



TRACK 9: Social Media for Crisis Management

21st International Conference on
INFORMATION SYSTEMS FOR CRISIS RESPONSE AND MANAGEMENT

“Theme: Embracing the Crisis Management Lifecycle”

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Münster - Germany

University of Münster and State Fire Service Institute North Rhine-Westphalia
<https://iscram2024.ercis.org/>

THE TRACK OVERVIEW

The goal of this track is to spotlight ongoing research demonstrating how Social Media can contribute to crisis response, management, and resilience. We welcome papers offering in-depth technical contributions, case studies, and evaluations of Social Media data and its practical applications for fostering response, collaboration and broad engagement in all stages of crisis management. This encompasses initial planning, preparedness, detection, response, recovery, and building 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, 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.

- *LLMs: Applications and uses of Generative AI where e.g., Large Language Models (LLMs), can make a substantial impact in the context of disaster and humanitarian response. Studies highlighting the potential of LLMs in tasks such as information extraction, multilingual sentiment analysis, and crisis mapping and showcasing their transformative capabilities in improving the efficiency and effectiveness of response efforts.*
- *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, connect communities, and build resilience.*
- *User Studies: Research describing how emergency-response personnel and other stakeholders use social media and the information systems that make social media available. Examples include qualitative interviews, surveys, or co-design efforts that identify pain-points or barriers to the efficient use of online information sources during crises.*
- *Case studies and best practices on the use of social media for crisis response.*

TRACK CHAIR AND CO-CHAIR

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

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