Whether we like it or not, the mainstream adoption of social media in all of our lives is becoming increasingly apparent with some citizens expecting to be able to communicate with the emergency services via these social media channels. In this newsletter, EENA has gathered together some reference material which covers the role social media plays and will play in receiving and giving information from and to the general public as well as what solutions are in place currently and into the future.

The list of materials below is not exhaustive and if you wish to highlight any other information regarding social media and its use within the emergency service and disaster recovery framework, please don’t hesitate to contact Jerome Paris (jp@eena.org). Enjoy your reading!

**EENA documents**

- Next Generation 112 Explained (EU Emergency Services Workshop, 18 April 2012) (556KB)
- Next Generation 112 Long Term Definition standard for emergency services document (version 1.1) (3222KB)

**Presentations made during EENA events or conference calls**

- Using information from social media for emergency management - Bert Brugghemans, Antwerp Fire Service, Belgium (3694KB)
- Social media and the emergency services - Hester Stubbe-Alberts, Researcher / Technical Consultant, TNO, The Netherlands (287KB)
- Use of social media and Twitter filter - Rein Hof, Social Media Advisor, Twente Police, The Netherlands (2557KB)
- Use of social media - Luis Gestoso, General Director, 112 Murcia, Spain (616KB)
- Facebook, Twitter and Emergency Management - Manfred Blaha, Ministry of Interior, Austria (821KB)

**Studies, Surveys, Articles**

- 3GPP TR 22.871 V11.0.0 (2010-12) - 3rd Generation Partnership Project: Technical Specification Group Services and System Aspects; Study on Non-Voice Emergency Services (Release 11)
- EENA's position on NOVES - Non-Voice Emergency Services (203KB)
- Emergency Management, Twitter and Social Media Evangelism - Mark Latonero, University of Southern California, USA and Irina Shklovski, IT University of Copenhagen, Denmark, 2011
- Backchannels on the front lines: emergent uses of social media in the 2007 southern California wildfires - Jeannette Sutton & Leysia Palen, University of Colorado, USA and Irina Shklovski, University of California, USA, 2008
- The Evolving Role of Social Media in Emergency Management - Kristopher Hayne, EMBC, 2012
- Social media, crisis communication, and emergency management. Leveraging web 2.0 technologies - Connie M. White, 2012
- Using Social Media in Emergency and Disaster Management - Craig Thomler, 2013
- Social Media for Emergency Management: Question of Supply and Demand - Patrick Meier (PhD), 2013
- Using information from social media for emergency management - Bert Brugghemans, Antwerp Fire Service, Belgium, 2013 (2800KB)
Identifying and confirming information and system quality requirements for multi-agency disaster management - Bharosa N., Van Zanten B., Zuurmond A., Appelman J., 2009
Microblogging for Crisis Communication: Examination of Twitter Use in Response to a 2009 Violent Crisis in the Seattle-Tacoma, Washington Area - Heverin T., Zach L., 2010
Microblogging after a major disaster in China: a case study of the 2010 Yushu earthquake - Qu Y., Huang C., Zhang P., Zhang J., 2011
Learning from the Crowd: Collaborative Filtering Techniques for Identifying On-the-Ground Twitterers during Mass Disruptions - Starbird K., Muzny G., 2012
An online social network for emergency management - White, C., Plotnick, L., Kushma, J., Hiltz, S. R., & Turoff, M., 2009
Cell Phone Use with Social Ties during Crises: The case of the Virginia Tech tragedy - Kavanaugh, A. L., S. Sheetz, J. B. Kim, 2010
Expectation of Connectedness and Cell Phone Use in Crisis - Sheetz, S. D., F. Quek, B. J. Kim, 2009

Disclaimer: This webpage is published for information purposes only and it does not declare to be a statement or interpretation of EU law or the national law of EU Member States. This webpage is entirely without prejudice to the views of relevant national statutory authorities and their legal functions and powers, whether under EU law or the national law of their Member State. Accordingly, under no circumstances may reliance be placed upon this webpage by any parties in compliance or otherwise with any applicable laws. Neither may reliance be placed upon this webpage in relation to the suitability or functionality of any technical specifications, or any other matters discussed in it. Legal advice, technical advice and other advice as relevant, may be sought as necessary.