



Public Health  
England

Protecting and improving the nation's health

# Final analysis of the HIFA thematic discussion and PHE evidence briefing on Knowledge Management for Global Health and Disaster Preparedness

## **Authors:**

Caroline De Brún  
Neil Pakenham-Walsh

**Date:** 15<sup>th</sup> January 2018

**Version:** 1

## Contents

Introduction .....	3
Highlights of the Evidence Briefing .....	3
Highlights of the HIFA thematic discussion.....	4
Additional resources identified .....	5
Key messages from the discussion.....	17
Actual LIS experiences.....	18

DRAFT

**“To be an information professional or a librarian is to be someone who believes they can change the world for the better through knowledge”**

*Professor R.D.Lankes, CILIP Conference keynote, 2015*

## Introduction

The Health Information For All (HIFA) Project on Library and Information Services (LIS) aims to leverage the individual and collective HIFA membership to support communication, understanding and advocacy for library and information services as they relate to global public health and evidence-informed decision making by health professionals, citizens, and policymakers. The project's focus is global health, especially (but not exclusively) population health, preparedness for disasters (natural or man-made), emergencies, and disease outbreaks. To achieve this, a literature review and a thematic discussion were carried out, and the purpose of this document is to summarise the findings from these two outputs.

## Highlights of the Evidence Briefing

In March 2017, Public Health England produced an Evidence Briefing (EB) looking at the role of libraries in providing support to disaster management teams and the general public during times of crisis. The purpose of the briefing was to identify existing work and gaps in the knowledge for this area of work, with a view to finding opportunities to provide further support. For the purpose of this evidence briefing, natural disasters include tsunamis, storms, floods, earthquakes, etc. and man-made disasters include off-shore oil drilling, wars, civil unrest, terrorism, etc. Outbreaks refer to disease outbreaks, pandemics, infections, etc.

A total of seven databases were searched: CINAHL, Embase, Global Health, LISTA, Medline, and PubMed, and Google. Out of 130 references, 68 met the inclusion criteria and were included in the EB.

The results fell in to 6 categories:

1. Access to information
2. Knowledge management
3. Existing programmes/resources
4. Roles:
  - health librarians
  - knowledge brokers
  - libraries
  - public libraries
5. Potential and implied roles
6. Social media

The key messages were:

- Access to timely, accurate, and quality health information for disaster teams is essential, but there is a digital divide, which could be overcome with free or low-cost Internet-based initiatives, such as open access journals, and online training for library staff.
- There is a digital divide, and in times of crises, and at other times, in low and middle income countries (LMIC), power can fail and access to vital information is

interrupted, presenting significant challenges to emergency services, who are then unable to make informed decisions.

- Knowledge management tools are available to support global health.
- Effective data sharing is vital in environments facing crisis, such as disease outbreaks.
- Knowledge brokering can play a key role in supporting data sharing and facilitating access to information, and librarians have the skills to be effective knowledge brokers.
- Awareness of local context, such as cultural sensitivities, fears, insecurities, and inequity in literacy levels is needed.
- Several programmes and resources are already available to people who are operating in crisis situations. The literature discussed the following examples:
  - Book Aid International - [www.bookaid.org/](http://www.bookaid.org/)
  - Health Information for All - <http://www.hifa.org/>
  - INASP - [www.inasp.info/en/](http://www.inasp.info/en/)
  - Information Training and Outreach Centre for Africa - [www.itoca.org/](http://www.itoca.org/)
  - Phi (Partnerships in Health Information)
  - Health Books International - [www.talcuk.org/](http://www.talcuk.org/)
  - Tropical Health and Education Trust - [www.thet.org/](http://www.thet.org/)
  - Research4Life - [www.research4life.org/](http://www.research4life.org/)
  - Evidence Aid - [www.EvidenceAid.org](http://www.EvidenceAid.org)
  - National Library of Medicine (NLM) Disaster Information Management Research Center - [disaster.nlm.nih.gov/](http://disaster.nlm.nih.gov/)
  - Central American Network for Disaster and Health Information - [www.cridlac.org/ing/proyecto\\_ing.html](http://www.cridlac.org/ing/proyecto_ing.html)
- Librarians have a variety of roles to play in supporting disaster management teams, including knowledge brokering, and Disaster Information Specialist, who are emerging as part of the health library workforce. With adequate training in disaster planning, information professionals can become valuable members of a disaster management team.
- Libraries and librarians can provide shelter, charging centre, Internet connection point, warming centre, a meeting place, a communication channel, and pastoral care, in addition to information.
- Social media can be used effectively in global health protection: information dissemination, disease surveillance, and communicating with the general public.

To conclude, the evidence shows that libraries and librarians have a very important role to play in terms of providing support during, and after disasters, but information professionals should receive training in disaster planning and management.

The full briefing is available here

[http://www.hifa.org/sites/default/files/publications\\_pdf/Evidence\\_briefing\\_global\\_health\\_library\\_services\\_EAHIL\\_June\\_2017\\_FINAL\\_VERSION.pdf](http://www.hifa.org/sites/default/files/publications_pdf/Evidence_briefing_global_health_library_services_EAHIL_June_2017_FINAL_VERSION.pdf).

