How to Combat COVID-19 Related Misinformation

March 20th, 2020

Sarah Brandt

Christopher Harris

Hosted and presented by

EveryLibrary Institute

The EveryLibrary Institute

- Public Opinion Polling and Analysis about Librarians

- Library Social Media Effectiveness Analysis

- Message-Testing about Libraries and Librarians

- Textual Analysis of Library and Librarian Media Coverage

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Today's Webinar

- Focus: Supporting patrons with accurate and timely Coronavirus and COVID-19 related information / Combatting disinformation and fake news.

- Sarah Brandt, Vice President of News Literacy Programs for NewsGuard.

- Christopher Harris, Director of the School Library System for the Genesee Valley Educational Partnership.

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Sarah Brandt

Vice President of News Literacy Programs for NewsGuard

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Evaluating Sources: NewsGuard's Nutrition Labels for News

This website generally maintains basic standards of accuracy and accountability.

Proceed with caution: This website generally fails to maintain basic standards of accuracy and accountability.

- Teams of journalists rate news and information websites based on 9 basic, apolitical criteria of journalistic practice

- Based on the 9 criteria, each website gets an overall red or green rating.

- Each rating is explained in a Nutrition Label review, containing information about the source's ownership & financing, content, credibility, transparency, and history.

CREDIBILITY

- ✓ Does not repeatedly publish false content
- ✓ Gathers and presents information responsibly
- ✓ Regularly corrects or clarifies errors
- ✓ Handles the difference between news and opinion responsibly
- ✓ Avoids deceptive headlines

TRANSPARENCY

- ✓ Discloses ownership and financing
- ✓ Clearly labels advertising
- ✓ Reveals who's in charge, including possible conflicts of interest
- ✓ Provides the names of content creators, along with either contact or biographical information

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The Coronavirus Infodemic

"The 2019-nCoV outbreak and response has been accompanied by a massive 'infodemic' - an **over-abundance of information** – some accurate and some not – that **makes it hard for people to find trustworthy sources and reliable guidance when they need it.**"

— The World Health Organization's Novel Coronavirus
(2019-nCoV) Situation Report - 13

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Coronavirus Misinformation: Where is it coming from?

- NewsGuard tracks the culpable websites in its **Coronavirus Misinformation Tracking Center**

- NewsGuard has identified **more than 100** different websites in the US, France, Germany, Italy, and the UK…

- ...and that's not even counting the false Tweets, memes, Facebook posts, WhatsApp messages, chain emails, etc.…

100+

Websites publish false information about COVID-19

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Coronavirus Misinformation: What is it?

1. **False claims about its origin**

2. **Phony cures**

3. **Downplaying its seriousness**

Evaluating Claims: A step-by-step guide

Sarah Brandt
Just now ·

Wow, silver can kill the coronavirus!

WAKINGTIMES.COM
Natural Protection Strategy Against Viruses, Including the Coronavirus

Like   Comment   Share

I heard about this coronavirus cure on Facebook! Is it true?

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Evaluating Claims: A step-by-step guide

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Wow, silver can kill the coronavirus!

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Like   Comment   Share

1. What's the source?

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Evaluating Claims: A step-by-step guide

wakingtimes.com   **NewsGuard**

Proceed with caution: This website severely violates basic standards of credibility and transparency.

A website that publishes false health and science claims, including stories linking vaccination and autism and unsubstantiated claims about the 2020 coronavirus outbreak.

Score: 0/100   See the full Nutrition Label →

CREDIBILITY

✖ Does not repeatedly publish false content

✖ Gathers and presents information responsibly

✖ Regularly corrects or clarifies errors

✖ Handles the difference between news and opinion responsibly

✖ Avoids deceptive headlines

TRANSPARENCY

✖ Website discloses ownership and financing

✖ Clearly labels advertising

✖ Reveals who's in charge, including any possible conflicts of interest

✖ The site provides names of content creators, along with either contact or biographical information

1. What's the source?

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Evaluating Claims: A step-by-step guide

colloidal silver coronavirus

✅ factcheck.afp.com › consuming-silver-particles-will-not-prevent-or...
Consuming silver particles will not prevent or treat novel
Claim: Consuming silver particles kills novel coronavirus
Claimed by: Multiple sources
✅ Fact check by AFP Fact Check: False
Feedback

