

William R. Smith, Keri K. Stephens, Brett Robertson, Jing Li, & Dhiraj Murthy. (2018). Social Media in Citizen-Led Disaster Response: Rescuer Roles, Coordination Challenges, and Untapped Potential. In Kees Boersma, & Brian Tomaszeski (Eds.), *ISCRAM 2018 Conference Proceedings - 15th International Conference on Information Systems for Crisis Response and Management* (pp. 639–648). Rochester, NY (USA): Rochester Institute of Technology.