## Highlights of the HIFA thematic discussion

As an accompaniment to the Evidence Briefing, HIFA supported a major thematic discussion on the role of libraries and information services in disaster preparedness, and times of crisis. The discussion started on 17 July and continued until 18 August 2017. Having looked at the published evidence, the purpose of the discussion was to find out more about librarian activity in areas of crisis and disaster.

More information about the thematic discussion is available here:

<http://www.hifa.org/news/join-hifa-major-thematic-discussion-library-and-information-services-emergencies-disasters-and>

The following questions were posted to the forum on an intermittent basis during the discussion time-frame:

1. What do we know about the availability and use of reliable information for global health emergencies, disasters and disease outbreaks? What works and what doesn't?
2. Do you (or your organisation) have any real-life experience in dealing with an emergency/disaster/outbreak? Were you able to access/provide the information needed? What were the challenges and lessons learned?

HIFA and PHE were especially keen to hear from library and information professionals who have been involved in an emergency, disaster, or disease outbreaks, and from health professionals and policymakers who have been involved in an emergency response, to find out what the challenges were, and how were they dealt with.

There were 78 messages from 19 contributors in 9 countries (Ethiopia, Germany, New Zealand, Nigeria, Norway, Tanzania, UK, USA, Zambia).

More information about the scope and remit of the HIFA Library and Information Services (LIS) Project is available here: <http://www.hifa.org/projects/library-and-information-services>

## Additional resources identified

Contributors to the HIFA discussion highlighted the following additional resources that support information provision and knowledge management in times of disaster.

### Key organisations

#### **Evidence Aid**

Evidence Aid was established following the tsunami in the Indian Ocean in December 2004. It uses knowledge from systematic reviews to provide reliable, up-to-date evidence on interventions that might be considered in the context of natural disasters and other major healthcare emergencies. Evidence Aid seeks to highlight which interventions work, don't work, need more research, and which, no matter how well meaning, might be harmful; and to provide this information to agencies and people planning for, or responding to, disasters.

<http://www.evidenceaid.org>

#### **Alliance for Useful Evidence**

This organisation has looked at what works in providing evidence to policy makers.

<http://www.alliance4usefulevidence.org/publication/using-evidence-what-works-april-2016/>

## Continuing Professional Development

### **CPD: NextGenU.org's free, accredited, tested Emergency Medicine course**

NextGenU.org is essentially the world's first free university. Starting with a focus in the health sciences, their accredited courses span from college-level pre-health sciences and community health worker trainings through medical and public health graduate training, medical residency programs, and continuing medical education. Courses are competency-based, and include online knowledge transfer, a web-based global peer community of practice, skills-based mentorships, and a free certificate. Their accredited partners, North American universities that are outstanding in each particular course topic, give learners credit for this training (or institutions can adopt them and use them with their students), all for the first time ever cost-free, and also advertisement-free, barrier-free, and carbon-free. This free model has been tested in North American medical and public health students [<https://bmcmmededuc.biomedcentral.com/articles/10.1186/1472-6920-14-181>], and in community health workers and primary care physicians in Kenya [[http://www.annalsofglobalhealth.org/article/S2214-9996\(16\)30612-9/fulltext?rss=yes](http://www.annalsofglobalhealth.org/article/S2214-9996(16)30612-9/fulltext?rss=yes)], with as much knowledge gain and greater student satisfaction than with traditional courses, and the creation of a community of practice that has learned to interact globally and productively [<https://www.ncbi.nlm.nih.gov/pubmed/27663554>]  
<http://www.nextgenu.org/course/view.php?id=37#0>

### **Training programme on information roles in disaster management**

The National Library of Medicine Disaster Information Management Research Center is very interested in the roles librarians play in disaster preparedness and response. They have developed a training program that includes a course on Information Roles in Disaster Management

<https://disasterinfo.nlm.nih.gov/dimrc/trainingresources.html>

### **OpenWHO**

The World Health Organization (WHO) has launched a new e-learning platform, OpenWHO, with video courses on epidemics, pandemics and health emergencies. The courses are free and accessible to anyone wishing to register. OpenWHO transforms complex scientific knowledge into easy-to-understand introductory video lessons, using a smaller bandwidth so that people in any country can access them. Offline versions are available for IOS and Android devices.

<https://openwho.org/>

### **Preparedness and Emergency Response Learning Centers (PERLC)**

The Centers for Disease Control and Prevention (CDC) provides funding for 14 PERLC across the U.S. PERLC provide training to state, local, and tribal public health authorities within self-defined service areas and meet partners' unique workforce development needs in the area of public health preparedness and response; specialized training, education, and consultation.

<https://www.cdc.gov/phpr/perlc.htm>

### **Northwest Centre for Public Health Practice online catalog**

This resource contains more than 400 emergency preparedness trainings and other learning materials, from the Preparedness and Emergency Response Learning Centers. Public health professionals and their partners can use these resources to enhance the preparedness and response skills of individuals and teams. The materials are intended mainly for local, state, and tribal public health agencies in the US, but are looking for

recommendations for similar materials in other countries.

<http://perlc.nwcphp.org/>

### **Beating the media crush during a crisis**

This one-hour, 32-minute webinar is co-sponsored by the Society for Healthcare Epidemiology of America. It is the third in the Effective Communication Webinar Series, and is designed to train hospital epidemiologists in the interpersonal skills important in an outbreak situation. It discusses how communication is key to an organized response to prevent, protect, and control the spread of disease during an infectious disease crisis. It discusses best practices for fostering rapid and collaborative internal and external communication.

