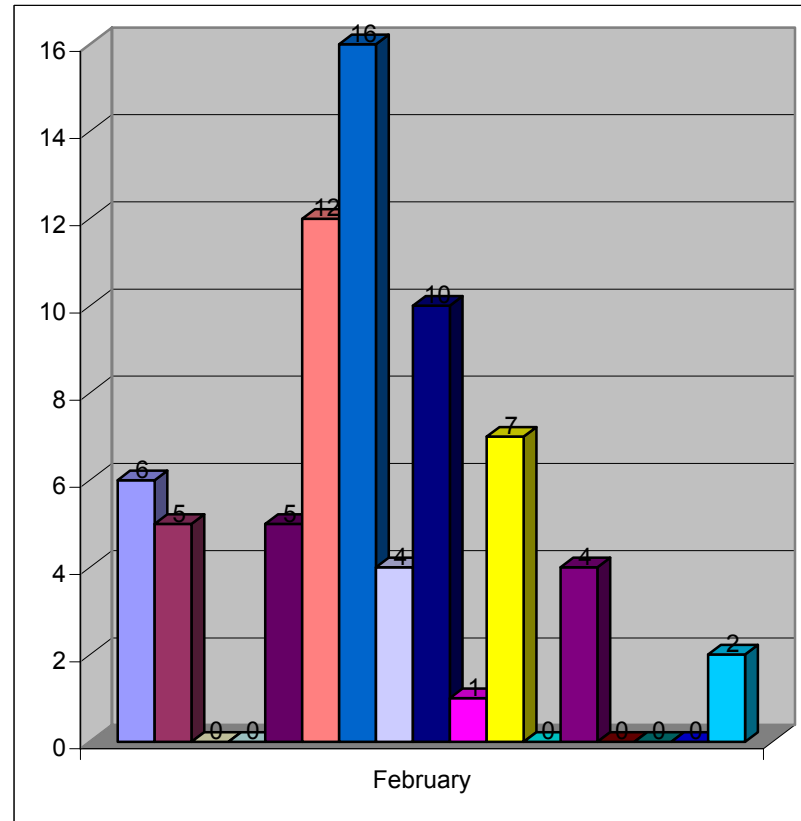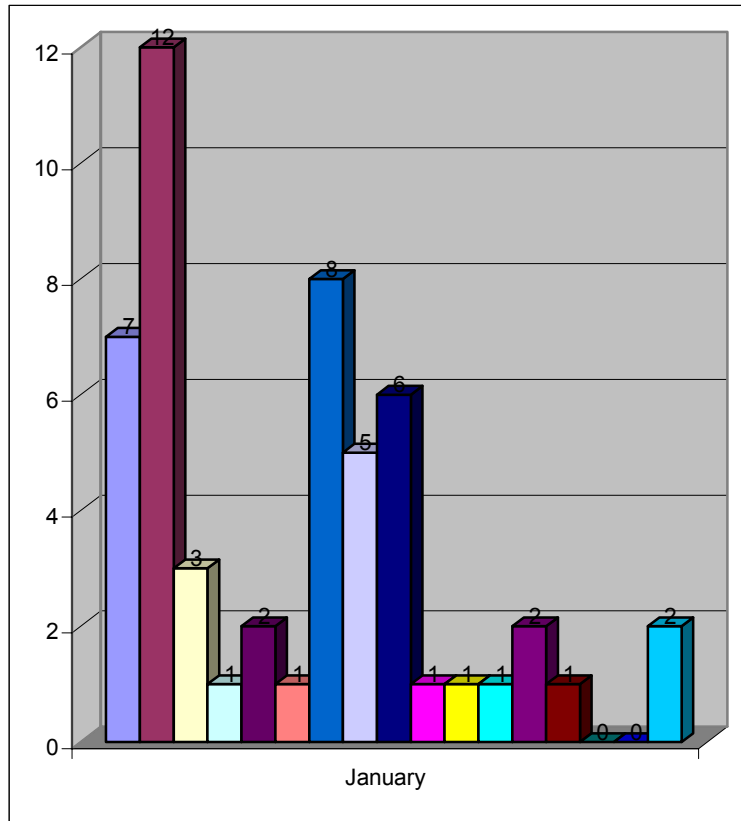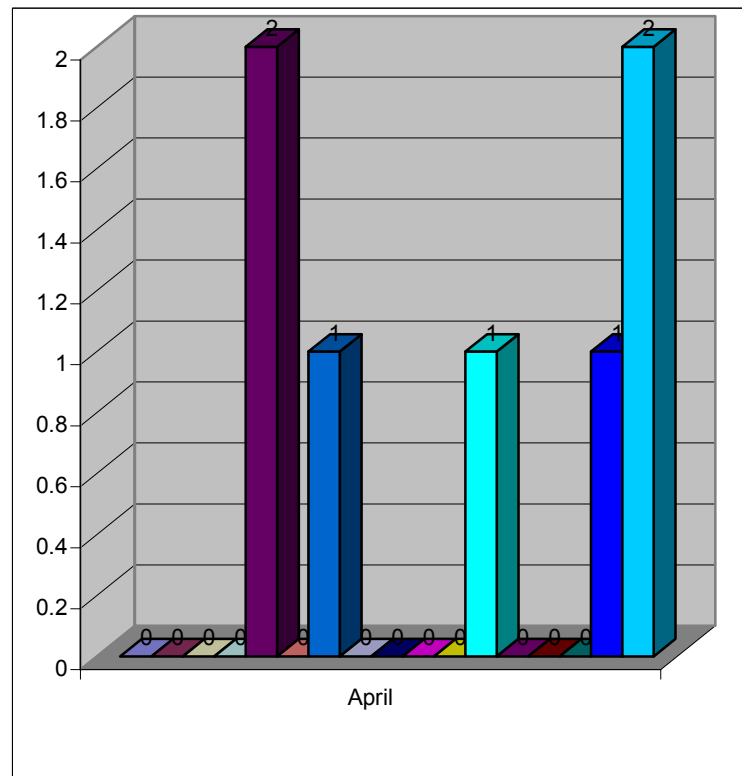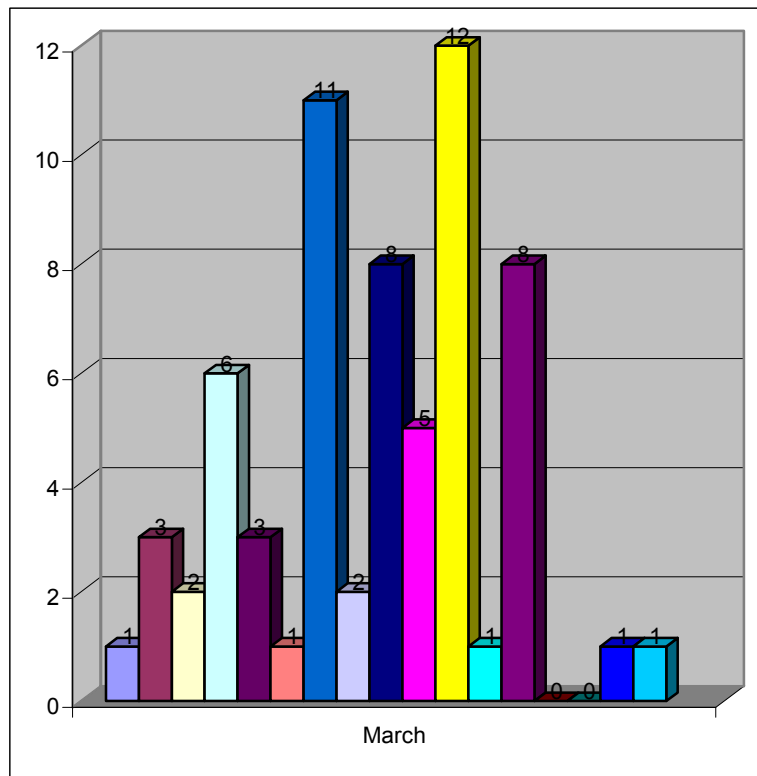