✅ www.bbc.com › news › world-51735067
Coronavirus: The fake health advice you should ignore -
Mar 8, 2020 - **Colloidal silver** is tiny particles of the metal suspended in liquid. A
show claimed the solution kills some strains of **coronavirus** ...
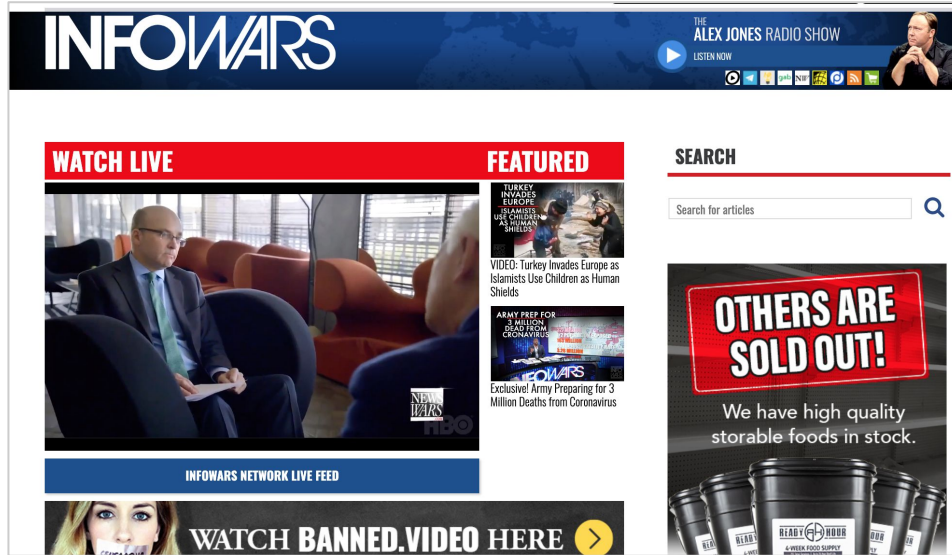
1. **What's the source?**

2. **What do other sources say?**

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Evaluating Claims: A step-by-step guide

WAKING TIMES

NATURAL PROTECTION STRATEGY AGAINST VIRUSES, INCLUDING THE CORONAVIRUS

February 25, 2020

1. **What's the source?**

2. **What do other sources say?**

3. **What's the date?**

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Evaluating Claims: A step-by-step guide

1. **What's the source?**

2. **What do other sources say?**

3. **What's the date?**

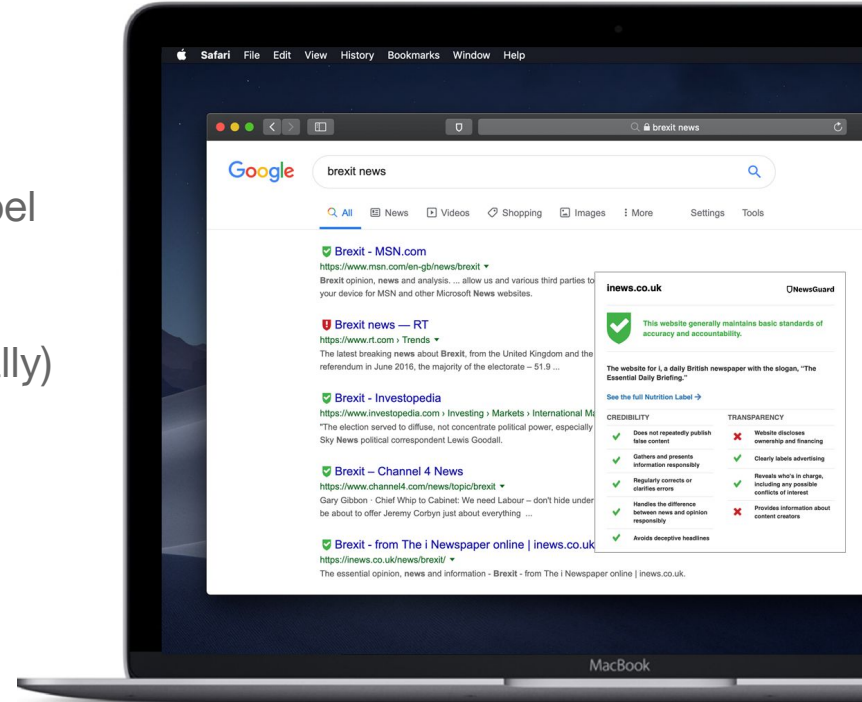4. **What's the motivation?**

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NewsGuard browser extension provides background information about sources and their credibility

- Source ratings appear next to links on Google, Facebook, Twitter, etc.

- Users can hover and click to read Nutrition Label

- Free for everyone until July 1, always free for public libraries (used in over 700 libraries globally) thanks to support from Microsoft and Oscar

- Available for Chrome, Firefox, Edge, and Safari

- Visit newsguardtech.com or contact sarah.brandt@newsguardtech.com to bring NewsGuard to your library

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Christopher Harris, EdD

Director, School Library System of Genesee Valley BOCES

When Buzzfeed says there are too many rumors...