<https://disasterlit.nlm.nih.gov/record/15565>

### **From reaction to prevention: A call to action**

This one-hour, 12-minute presentation provides an overview of disaster response and preparedness approaches, and an analysis of how disaster risk reduction strategies can be used to build resilience and produce better outcomes. It defines resilience, risk, and hazards, and discusses examples of disaster risk reduction.

<https://disasterlit.nlm.nih.gov/record/15556>

## **Tools and resources**

### **National Library of Medicine (NLM) Disaster Information Management Research Center**

The NLM Disaster Information Management Research Center has produced the following resources:

- ***Guide to Disaster Medicine and Public Health Literature***  
<https://disasterinfo.nlm.nih.gov/dimrc/medscilit.html>
- ***PubMed disaster medicine-related content***  
[https://disasterinfo.nlm.nih.gov/dimrc/mesh\\_disaster.html](https://disasterinfo.nlm.nih.gov/dimrc/mesh_disaster.html)
- ***Disaster Lit<sup>®</sup>: The Resource Guide for Disaster Medicine and Public Health***  
This database is a source of grey literature, containing free online resources on disaster medicine and public health including expert guidelines, factsheets, websites, technical reports, webinars, and other tools.  
<https://disasterlit.nlm.nih.gov/>
- ***Bibliography of articles librarians and emergency and disaster events***  
This is a webpage/bibliography of articles written by or about librarians and their role in their communities, during times of emergency and disaster. The PHE Knowledge and Library Services (KLS) Evidence Briefing is in the Disaster Lit database <https://disasterlit.nlm.nih.gov/record/15625>  
<https://disasterinfo.nlm.nih.gov/dimrc/bibliographydisaster.html>

### **Medbox**

The Aid Library, MEDBOX, went online in October 2013, and it collates professional medical and humanitarian guidelines, textbook, practical documents on humanitarian and health action available online, and brings these into the hands of aid workers: when the need it, where they need it. MEDBOX provides fast and free access to relevant guidelines, posters, assessments, country-specific information and much more. Specialized toolboxes have been established to be able to respond to on-going disasters, emergencies and



disease outbreaks. So far, 10 Toolboxes have been made available, including Ebola, Cholera, Natural Hazard, Syria, South Sudan, Rapid Response. In particular, during the Ebola outbreak, the EBOLA TOOLBOX was established quickly, providing online the most important treatment and infection control guidelines in French. Furthermore, country-specific statistics, posters and education materials were also made available. The CHOLERA TOOLBOX has responded to the cholera outbreak in Haiti offering Information, Education, and Communication (IEC) material in Creole and, to the current one in Yemen, providing guidelines in Arabic.

<http://www.medbox.org>

<http://www.ebolabox.org>

<http://www.cholerabox.org>

### **Integrated Social and Behavior Change Communication (SBCC) Programs Implementation Kit (I-Kit)**

The Health Communication Capacity Collaborative (HC3) has launched this resource, which brings together current best practices to guide program planners and/or implementers in asking the right questions before starting an integrated SBCC program and throughout the course of design, implementation and evaluation.

<https://sbccimplementationkits.org/integrated-sbcc-programs/>

### **Healthcare Emergency Preparedness Information Gateway**

This planning resource can help emergency healthcare planners and providers prepare for and address response concerns related to the 2017 solar eclipse (and unplanned and planned mass gatherings in rural and urban areas).

<https://asprtracie.hhs.gov/>

Resources in sections I through V are specific to the eclipse event; the rest of the sections include resources related to planned mass gatherings.

<https://asprtracie.hhs.gov/documents/aspr-tracie-solar-eclipse-resources.pdf>

### **IFLA infographic on spotting fake news**

IFLA (International Federation of Library Associations) has produced a simple, yet effective tool to help people spot fake news. It has been translated into 37 languages, and enables information professionals to tailor the tool to local needs, thus presenting the infographics in different ways.

<https://www.ifla.org/node/11584>

Find out more about how libraries have used the infographic in this report with examples.

[https://www.ifla.org/files/assets/faife/publications/fake\\_news\\_infographic\\_report.pdf](https://www.ifla.org/files/assets/faife/publications/fake_news_infographic_report.pdf)

### **K4Health: Reproductive Health in Humanitarian Settings Toolkit**

This 37-page toolkit, produced by the Knowledge for Health Project, shares evidence-based guidance and tools for the provision of reproductive health and related services in humanitarian settings. It provides both general service delivery resources and information tailored to the needs of specific populations such as youth and people living with HIV. It offers a collection of resources for incorporating gender considerations into emergency health systems, service delivery practices, and the development of shelters.

<https://www.k4health.org/toolkits/rh-humanitarian-settings>

Specific resources on family planning in humanitarian settings is available here:

<https://www.k4health.org/toolkits/rh-humanitarian-settings/family-planning>

### **Disaster Health Information**

The Disaster Health Information Management Centre has produced a range of resources to help health professionals and policy-makers access high quality information during



times of hurricanes and floods. Content can be embedded on external websites by accessing the Health and Human Services (HHS) Content Syndication Storefront. When they update any of these pages, your pages will be automatically updated as well.

