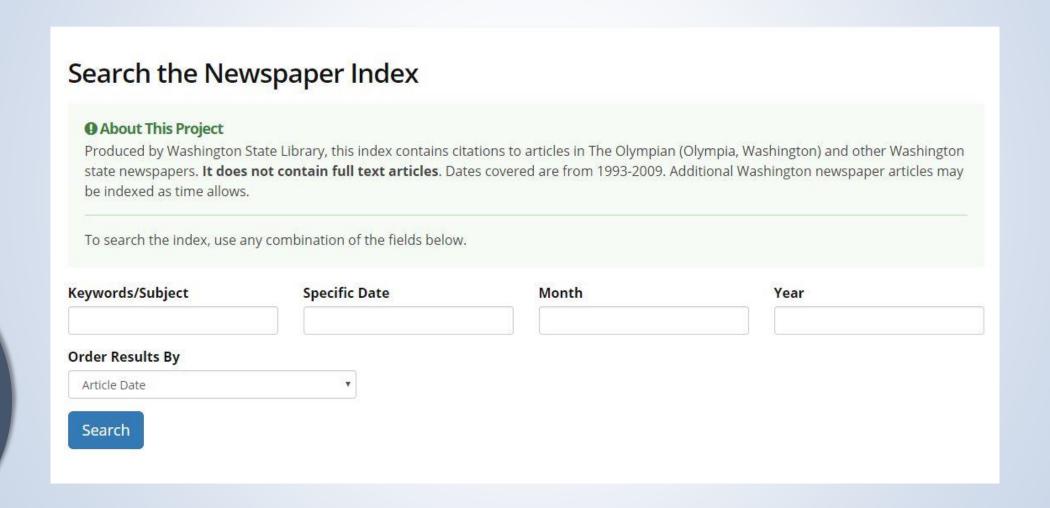
"I just want to know the truth"

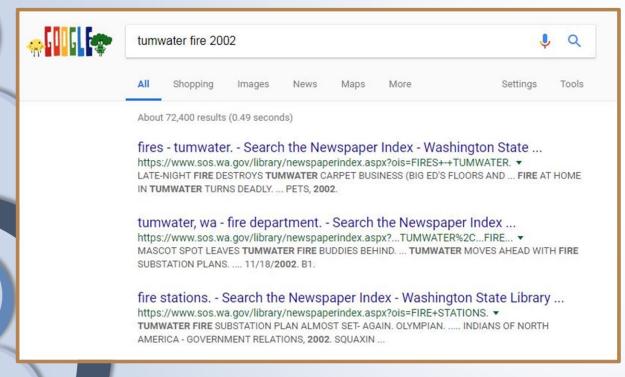
Access to newspaper articles as a social justice issue

By Mary Paynton Schaff
Reference Librarian/Legislative Services Liaison
Washington State Library
mary.schaff@sos.wa.gov

Online index to the Olympian



Beginning in April 2017...



GIRL SCOUT FACILITY DAMAGED BY FIRE. OLYMPIAN. 06/06/2002. B1. Request this article	PACIFIC PEAKS GIRL SCOUT COUNCIL (TUMWATER) FIRES - TUMWATER.	LITTLEROCK RD.
FIRE REMINDS GIRL SCOUTS OF HOME-TO-BE. OLYMPIAN. 06/08/2002. C1. Request this article	 FIRES - TUMWATER. GIRL SCOUTS OF AMERICA. PACIFIC PEAKS GIRL SCOUT COUNCIL (TUMWATER) 	LONGORIA, RUTH.
TUMWATER BUILDING DESTROYED BY BLAZE. OLYMPIAN. 07/12/2002. B1. Request this article	FIRES - TUMWATER. CHURCHES - THURSTON COUNTY.	BURNHAM, MICHAEL.KINGDOM HALL OF JEHOVAH'S WITNESSES (NORTH NINTH AVE SW)
POLICE INVESTIGATING TUMWATER FIRE. OLYMPIAN. 07/13/2002. A1. Request this article	FIRES - TUMWATER. CHURCHES - THURSTON COUNTY.	LONGORIA, RUTH.JEHOVAH'S WITNESSES KINGDOM HALL.'SUSPICIOUS'
CONGREGATIONS TO REBUILD HALL RUINED BY FIRE. OLYMPIAN. 09/02/2002. B1. Request this article	 FIRES - TUMWATER. TUMWATER, WA - BUILDINGS. 	TARR, LINDA.JEHOVAH'S WITNESSES KINGDOM HALL.

Some generalizations about... the articles requested Crimes (arrests, court cases, sentencing) Traffic accidents

the customers requesting articles

- Community events
- Moments in the spotlight (athlete of the week)

- Crime victims
- Family members
- Police officers, attorneys
- Journalists
- Themselves

Strengths and opportunities

- Unfindable content is now findable
- Information is not hidden behind firewalls or authentication
- Lost memories are found
- Library's audience is widened
- Opportunities for providing contextual information (accident reports, court records, DSHS files)
- Library is seen as providing a valuable service

Weaknesses and Threats

- Basic lack of information literacy skills
- Frequently viewed as transactional by the customer
- Over-reliance on Google to find "everything"
- Necessity of developing policies/procedures around the index
- No "right to be forgotten"
- Significant drain on employee time and resources

Social justice as seen through access to recently historic newspaper articles means...

- Criminals are held accountable
- Family secrets are made public
- Stories are remembered
- You can obtain printed evidence to show others
- No financial barriers to obtaining information about yourself
- Libraries are impartial warehouses full of information that can directly impact your life
- Librarians are empathetic teammates who can help you find the truth, without judgement

The impact

- "Thanks for the information I received; it was very helpful to my understanding better the history of this tragic event"
- "Searching for news articles shouldn't cost a person a subscription to several companies"
- "I want to thank you with all of my heart for sending this article that brought me to tears."
- "I want[ed] to be more familiar with the circumstances of his crime so I may know to what capacity I should keep careful about him."
- "I am so excited to have this article and recipe again after 19 years!"
- "I can't describe how important [this] is to me. She answered a lot of my questions I had about my past."

"I just want to know the truth"

Access to newspaper articles as a social justice issue

By Mary Paynton Schaff
Reference Librarian/Legislative Services Liaison
Washington State Library
mary.schaff@sos.wa.gov