



# TRACK: Social Media for Crisis Management

<https://iscram2022.enit.fr>

## INTRODUCTION TO THE TRACK

The aim of this track is to showcase current research on how the use of Social Media can help in crisis response, management, and resilience. We invite papers that provide rich description and/or evaluation of the design and/or actual use of Social Media for collaboration and/or widespread participation in any phase of crisis management, from initial planning and preparedness, through detection, response, recovery, and resilience.

## TRACK TOPICS

Possible topics of interest for this track include, but are not limited to the following:





- **Use of social media during disasters and health emergencies:** Studies of the use of social media in crises, conflicts, and health emergencies such as the COVID19 pandemic, either for information sharing that can provide useful information for managers and citizens, as a pull technology, or for dissemination of information to the public as a push technology. This topic includes identification of barriers to effective use of social media by emergency response agencies, and the use of social media to make sense of an evolving crisis.
- **Automatic geotagging:** Pertinent messages on social media are usually not geotagged i.e., lacking GPS coordinates. This track solicits research papers proposing new techniques and approaches to automatically infer geolocation and geotagging information from social media messages and images.
- **Information overload and veracity:** Innovations in design or use of social media that solve potential problems such as issues of information overload, assessment of information trustworthiness, or ethical issues such as privacy.
- **Information classification and extraction from text and images:** Identification and extraction of situational awareness and actionable information from social media. Techniques for mining and near-real-time processing of social media data (text and images) to enable early decision-making.
- **Information fusion:** Methods for fusing crisis-related social media data with data from other information sources (e.g., news, weather forecasts, call center data, etc.).
- **Digital volunteering and crowdsourcing:** Studies of crowdsourcing and other new practices such as the use of “digital volunteers” that engage the public and connect communities.


- **Case studies** and best practices on the use of social media for crisis response.

We are currently exploring options where papers submitted to this track can potentially be published in a special issue of a reputable journal.

### TRACK CO-CHAIRS

All co-chairs are long-time active ISCRAM members and have all served as track chairs or co-chairs for the Social Media Studies Track for past ISCRAM conferences.

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