- Hurricanes:  
Information Guide: <https://disasterinfo.nlm.nih.gov/enviro/hurricane.html>  
Embed Syndicated Content: <https://digitalmedia.hhs.gov/storefront/showContent/15779>
- Floods:  
Information Guide: <https://disasterinfo.nlm.nih.gov/dimrc/floods.html>  
Embed Syndicated Content: <https://digitalmedia.hhs.gov/storefront/showContent/15711>
- Coping with Disasters, Violence and Traumatic Events  
Information Guide: <https://disasterinfo.nlm.nih.gov/dimrc/coping.html>
- Lost Person Finder Harvey Event <https://pl.nlm.nih.gov/en>

### **Scientific Animations Without Borders (SAWBO)**

The following animations are available for free for any educational purposes. They can be streamed, downloaded, and shared on computers, smart phones, and cell phones. They are each available in multiple languages.

- Cholera Prevention  
<http://sawbo-animations.org/video.php?video=//www.youtube.com/embed/t9f3PHKkclU>
- Oral Re-Hydration Solution (During Cholera Outbreak)  
<http://sawbo-animations.org/video.php?video=//www.youtube.com/embed/HFBVgulhbp4>
- Charcoal Water Filtration  
<http://sawbo-animations.org/video.php?video=//www.youtube.com/embed/wsaBIOrjvW4>
- Malaria Prevention  
<http://sawbo-animations.org/video.php?video=//www.youtube.com/embed/V7Nfjo9qtq4>
- Malaria Prevention: Bed Nets  
<http://sawbo-animations.org/video.php?video=//www.youtube.com/embed/kBvTDtsfxhM>
- Dengue Prevention  
<http://sawbo-animations.org/video.php?video=//www.youtube.com/embed/31AspqabKbs>
- WNV Prevention  
<http://sawbo-animations.org/video.php?video=//www.youtube.com/embed/EGvBU1KCctc>
- Yellow Fever Prevention  
[http://sawbo-animations.org/video.php?video=//www.youtube.com/embed/9zJAqW2jw\\_8](http://sawbo-animations.org/video.php?video=//www.youtube.com/embed/9zJAqW2jw_8)
- The Zika Virus  
<http://sawbo-animations.org/video.php?video=//www.youtube.com/embed/2e4wW9JSUjI>

These animations can also be downloaded and shared through our Android app - <https://play.google.com/store/apps/details?id=edu.mcu.sawbo&hl=en>

If you have any questions about these materials or would like to work with the team to translate any of these animations, please contact them (<http://sawbo-animations.org/contact/>).

## **Community Health Maps: Using mapping tools during disasters**

The Center for Public Service Communications and its partner Bird's Eye View, together with the National Library of Medicine (NLM), have developed the Community Health Maps (CHM) initiative (<https://communityhealthmaps.nlm.nih.gov/>). CHM's premise is that community-based organizations, environmental health groups, public health agencies, and emergency management departments are in a better position to serve their populations when they are able to collect and maintain their own data, rather than relying solely on national or state agencies, or majority-institution partners to provide data to them. CHM has dedicated a number of resources and trainings to train students, teachers, community members, and researchers to empower and utilize these resources.

## **National Library of Medicine**

- Resources for Hurricanes and Floods here:  
[https://content.govdelivery.com/accounts/USNLMDIMRC/bulletins/1b2ee96?reqfrom=s\\_hare](https://content.govdelivery.com/accounts/USNLMDIMRC/bulletins/1b2ee96?reqfrom=s_hare)
- Disaster Information Management Research Center  
<https://disasterinfo.nlm.nih.gov/dimrc.html>
- Disaster Recovery and Environmental Health page  
<https://disasterinfo.nlm.nih.gov/enviro/disasterrecovery.html>
- Disaster Apps for Your Digital Go Bag  
<https://disasterinfo.nlm.nih.gov/dimrc/disasterapps.html>
- Animals in Disasters Information Guide  
<https://disasterinfo.nlm.nih.gov/enviro/animals.html>
- Children in Disasters and Emergencies Information Guide  
<https://disasterinfo.nlm.nih.gov/dimrc/children.html>
- Pregnant Women in Disasters and Emergencies  
<https://disasterinfo.nlm.nih.gov/dimrc/pregnantwomen.html>
- Special Populations: Emergency and Disaster Preparedness  
<https://sis.nlm.nih.gov/outreach/specialpopulationsanddisasters.html>
- ToxTown Storms and Floods  
[https://toxtown.nlm.nih.gov/text\\_version/locations.php?id=55](https://toxtown.nlm.nih.gov/text_version/locations.php?id=55)
- ToxTown Stormwater and Sewage  
[https://toxtown.nlm.nih.gov/text\\_version/locations.php?id=56](https://toxtown.nlm.nih.gov/text_version/locations.php?id=56)

## **Resources in Spanish and other languages**

- Flooding resources in HealthReach  
<https://healthreach.nlm.nih.gov/searchindex/Flood>
- Hurricane resources in HealthReach  
<https://healthreach.nlm.nih.gov/searchindex/Hurricane>
- MedlinePlus Hurricanes (multiple languages)  
<https://medlineplus.gov/languages/hurricanes.html>
- MedlinePlus Floods (multiple languages)  
<https://medlineplus.gov/languages/floods.html>

## **National Institute of Environmental Health Science resources**

- Worker Training Program Hurricane and Floods Training Resources  
<https://tools.niehs.nih.gov/wetp/index.cfm?id=2472>
- Worker Training Program All-Hazards Training Resources  
<https://tools.niehs.nih.gov/wetp/index.cfm?id=2569>