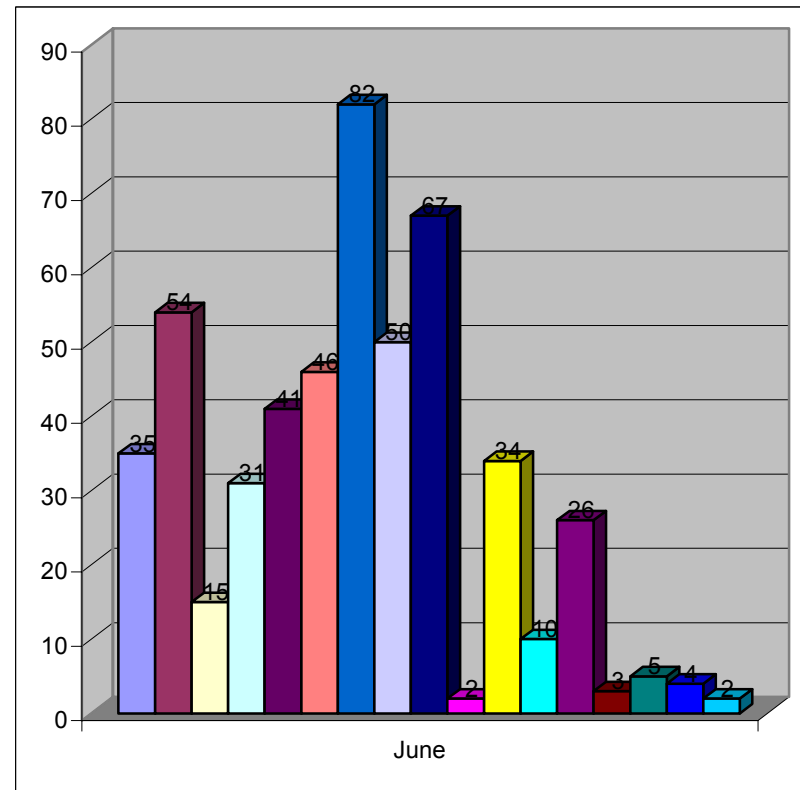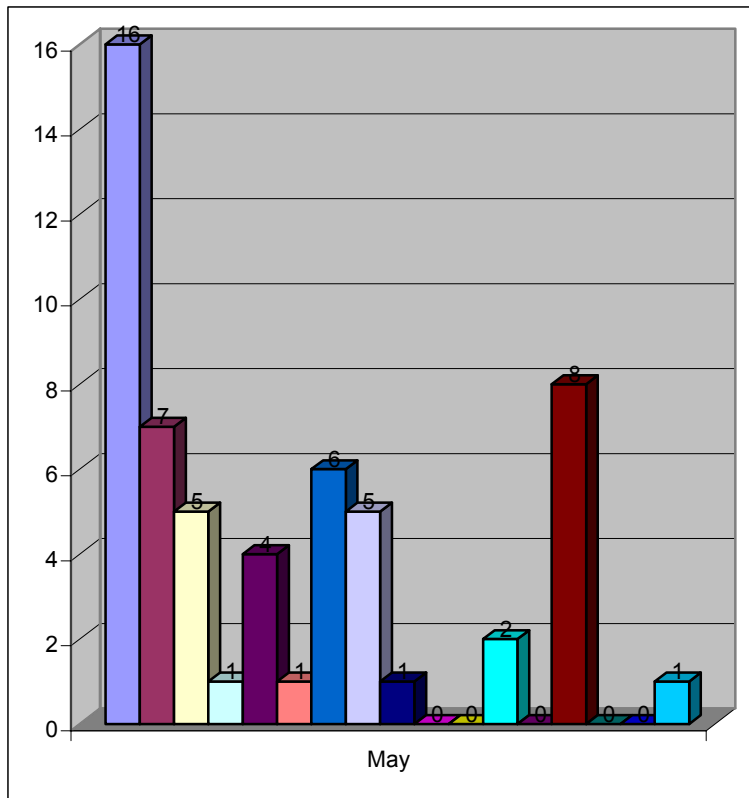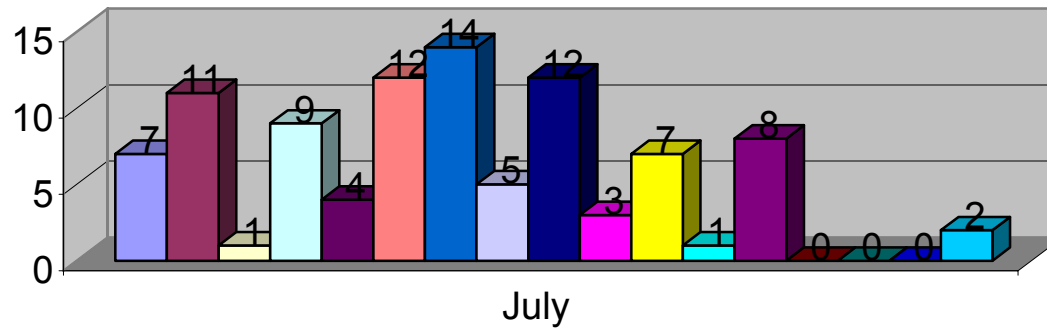
- ☐ Libraries as Safe Havens
- ☐ Balance vs. Neutrality
- ☐ Information Dissemination vs. Gov't Secrecy
- ☐ Protection of Civil Liberties
- ☐ Dissent vs. Anti-Dissent
- ☐ Tension within the workplace
- ☐ ALA's role
- ☐ Disaster Planning
- ☐ Sharing Resources

