

Mis-/Dis- Information Bystander Toolkit

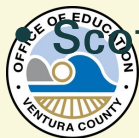
Slides: https://bit.ly/MD-info_CLA22

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Introduction

- Ashlee Nishiya, Ventura County Office of Education
- Élan Delgadillo, Marin County Free Library
- Erin Baxter, San Benito County Free Library
- Kelsey Vukic, USC Libraries
- Orion Dam, Santa Clara County Library



USC Libraries



WHY?

- We each have an interest in Information Literacy
- Recent proliferation of Information Literacy trainings and toolkits
- Those most affected are not likely to visit or trust the library
- But trusted people in their lives might be library patrons or library staff members



But... Why Libraries?

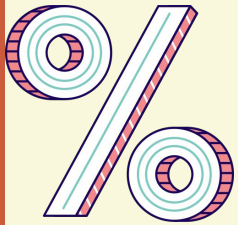
Staff

- Helping them navigate difficult conversations

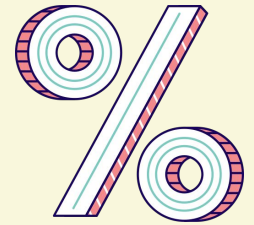
Patrons AND Community

- Help them better understand the role Digital/Media Literacy plays in our lives





Data on



Mis-/Dis-Information

Problems

- 48% of Americans get most or some of their news from social media. (Pew Research)
- 81% of Americans rely on their own research before making a major decision. (Pew Research)
- 39% of Americans are very confident in being able to recognize fake news. (Pew Research)
- In a recent study, 90% respondents believed they were better than the average person in identifying fake news on social media. When tested on identifying fake news, 75% of the respondents tested worse than they thought they would. (The Proceedings of the National Academy of Sciences)

Data on Mis-/Dis-Information

Opportunities

- 95% of Americans think misinformation is a problem (Pearson Institute/AP-NORC Poll)
- 93% of Americans think social media users contribute to misinformation (Pearson Institute/AP-NORC Poll)
- 78% of Americans feel that libraries help them find information that is trustworthy and reliable (Pew Research)

We all experience Confirmation Bias

Definition

Type of cognitive bias that involves favoring information that confirms your previously existing beliefs or biases

Impact

This type of bias can prevent us from looking at situations objectively. It can also influence the decisions we make and lead to poor or faulty choices.

Mitigation

Expanding the types of sources used in searching for information could provide different aspects on a particular topic and offer levels of credibility.

Why Emotions Run High: Brain Science

- Conflict leads to the primal part of our brain (the amygdala) kicking in to survival mode to stay safe
- This response is biological and natural, but it doesn't have to run the show during a political conversation



Why Emotions Run High: Social Science

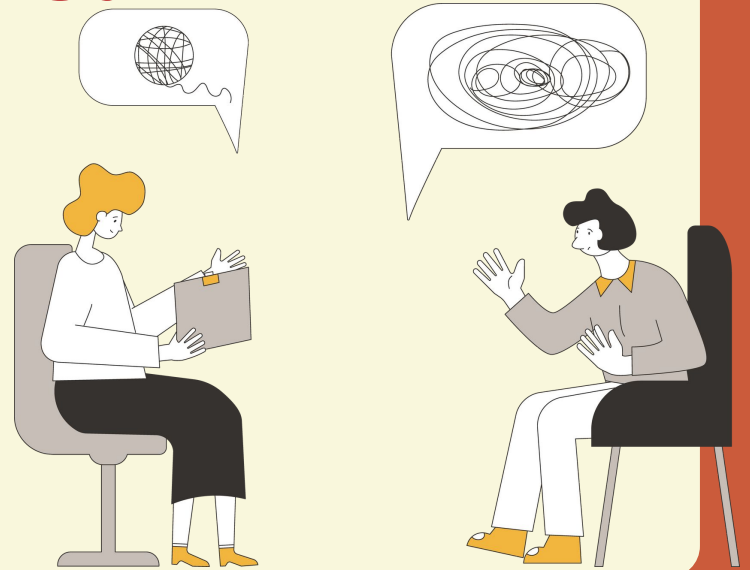
- Political viewpoints make up part of our identity or how we view ourselves
- When our political views are challenged, it can feel like our very identities, or who we are, are being challenged



Why Emotions Run High:

Psychology

- **"worldview defense"**: when our political ideology feels threatened, our self-esteem and desire to be part of something that will live on after we do feels threatened.
- **"tribal mindset"**: Our natural desire to find others with similar viewpoints can lead to us versus them mentality.
- **poor self-differentiation** can lead to a tendency to take on the emotions of others or become emotionally dysregulated when challenged



Understanding the reasons
WHY we feel so triggered
in these challenging
conversations can help us
gain distance from our
emotions, reflect, and
choose empathy over
anger.



Empathy Checklist

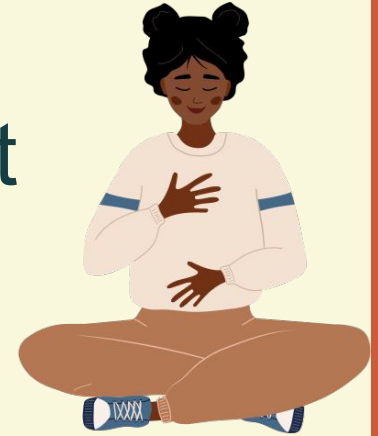
Ask questions to understand the person's feelings behind their viewpoint (Why is this important to you?)