### **Other Federal agency resources**

- Assistant Secretary for Preparedness and Response (ASPR) Harvey  
<https://www.phe.gov/emergency/events/harvey2017/Pages/default.aspx>
- Includes Connect with your State: Texas  
<https://www.phe.gov/emergency/events/harvey2017/Pages/Texas.aspx>
- CDC/NIOSH Emergency Response Resources  
<https://www.cdc.gov/niosh/topics/emres/flood.html>
- SAMHSA Disaster Distress Line Helpline  
<https://www.samhsa.gov/find-help/disaster-distress-helpline>

### **Health agency resources**

- National Child Traumatic Stress Network (NCTSN) Help Kids Cope App  
<http://www.nctsn.org/content/help-kids-cope>
- Healthcare Ready  
<http://healthcareready.org/>
- Healthcare Ready has activated RX Open to assist in locating open pharmacies  
<https://www.healthcareready.org/rxopen>
- Create an RX on the Run card with your medical information  
<https://www.healthcareready.org/rx-on-the-run>

### **National Institutes of Health Disaster Research Response Program**

The NIH Disaster Research Response (DR2) program is the national framework for research on the medical and public health aspects of disasters and public health emergencies. The DR2 website, provided by the National Institute of Environmental Health Sciences (NIEHS) and the National Library of Medicine (NLM), supports disaster science investigators by offering data collection tools, research protocols, disaster research news and events, and more.

<https://dr2.nlm.nih.gov/>

### **Emergency Access Initiative (EAI)**

The EAI is a collaborative partnership between NLM and participating publishers to provide free access to full-text from more than 650 biomedical journals and more than 4,000 reference books and online databases to healthcare professionals and libraries affected by disasters. It serves as a temporary collection replacement and/or supplement for libraries affected by disasters that need to continue to serve medical staff and affiliated users. It is also intended for medical personnel responding to the specified disaster. EAI is not an open access collection. It is only intended for those affected by the disaster or assisting the affected population. If you know of a library or organization involved in healthcare efforts in response to the hurricanes in the southeastern United States and Caribbean, please let them know of this service.

<https://eai.nlm.nih.gov/>

### **Networks**

### ***DISASTR-OUTREACH-LIB Discussion Listserv***

This is a discussion list where topics related to library services and disaster preparedness can be discussed, and experiences shared.

<https://disasterinfo.nlm.nih.gov/dimrc/dimrclistserv.html>

<https://disasterlit.nlm.nih.gov/record/15566>

### **Building Bridges Forum**

The forum was developed in Uganda, by a local team working with the US National Library of Medicine, in partnership with African Health Sciences, and assisted by the Association of Health Care Journalists, Partnerships in Health Information (Phi) and the Alfred Friendly Press Partners, in the context of the African Journal Partnership Program (AJPP).

*No link found.*

### ***Active Learning Network for Accountability and Performance in Humanitarian Action (ALNAP)***

ALNAP is a unique system-wide network of humanitarian actors (including donors, implementing agencies and research groups) that was established to improve accountability and performance in humanitarian action by strengthening learning. Their 5 year strategy can be found here: <http://www.alnap.org/about/strategy>

They are working on a number of projects related to evidence-driven humanitarian action, including co-convening the Bridging the Evidence Gap webinar series, which highlights initiatives that are strengthening the links between high quality evidence and humanitarian practice: <http://www.alnap.org/evidence/bridging-the-gap>

### **Libraries and the Opioid Crisis**

<https://www.facebook.com/groups/librariesopioidcrisis/>

### **Libraries Step Up (in times of crisis)**

<https://www.facebook.com/groups/libcrisis/>

### **Trauma Informed Services in the Library**

<https://www.facebook.com/groups/1775447376011577/>

### **Emergency Managers Global Forum**

<https://www.linkedin.com/groups/44228>

### **Disaster Relief & Assistance Coordination Network**

<https://www.linkedin.com/groups/2055124>

### **Disaster Risk Reduction for Health**

<https://www.linkedin.com/groups/3876618>

### **Global Public Health - Emergencies and Disasters**

<https://www.linkedin.com/groups/2060408>

### **Public Health Emergency Management**

<https://www.linkedin.com/groups/3445446>

## **Literature**

## **A2I for better health: How access to information can help ensure healthy lives and promote well-being**

Chapter 4, by Simon Chaplin, of the Wellcome Trust, appears in Development and Access to Information 2017, written by Fackson Banda, Dave Banisar, Fiona Bradley et al, and published by the International Federation of Library Associations and Institutions (IFLA) and the Technology and Social Change Group (TASCHA), at the University of Washington, in July 2017.

<https://da2i.ifla.org/sites/da2i.ifla.org/files/uploads/docs/da2i-2017-full-report.pdf>

## **Building communication capacity to counter infectious disease threats: Proceedings of a workshop**

To learn about current national and international efforts to develop the capacity to communicate effectively during times of infectious disease outbreaks, and to explore gaps in the research agenda that may help address communication needs to advance the field, the Forum on Microbial Threats of the National Academies of Sciences, Engineering, and Medicine convened a 1.5 day workshop on December 13 and 14, 2016, in Washington, DC. Participants reviewed progress and needs in strengthening communication capacity for dealing with infectious disease threats for both outbreaks and routine challenges in the United States and abroad. This publication summarizes the presentations and discussions from the workshop.