- ☐ Social Responsibility of Librarians
- ☐ Advocacy and Community Action
- ☐ USA Patriot Act
- ☐ Intellectual Freedom
- ☐ Patriotism
- ☐ Evaluating Sources of Information
- ☐ Reflection
- ☐ Technology

Appendix B:

LIBRARIES: AN AMERICAN VALUE

Libraries in America are cornerstones of the communities they serve. Free access to the books, ideas, resources, and information in America's libraries is imperative for education, employment, enjoyment, and self-government. Libraries are a legacy to each generation, offering the heritage of the past and the promise of the future. To ensure that libraries flourish and have the freedom to promote and protect the public good in the 21st
century, we believe certain principles must be guaranteed.

To that end, we affirm this contract with the people we serve:

• We defend the constitutional rights of all individuals, including children and teenagers, to use the library's resources and services;

• We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve;

• We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services;

• We connect people and ideas by helping each person select from and effectively use the library's resources;

• We protect each individual's privacy and confidentiality in the use of library resources and services;

• We protect the rights of individuals to express their opinions about library resources and services;

• We celebrate and preserve our democratic society by making available the widest possible range of viewpoints, opinions and ideas, so that all individuals have the opportunity to become lifelong learners - informed, literate, educated, and culturally enriched.

Change is constant, but these principles transcend change and endure in a dynamic technological, social, and political environment.

By embracing these principles, libraries in the United States can contribute to a future that values and protects freedom of speech in a world that celebrates both our similarities and our differences, respects individuals and their beliefs, and holds all persons truly equal and free.

Adopted by the
Council of the American Library Association
February 3, 1999

APPENDIX C:

In Defense of Freedom at a Time of Crisis

1. On September 11, 2001 thousands of people lost their lives in a brutal assault on the American people and the American form of government. We mourn the loss of these innocent lives and insist that those who perpetrated these acts be held accountable.

2. This tragedy requires all Americans to examine carefully the steps our country may now take to reduce the risk of future terrorist attacks.

3. We need to consider proposals calmly and deliberately with a determination not to erode the liberties and freedoms that are at the core of the American way of life.

4. We need to ensure that actions by our government uphold the principles of a democratic society, accountable government and international law, and that all decisions are taken in a manner consistent with the Constitution.

5. We can, as we have in the past, in times of war and of peace, reconcile the requirements of security with the demands of liberty.

6. We should resist the temptation to enact proposals in the mistaken belief that anything that may be called anti-terrorist will necessarily provide greater security.

7. We should resist efforts to target people because of their race, religion, ethnic background or appearance, including immigrants in general, Arab Americans and Muslims.

8. We affirm the right of peaceful dissent, protected by the First Amendment, now, when it is most at risk.

9. We should applaud our political leaders in the days ahead who have the courage to say that our freedoms should not be limited.

