

Francesca Comunello, & Simone Mulargia. (2017). A #cultural_change is needed. Social media use in emergency communication by Italian local level institutions. In eds Aurélie Montarnal Matthieu Lauras Chihab Hanachi F. B. Tina Comes (Ed.), *Proceedings of the 14th International Conference on Information Systems for Crisis Response And Management* (pp. 512–521). Albi, France: Iscram.