BuzzFeed News

REPORTING TO YOU

ABOUT US   GOT A TIP?   SUPPORT US   BUZZFEED.COM   SECTIONS ▾

TRENDING   Democratic Primaries   Coronavirus Cases   Europe Travel Ban   Primary Results

CORONAVIRUS

Here's A Running List Of The Latest Hoaxes Spreading About The Coronavirus

Misinformation, hoaxes, and snake oil cures have all been rampant online since the outbreak of the coronavirus.

Jane Lytvynenko
BuzzFeed News Reporter

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1. Keep communication simple and on message
2. Don't overload already stressed out receivers
3. Consider any other messages being sent by formatting choices
4. Keep lists to three items

Librarians can help make information accessible

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How effective are thermal scanners in detecting people infected with the new coronavirus?

Thermal scanners are effective in detecting people who have developed a fever (i.e. have a higher than normal body temperature) because of infection with the new coronavirus.

However, they cannot detect people who are infected but are not yet sick with fever. This is because it takes between 2 and 10 days before people who are infected become sick and develop a fever.

World Health Organization

#2019nCoV

This is a user friendly graphic answering one question. Perfect for posting to social media to fight misinformation.

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Coronavirus Disease 2019 (COVID-19) Outbreak

Situation Summary

This is an emerging, rapidly evolving situation and CDC will provide updated information as it becomes available, in addition to updated guidance.

Updated March 15, 2020

Background

CDC is responding to an outbreak of respiratory disease caused by a novel (new) coronavirus that was first detected in China and which has now been detected in more than 100 locations internationally, including in the United States. The virus has been named "SARS-CoV-2" and the disease it causes has been named "coronavirus disease 2019"

Confirmed COVID-19 Cases Global Map

↗

View larger image and see a

In This Collection

Coronavirus Disease 2019 Situation Summary

What You Should Know

Symptoms

How COVID-19 Spreads

Steps to Prevent Illness

What to Do If You Are Sick

Frequently Asked Questions about COVID-19

Protect Yourself and Your F

Travel

Travelers Arriving in U.S.

The CDC summary page as formatted on the NIH site is more user friendly. If you are going to send people to one place, this might be a better choice.

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One of these maps screams ZOMBIE APOCALYPSE...

...the other is the WHO dashboard we should be using/recommending.

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Consider both source and display. Media and message.

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Known COVID-19 cases per million / 17 Mar 2020

Cases per M

105.00
50.00
0.00

Washington 105.29
Montana 7.07
North Dakota 4.46
Minnesota 10.18
Maine 10.54
Oregon 10.18
Idaho 1.91
South Dakota 11.05
Wisconsin 4.75
New York 34.52
Wyoming 5.32
Iowa 7.22
Michigan 5.36
Pennsylvania 4.96
Nebraska 9.86
Illinois 7.25
Indiana 2.93
Ohio 3.21
Nevada 5.92
Utah 7.60
Colorado 28.63
0.54
Virginia 6.37
California 9.90
Kansas 2.80
Missouri 0.50
Kentucky 4.61
North Carolina 3.46
Arizona 2.03
New Mexico 8.26
Oklahoma 2.40
Arkansas 5.49
6.15
6.05
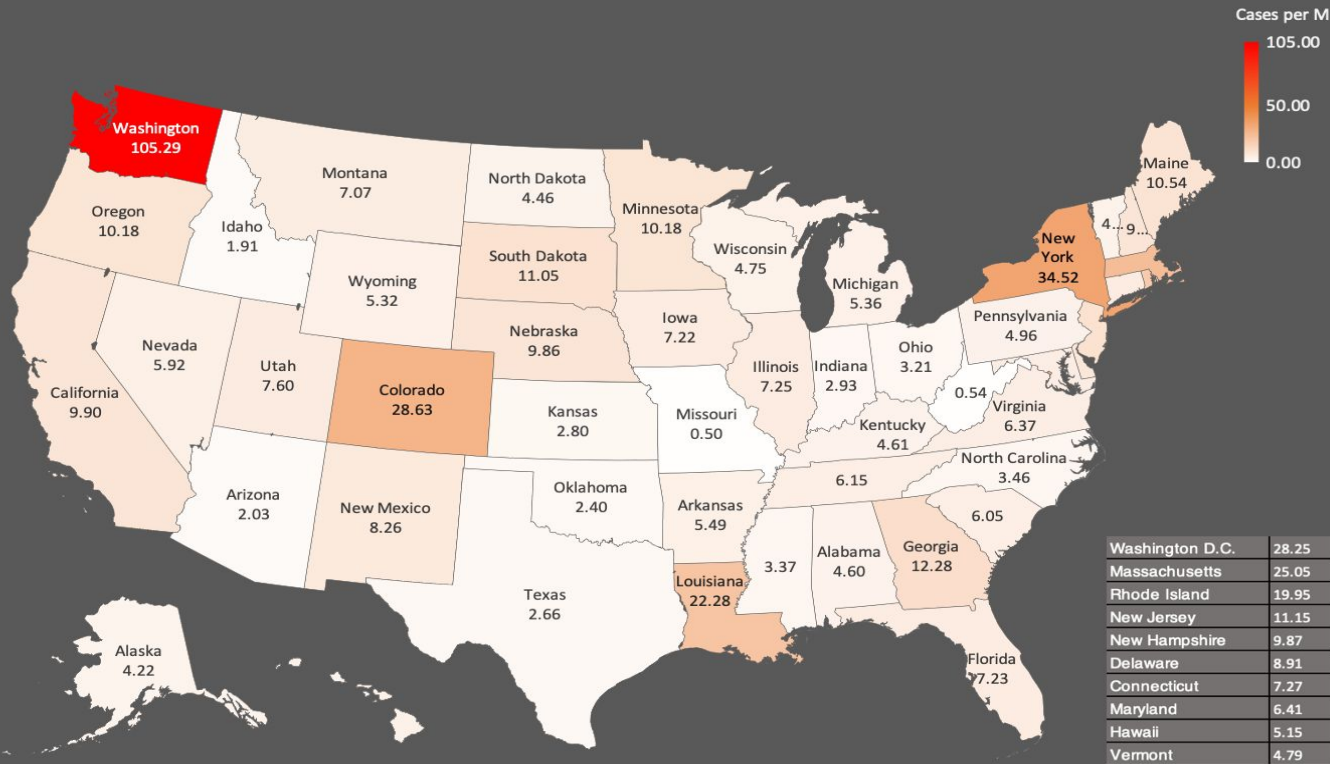Texas 2.66
Louisiana 22.28
3.37
Alabama 4.60
Georgia 12.28
Alaska 4.22
Florida 7.23

