

Covid-19 Information Experiences: Implications for Everyday Life Information Literacy Skills

Authors: Rajesh Singh & Amanda DeLisi

Division of Library and Information Science

Covid-19 Infodemic

- WHO (2020) declared Covid-19 a public health crisis and an infodemic.
- Staggering amounts of information, both accurate and inaccurate, circulates during public health crisis. (WHO, 2020).
- People find it challenging to find trustworthy information.

Methods and Materials

Data collection through an **online survey** between 4/5/2020 and 6/4/2020. A **qualitative content analysis approach** was utilized to understand respondents' Covid-19-information experiences.

Sample

1979 participants from 48 U.S. states and Washington, D.C.

Age range: 18-88 years old.

Participants: Female (83%), males (14%), LGBTQ+ (0.8%), did not wish to disclose their gender (1.9%)

Results

- A majority of people experienced predominantly negative emotions while searching for information about the Covid-19 crisis.
- Some people displayed trust in believing experts, reputable organizations, politicians, media, and evidence-based information.
- Findings highlight concerns about pandemic-related misinformation and its negative impact on public health, information handling skills, civic engagement and people's overall well-being.
- Less than one-fourth of respondents (21.2%) felt confident in their information handling skills and emphasized the need to empower communities with information literacy skills.
- Media, political, and information landscapes influence people's overall information experiences.

Research Aim

Understand people's information experiences about Covid-19 pandemic

Research Questions

1. What type of misinformation challenges did people confront while searching about Covid-19 pandemic?
2. What emotions have people experienced in dealing with Covid-19 related information?
3. What are people's perceptions of Covid-19-related misinformation?
4. What are people's major concerns about Covid-19-related misinformation?
5. What are the implications for everyday life information literacy in the post-truth era?

Covid-19 Information Experiences:
 A majority of respondents (78%) perceived Covid-19 misinformation as troubling.
 There is a need for everyday life information literacy skills.

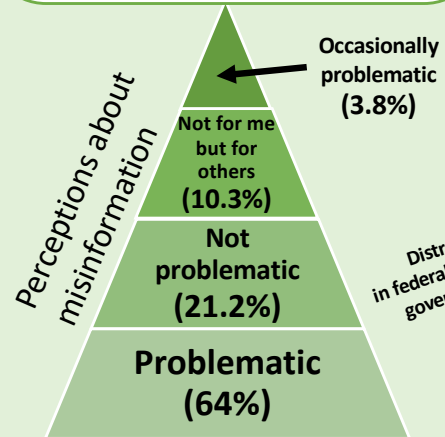
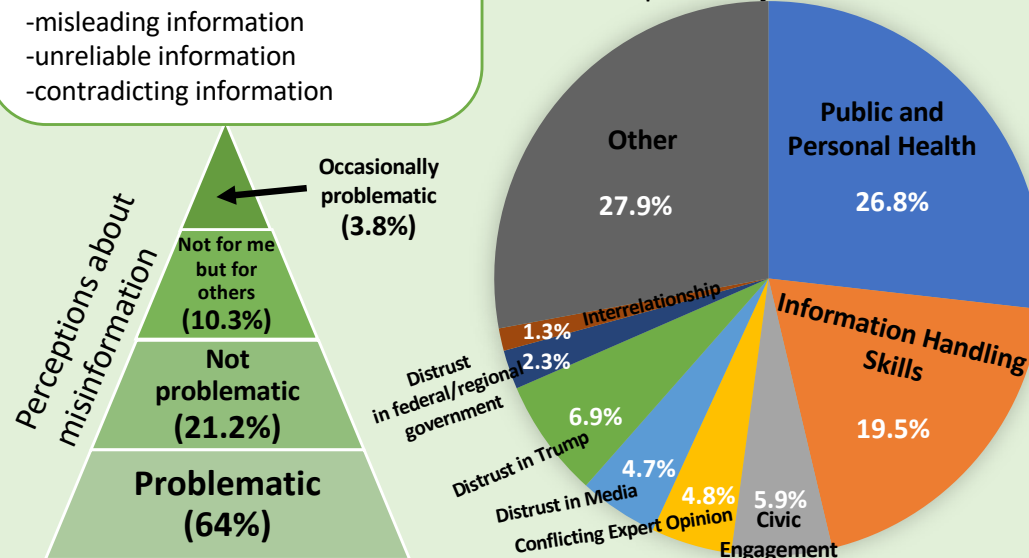
Information Challenges

- misinformation -lies
- disinformation -fiction
- sensational stories -rumors
- conspiracy theories
- politicized information
- inaccurate information
- misleading information
- unreliable information
- contradicting information

Emotional Experiences

- fearful -anxious -sad
- overwhelmed -retaliatory -angry
- confused -depressed -annoyed
- frightened -stressed
- panicked -frustrated

People's Major Concerns



Implications