- Listen and use "I" statements
- Focus on the policies not the people
- Prioritize your relationship with the person over politics
- When all else fails, change the conversation to something more positive (a favorite memory you have with the person).





Other ways to manage emotions during a difficult conversation



Breathe

Slow down and take 10 deep breaths.

Focus on your body

Moving your body can activate the thinking part of your brain. Ask if the person would like to stand or take a walk

Take a break

Excuse yourself to get a glass of water or offer to get the other person a cup of coffee, use the restroom, or go outside

Having conversations with CIVILITY

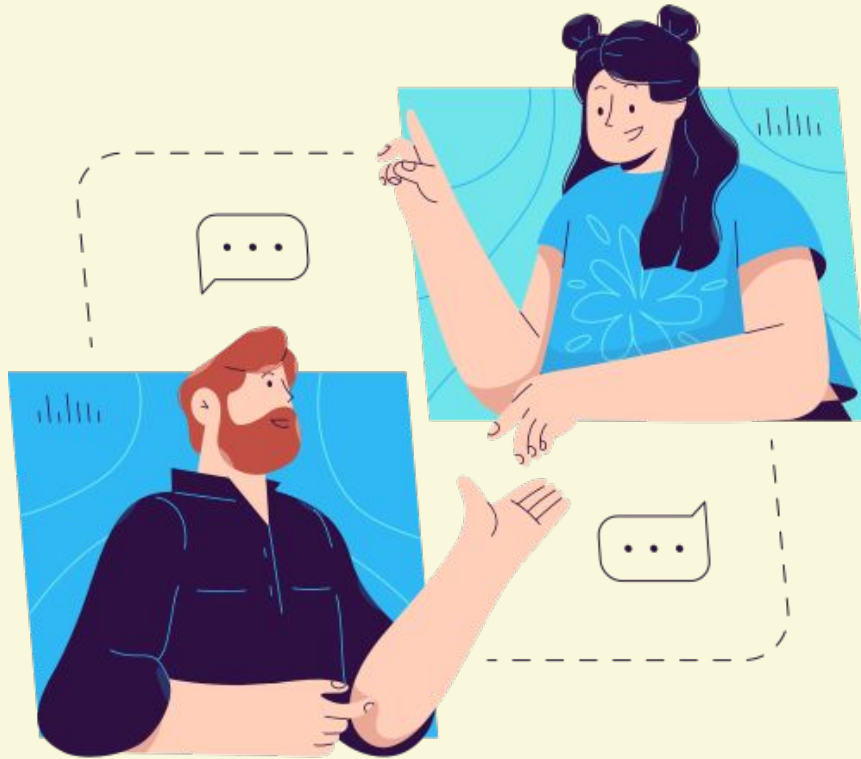
- Civility is “polite, reasonable and respectful behavior.”
- Agree to disagree
- Ensures that the work place is an overall positive environment



CIVILITY Checklist

- Take the high road
- Be respectful
- Be truthful
- Don't misrepresent
- Listen & learn
- Look for common ground
- Respect privacy
- Set a good example





Learning to L.A.U.G.H.

Listen

Accept

Understand

Give Space

Humility

Constructive Questioning

Is it worth engaging?

- Is there enough time to engage in a conversation?
- How harmful is the friend or family member's belief?
- How deeply does the friend or family member hold the belief?
- Does the friend or family member seem interested in and open to discussion?
- Does the friend or family member value your opinion?



Constructive Questioning

Evaluating Sources

- That's not something I've heard before, where did you read/see/hear that?
- How did reading/watching/hearing that make you feel? What did you do next?
- How do you know that's true?
- What would it take to change your mind?
- Who is the source and what might their agenda be?
- What might they be gaining from pushing that information?
- Could I share with you some information/sources that I trust?



Using this TOOLKIT

A repository for staff

This toolkit is intended to be a repository for library staff. Since many libraries do not have the bandwidth to create content from scratch, this toolkit will provide resources for staff to design or implement programming for patrons with the toolkit resources



Canvas Toolkit Preview



- ▼ Background Information
 - Glossary
- ▼ Confirmation Bias
 - Overview & Impact
 - Mitigating Confirmation Bias
 - How to Reduce Confirmation Bias
 - Suggested Reading and Sources

- ▼ Managing Emotions
 - Why Emotions Run High
 - Let's Get Psychological!
 - Empathy, empathy, empathy
 - Some Practical Tips
 - Suggested Reading and Sources-2
- ▼ De-Escalation Techniques
 - De-escalation Techniques

- ▼ Conversations with Civility
 - What is Civility?
 - Civility in the Workplace
 - How to Agree to Disagree
 - Civility Checklist
- ▼ Constructive Questioning
 - Questions
 - Constructive Questioning Further Reading
- ▼ Next Steps/Implementation
 - Bystander Skills and Scripts

<https://canvas.instructure.com/enroll/9TB7RR>

Growing this

Toolkit

Current

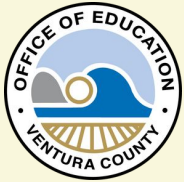
- Defining psychological factors that influence the acceptance of mis/disinformation
- How to ask critical questions, manage emotions, and conduct civil conversations
- Promotional materials to be adapted by library staff

Future

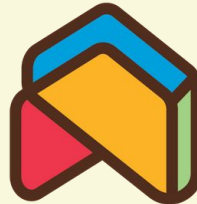
- Scripts, role-play prompts, social media promotional materials, workshop outlines, and video scenarios
- Expanded asynchronous learning modules



Thank You!



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