<https://www.ncbi.nlm.nih.gov/books/NBK436241/>

## **The effectiveness of disaster risk communication: A systematic review of intervention studies**

A review of communication interventions relevant to disasters, including infection outbreaks. Interventions associated with increased knowledge of preventive measures include individual and group face-to-face information sessions, telephone calls, delivery of written information, mass media campaigns, mass SMS text messages and games for children. There was mixed evidence of change in planned risk behaviours relating to infection.

<http://www.evidenceaid.org/disaster-risk-communication/>

## **Development and Access to Information (DA2I)**

IFLA, in partnership with the Technology and Social Change Group (TASCHA), recently launched the first Development and Access to Information (DA2I) 2017 report. The report offers a conceptual framework and indicators for measuring meaningful access to information around the world. It also sets out evidence of the unique contribution of libraries to delivering access, and emphasises how access to information is essential to achieving key SDGs.

<https://www.ifla.org/publications/node/11606>

## **The Future of Aid INGOs in 2030**

"This report seeks to explore the drivers of change in the global environment in which the humanitarian ecosystem works, the causes of humanitarian need, and the potential evolution of the dynamics of the humanitarian ecosystem to 2030."

[http://www.iris-france.org/wp-content/uploads/2016/07/The\\_Future\\_Of\\_Aid\\_INGOs\\_In\\_2030-33.pdf](http://www.iris-france.org/wp-content/uploads/2016/07/The_Future_Of_Aid_INGOs_In_2030-33.pdf)

Details of this report were submitted to the discussion in the context of evidence-informed policy and practice in relation to international aid and humanitarian assistance. INGOs are International Non-Governmental Organisations. Neil Pakenham-Walsh, the HIFA co-ordinator says "*I have not had a chance to read this 178-page report in detail, but what*

*seems to be missing (or at least understated) is the importance of evidence-informed policy and practice in relation to international aid and humanitarian assistance."*

### **Use of Interactive Voice Response (IVR) for Professional Development in Kenya**

Knowledge for Health has produced this white paper, which is a guiding example for other program implementers and organizations interested in using IVR to train health professionals.

<https://www.k4health.org/sites/default/files/ivr-report-final.pdf>

### **WhatsApp as a platform for continued professional development**

Knowledge for Health has produced this report, to highlight the importance of technology, particularly the WhatsApp Group Chat messaging feature, in sharing access to quality health information.

<https://www.k4health.org/sites/default/files/whatsapp-report-final.pdf>

### **Asian Development Bank**

This 131-page report discusses the most recent projections pertaining to climate change and climate change impacts in Asia and the Pacific, and the consequences of these changes to human systems, particularly for developing countries. It also highlights gaps in the existing knowledge and identifies avenues for continued research. Section 3.2 discusses Climate Change and Human Health.

<https://www.adb.org/publications/region-at-risk-climate-change>

### **Youth services programming during a time of crisis**

Traditional disaster planning concerns what to do during an emergency. This document contains a number of tools you can use to prepare for what to do after. From collection management to storytimes to teen advisory boards - these are all current library functions that can be adapted to support your community during a time of crisis. In this document, time of crisis refers to any sort of community disruption that severely affects the community.

[http://www.michigan.gov/documents/libraryofmichigan/LM2017\\_Youth\\_Services\\_Programming\\_in\\_crisis\\_toolkit\\_599639\\_7.pdf](http://www.michigan.gov/documents/libraryofmichigan/LM2017_Youth_Services_Programming_in_crisis_toolkit_599639_7.pdf)

## **Forthcoming events**

### ***Disaster Information Specialist monthly webinar***

The Disaster Information Specialist monthly webinars are free and open to everyone. No registration is required. More information is available here

<https://sis.nlm.nih.gov/dimrc/dismmeetings.html>.

### ***Evidence Lounge***

Evidence Aid, partnering with the London School of Hygiene and Tropical Medicine, have received some funding to organise another Evidence Lounge and produce what will hopefully become a key document for the humanitarian sector with the working title "Better use of evidence in humanitarian action: A Practical Guide". This is an invitation only event to be held in Geneva, with Swiss and UK organisations and institutions working together to develop the content of the guide. During this event, we will also launch our Evidence Lounge Community of Practice (CoP). If you would like to be added to their mailing list and kept up-to-date on the progress of this new document and the CoP, please contact Jane Higgins ([jhiggins@evidenceaid.org](mailto:jhiggins@evidenceaid.org)).



## Past events

### **Webinar: IFLA's Global Vision: An Interactive Discussion**

Early in 2017, the International Federation of Library Associations and Institutions (IFLA) launched a series of Global Vision discussions to bring together thousands of librarians around the world, through face-to-face and online interactive participation, to explore how a connected library field can meet the challenges of the future. The Association for Rural and Small Libraries, in collaboration with WebJunction, invited rural and small libraries to join an interactive webinar discussion to voice their opinions and contribute to shaping a unique and comprehensive IFLA Global Vision. In preparation, you may want to reflect on your work in the library field: Why do you think your work is important? How do you see your work in the future? You may also refer to IFLA's Trend Report as well as other relevant publications about libraries and the trends and developments affecting them.