10. We must have faith in our democratic system and our Constitution, and in our ability to protect at the same time both the freedom and the security of all Americans.

Organizations In Defense of Freedom	Law Professors In Defense of Freedom (PDF)	Computer Scientists In Defense of Freedom (PDF)	How Can Individuals Help? Endorse In Defense of Freedom.

If you are an individual and would like to endorse this statement, send a message to endorse@indefenseoffreedom.org that includes your name, professional affiliation, and e-mail address. You will not be added to a listserver, however, we will send you a message by e-mail with a final report on the number of supporters

APPENDIX D:

September 20, 2001

Library Community Statement on Freedom of Speech and Access to Information

America's library community mourns the innocent victims of the recent terrorist attacks. We send our deepest sympathy to their families, friends, and other survivors. We also extend our appreciation and heartfelt support to the thousands of police officers, firefighters, volunteers, and other emergency personnel in New York City, Washington, D.C. and Pennsylvania who have sacrificed so much to assist others.

As our Nation and, indeed, the World move forward during this time of mourning and recovery, libraries continue to serve a diverse array of communities across our Nation with information and library services that celebrate the freedom of speech and access to information that we all embrace. By maintaining, on a daily basis, the balance between access to information for all, the privacy rights of our users, and the responsibility to cooperate with law enforcement agencies, libraries continue to be cultural and living symbols for the freedoms that we enjoy.

As stated so eloquently by Abraham Lincoln in a letter to an old friend in Illinois during the final days of the Civil War, "freedom is not some arbitrary right that is bestowed upon us because of the virtuous nature of our national character. It is a right we must protect and defend in both times of promise and peril if we are to remain in the future what we are in the present -- a free and honorable people."

The library associations listed below support the efforts of our Nation's leaders to protect and preserve the freedoms that are the foundation of our democracy. Libraries serve as critical resources for communities, individuals, and institutions and those concerned about the important need for access to information. We welcome the public's continued use of public, academic, research, special and school libraries.

American Association of Law Libraries
Mary Alice Baish, Associate Washington Affairs Representative
202-662-9200

American Library Association
Lynne Bradley, Director, Office of Government Relations
202-628-8410

Association of Research Libraries
Prudence S. Adler, Associate Executive Director
202-296-2296

Medical Library Association
Mary M. Langman, Manager, Information Issues and Policy
312-419-9094 ext. 27

California Library Association 2001
Cindy Mediavilla, President

APPENDIX E:

LIBRARY COMMUNITY STATEMENT ON PROPOSED ANTI-TERRORISM MEASURES

As our Nation moves forward during this time of mourning and recovery, it is important that we continue to protect and preserve the freedoms that are the foundation of our democracy. Our Nation's libraries are trusted, impartial resources providing information on all points of view, for all people. America has been served for over two centuries through public, school, academic, research, law, and special libraries in our many diverse communities and institutions. The role of libraries as a national resource must not be compromised by the erosion of the privacy rights of library users.

The Library Associations listed below call on our Nation's leaders to move cautiously in proposing new laws and regulations aimed at terrorism. We are concerned that some of the legislation proposed thus far threatens the rights of the public and undermines the confidentiality that is crucial for the flow of information needed for the provision of library services and most importantly, the vitality of our democracy. As the national debate on how to maintain our freedom while assuring appropriate security moves forward, the library community will balance the impact of any legislative and regulatory proposals on the privacy and First Amendment rights of library users. The proposals thus far have raised significant concerns, including:

1. Expansion of Pen Register and Trap and Trace Devices to the Internet Issue:
Libraries are providers of information to the public and do not monitor information sought or read by library users. To the extent that libraries "capture" usage information through computer logs or networked services, this is purely for administrative, housekeeping purposes. There are instances when there is a need for law enforcement to collect information from libraries, and in such circumstances libraries comply with court orders. Any new legislation in this arena raises potentially significant First Amendment and privacy concerns. Proposals to allow these devices to capture information about electronic mail, web surfing, and other kinds of electronic communications over the Internet raise at least two concerns.