Washington D.C.	28.25
Massachusetts	25.05
Rhode Island	19.95
New Jersey	11.15
New Hampshire	9.87
Delaware	8.91
Connecticut	7.27
Maryland	6.41
Hawaii	5.15
Vermont	4.79

Powered by Bing
© GeoNames

This map shows cases/1M population as a way to understand the spread potential localized impact of COVID-19.

Reddit u/TupperWolf

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Have a ready reference style list of debunk links. But don't just link things.

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nature medicine

The proximal origin of SARS-CoV-2

Kristian G. Andersen ✉, Andrew Rambaut, W. Ian Lipkin, Edward C. F. Garry

To the Editor — Since the first reports of novel pneum
19) in Wuhan, Hubei province, China[1,2], there has be
discussion on the origin of the causative virus, SA
referred to as HCoV-19)[4]. Infections with SARS
widespread, and as of 11 March 2020, 121,564 s have
confirmed in more than 110 countries, wi ,373 deaths[5].

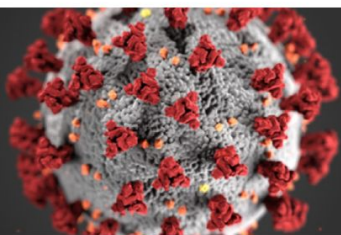SARS-CoV-2 is the seventh coronavirus known to infect humans;

> "Our analyses clearly show that SARS-CoV-2 is not a laboratory construct or a purposefully manipulated virus."
>
> Andersen, K.G., Rambaut, A., Lipkin, W.I. *et al.* The proximal origin of SARS-CoV-2. *Nat Med* (2020). Doi: 10.1038/s41591-020-0820-9

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Be proactive in warning about scams to inoculate the public ahead of risk.

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Coronavirus Scams
What the FTC is Doing

Scammers are taking advantage of fears surrounding the Coronavirus.

Avoid Coronavirus Scams

Here are some tips to help you keep the scammers at bay:

- Don't click on links from sources you don't know. They could download viruses onto your computer or device.
- Watch for emails claiming to be from the Centers for Disease Control and Prevention (CDC) or experts saying they have information about the virus. For the most up-to-date information about the Coronavirus, visit the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).
- Ignore online offers for vaccinations. There currently are no vaccines, pills, potions, lotions, lozenges or other prescription or over-the-counter products available to treat or cure Coronavirus disease 2019 (COVID-19) — online or in stores.

FTC warns about scams, especially with the potential of UBI checks. Consider financial literacy instruction.

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Q&A

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Resources:

EveryLibrary Resource Guide
https://www.everylibrary.org/resourcespubliccovid

Coronavirus Misinformation Tracking Center from NewsGuard
https://www.newsguardtech.com/coronavirus-misinformation-tracking-center/

Curated List of Trusted Information for all things COVID-19 from Christopher Harris
https://slsa-nys.org/resources/coronavirus-information-resources-2020/

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Libraries2020.org

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Be safe!

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