<https://www.webjunction.org/events/webjunction/global-vision-an-interactive-discussion.html>

### **Delivering a Patient Information Service**

PIF was delighted to work with the Chartered Institute of Library and Information Professionals (CILIP) Health Libraries Group (<https://www.cilip.org.uk/about/special-interest-groups/health-libraries-group>) to hold this event. The event was aimed at library staff who may be expanding their services to include patient information, in addition to the service they currently provide for staff. You can view the agenda for the day here (<https://www.pifonline.org.uk/wp-content/uploads/2017/10/Agenda-Delivering-a-Patient-Information-Service-event-17-Oct-17.pdf>), and access presentations via the links below:

- **Making a difference - the benefits and value of providing high-quality health information**  
<https://www.pifonline.org.uk/wp-content/uploads/2017/10/2-Dan-Livesey-presentation-PIF-CILIP-HLG-event-17-Oct-2017.pdf>
- **Implementing innovative ways to give patients access to your information**  
<https://www.pifonline.org.uk/wp-content/uploads/2017/10/3-Theresa-Sullivan-presentation-PIF-CILIP-HLG-event-17-Oct-2017.pdf>
- **Innovative ways to give patients access to your information**  
<https://www.pifonline.org.uk/wp-content/uploads/2017/10/4-Holly-Case-presentation-PIF-CILIP-HLG-event-17-Oct-2017.pdf>
- **Managing challenging enquiries**  
<https://www.pifonline.org.uk/wp-content/uploads/2017/10/5-Deena-Maggs-presentation-PIF-CILIP-HLG-event-17-Oct-2017.pdf>
- **What is high quality health information and where do you find it?**  
<https://www.pifonline.org.uk/wp-content/uploads/2017/10/6-Caroline-de-Brun-Natasha-Howard-presentation-PIF-CILIP-HLG-event-17-Oct-2017-nf.pdf>

### **Humanitarian Evidence Week 2017 6th to 12th November 2017**

Evidence Aid, with our partner, the Centre for Evidence Based Medicine, worked together to co-ordinate a week of events hosted by different organisations and institutions to showcase the use of evidence in the humanitarian sector.

<http://www.evidenceaid.org/events-and-training/hew/>.

To complement this event, HIFA (Healthcare Information For All) held a thematic discussion, which is being summarised in separate document, available [here](#).



## **Evidence Aid at Global Evidence Summit**

At the Global Evidence Summit, in Cape Town, South Africa, 12-17 September 2017, Evidence Aid chaired two special sessions - contact Evidence Aid ([info@evidenceaid.org](mailto:info@evidenceaid.org)) for more information:

1. **Evidence matters: Examples of evidence-based decision making in humanitarian emergencies and how it can be improved**  
<https://www.globalevidencesummit.org/evidence-matters-examples-evidence-based-decision-making-humanitarian-emergencies-and-how-it-can-be>
2. **Overcoming barriers to implementing an evidence-based approach in the humanitarian sector**  
<https://www.globalevidencesummit.org/overcoming-barriers-implementing-evidence-based-approach-humanitarian-sector-0>

## **News items**

### **WHO and partners respond to emergencies worldwide**

"WHO is the lead agency for health within the United Nations system. We coordinate the international health response to emergencies and humanitarian crises whenever a country needs assistance. But we cannot do this work without our partners - other UN agencies, nongovernmental organizations and donors - who help us deliver health services in even the most difficult situations."

<http://www.who.int/features/2017/emergencies-partners/en/>

HIFA points out that "WHO is therefore arguably the single most important user of evidence for humanitarian and emergency response, and library and information services have a major responsibility to ensure that WHO's (as well as other partners') information needs are met. Are any HIFA members directly involved in this, whether as providers or users of evidence?" HIFA would be interested to learn more about the processes, drivers and barriers to evidence-informed policy and practice by WHO-led international response to country emergencies.

### **Public libraries can (literally) serve as a shelter from the storm**

<https://theconversation.com/public-libraries-can-literally-serve-as-a-shelter-from-the-storm-83070>

### **Charlottesville libraries weather violent protests, offer unity**

<http://lj.libraryjournal.com/2017/08/public-services/charlottesville-libraries-weather-violent-protests-offer-unity/#>

### **Knoxville, Tennessee library will offer library cards to evacuees**

<http://knoxvilletn.gov/cms/One.aspx?portalId=109562&pageId=9911874>

### **Hurricane Harvey Program & Funding Disaster Relief Offerings**

Was your institution affected by the hurricanes? Do you need funds to preserve and protect humanities collections? The National Endowment for the Humanities Emergency has grants available.

<https://nml.gov/scr/members/emergency/harvey>

The opioid epidemic is so bad that librarians are learning how to treat overdoses

<http://edition.cnn.com/2017/06/23/health/opioid-overdose-library-narcan/index.html>

## Emergency Hub in Nairobi

The WHO Africa Regional Office made an announcement about a new Emergency Hub in Nairobi.