First, the expansion of the information captured by these devices goes far beyond their use in traditional telephone settings, where a trap and trace device notes only the numbers dialed to or from a certain telephone. Internet "addressing and routing information" may include considerable information about the content a user viewed, and it may include personal information submitted to a web site. This is a major expansion of the scope of information made available through the use of these devices.

Second, proposals also include allowing trap and trace information to be collected in relationship to a person, rather than a location. Unlike a computer in a home, a library computer is open for use by the whole community. In many libraries, it is impossible to narrow the use of a trap and trace device to only reach the communications of particular individuals.

Recommendation: The current standard of "relevant to an ongoing investigation" may be entirely appropriate for obtaining a court order for a pen register or trap and trace device for *telephon*e. There should be a higher standard for obtaining a court order if there is an expansion of the number of users monitored or the content of their communications. The information collected through an order should be specified as narrowly as possible.

2. Expansion of Access to Business Records (including library circulation data) **Issue:**
 Library circulation records are highly confidential and are protected from disclosure under most state laws. Confidentiality assures library patrons that, in ordinary circumstances, they will not be subject to intrusion, intimidation, or reprisal for their choice of reading material or research topics. Libraries already provide law enforcement officials such records if served with a court order.

Proposals to make it easier to access so-called business records by lowering standards and eliminating judicial review would appear to apply to library circulation records as well. If adopted, these proposals would eviscerate long-standing state laws and place the confidentiality of all library users at risk. Such proposals could also apply to electronic records showing the history of web sites viewed at a library's public workstations -- records that may well include personal information about individuals wholly uninvolved in any federal investigation. These types of proposals violate existing privacy laws and policies.

Recommendation: There should continue to be a high standard for obtaining a court order requiring the release of library records. This is of special concern to libraries given the mission of libraries to provide access to information and resources, including the technological means to achieve such access, while protecting the privacy and First Amendment rights of library users.

3. Expansion of Access to Educational Institution Records Issue:
The library community shares Congress' longstanding commitment to student privacy and the confidentiality of educational institution records, which is reflected in current federal laws such as the Family Educational Rights and Privacy Act of 1974 and the Children's Online Privacy Protection Act of 1998. For democracy to flourish, individuals must be able to control the disclosure of privacy information such as their academic records. Of course, if there is a legitimate law enforcement need for particular educational records associated with particular individuals, the library community cooperates and will continue to cooperate with such efforts.

Recommendation: There should continue to be a high standard for obtaining a court order requiring the release of educational institution records. Students' privacy and First Amendment rights remain high priorities for the library community, and existing law permits sufficient access to the records created and maintained by educational institutions.

4. Expansion of the Definition of Terrorism Issue:
Libraries are concerned that the expansion of the computer fraud and abuse provisions could have unintended consequences for users. For example, any proposal that concerns computer fraud and abuse provisions could mean that relatively low-level cybercrime offenses by "hackers" (including users in libraries) could become "terrorist" activities. Similarly, we are concerned that the expansion of the definition of terrorism could have the effect of sweeping in copyright violations, including infringement.

Recommendation: Libraries believe that there is adequate existing legal authority for law enforcement to deal with computer crimes. Libraries question whether there is a need for new and exceptional authority.

5. New Mandates for Technology Issue:
Libraries use a wide range of technologies to provide Internet and other electronic information to users, which vary based on the communities served and the library's resources. New technological requirements should not be imposed on libraries, many of which already struggle to meet user demand for access to Internet and computer resources. Proposals that require certain types of information to be retained in libraries' limited-capacity databases for extended periods of time, or that require law enforcement technology to be added to a library network, may have substantial unintended consequences that affect libraries' ability to provide core user services.

Recommendation: The library community believes that libraries should not need to reconfigure their systems or undertake actions that exceed their existing technological capabilities.

American Association of Law Libraries (Mary Alice Baish, Associate Washington Affairs Representative, 202-662-9200)

American Library Association (Lynne Bradley, Dir. of Govt. Relations, 202-628-8410)

Association of Research Libraries (Prudence S. Adler, Associate Executive Director, 202-296-2296)

October 2, 2001

APPENDIX F:

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

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