<http://www.afro.who.int/news/who-establishes-emergency-hub-nairobi>

## Twitter feeds

- Immediate help is available for those affected by Hurricane Harvey in Texas and Louisiana  
<http://bit.ly/2jQqdCN>
- FEMA – Happening now...  
<https://twitter.com/FEMALive/lists/happening-now>

## Key messages from the discussion

Many important messages were shared via the thematic discussion, and we have attempted to highlight some of the key messages. Please note that some of the text below has been taken directly from the discussion, which is available here:

<http://www.hifa.org/news/join-hifa-major-thematic-discussion-library-and-information-services-emergencies-disasters-and>

1. For low and middle income countries, the digital divide is not just during times of crisis. Lack of investment in libraries and essential utilities like reliable power supply meant that poor access information is normal for them, and not just during times of crisis.
2. Terminology should be considered when approaching health communications in all countries.
3. The Building Bridges forum proposes a network to facilitate sharing knowledge for health between researchers, policymakers and knowledge intermediaries like journalists, broadcasters, librarians and journal editors.
4. The implementers in all countries need to cascade the readiness plan and processes to rural, lay, media and professional stakeholders, well before the epidemics strike. Awareness and ownership of readiness plans if they are effectively disseminated as health information, to our understanding was the cornerstone of the success that Nigeria recorded when Ebola struck the country.
5. We are not well prepared. There is clearly a huge gap between what is needed and what is available, with each player (whether WHO, Evidence Aid, or whoever) not having the capacity to deliver to their potential. There is a sense of great urgency in building political and financial investment to improve preparedness.
6. The topic under discussion has been tabled before routine library and information professionals/practitioners who had never participated in any vivid emergency because most often during such situations hardly library and health information staffs are actively engaged.
7. We should increase our people-to people mutual exchange and understanding, even if we have completely different political systems. People to people mutual exchange of ideas can work miracles in fostering peaceful co-existence. That is where public libraries come in, in fostering peace among communities. Efficient public libraries stock books published about different cultures and peoples. By making those materials available for public consumption, the library is indirectly encouraging people to appreciate each others culture and live in peacefully.

8. Nigeria and Senegal were very successful in tackling the threat of an Ebola outbreak, because they were alert and sensitized. Several countries have now established rapid/emergency response teams.
9. The best way to prepare for pandemics is to prevent outbreaks from becoming pandemics. This includes strengthening various aspects of health systems including a comprehensive workforce agenda for public health, strengthening and or establishing National Public Health Institutions in all member states with the ability to conduct disease surveillance; coordinate laboratory networks; manage emergency operation centers, and establish innovative information systems.
10. As in all of the major new epidemic outbreaks - from HIV/AIDS to Avian Flu, Ebola and Zika - at the onset, the health system typically has only one weapon to hand: knowledge. In the case of Ebola, it was the knowledge that certain cultural practices, and specific hospital and mortuary behaviours, put people at risk of contamination. The only viable initial approach in confronting this emergency was to disseminate information through all media to those at risk, and to send people to share their knowledge face-to-face - while the race to develop vaccines and other treatments began.

### **Actual LIS experiences**

The US Disaster Information Management Research Center illustrates how library and information services (LIS) mobilise at national and local levels to respond to the declaration of a national emergency. In July 2017, the US government reported an opioid crisis, where 142 Americans are dying of drug overdoses every day. The National Library of Medicine (NLM) has been gathering material on this public health crisis. The information is relevant for anyone who is addressing addiction, from healthcare providers to patients and their family members:

- NLM Opiate Addiction and Treatment Information Guide  
<https://sis.nlm.nih.gov/enviro/addiction.html>
- Search of Disaster Lit database  
<https://go.usa.gov/xRVHr>
- PubMed searches  
<https://sis.nlm.nih.gov/enviro/addiction.html#a7>
- Opioid Abuse and Addiction from MedlinePlus  
<https://medlineplus.gov/opioidabuseandaddiction.html>
- Understanding The Opioid Overdose Epidemic in NIH MedlinePlus, Fall 2016 edition  
<https://medlineplus.gov/magazine/issues/fall16/articles/fall16pg12-14.html>
- Bulletin (5/10/2017): Resources on Opioid Abuse from NLM for Diverse Populations  
<https://content.govdelivery.com/accounts/USNLMOS/bulletins/194bcf7>

The news has been filled with stories of local public libraries responding to the epidemic, and their partnerships with public health and law enforcement agencies. For example, see *Saving lives in the stacks: how libraries are handling the opioid crisis*. (<https://americanlibrariesmagazine.org/2017/06/21/saving-lives-in-the-stacks/>). Find more information on local response efforts by contacting your Regional Medical Library (<https://nnlm.gov/>).

In Oxford in the 1990s we ran a programme called the 'Librarian of the 21st Century' - it was sponsored by Muir Gray, who had initiated a lot of the evidence-based health care projects in England, a lot of which were in collaboration with McMaster University in

Canada, and which also set up the Centre for Evidence Based Medicine, and Critical Appraisal Skills Programme. The 21stC programme set out to give librarians and information specialists post-qualification training in change management, teaching and learning, critical appraisal, research methods, negotiation and selling skills amongst other topics. We have worked with AHILA [Association for Health Information and Libraries in Africa] and African librarians to spread this approach over the years, and it has been very successful - but systems and organisations change, and I think we need a new model to make sure that this support, learning, mentoring and leadership is cascaded. The support of Public Health leaders such as Muir, Iain Chalmers and others gave us an opportunity to expand our role, and your current learning programmes will provide another opportunity to do that.

*Anne Brice is the Head of Knowledge Management for Public Health England,*

Working during the Ebola outbreak in Sierra Leone was an eye opener. When the outbreak started and for a few months after there was little information on what Ebola was, how to combat it and how to prevent it. As a young doctor who was dedicated to working, I got asked questions over and over again. I learnt about Ebola as a one page note during medical school. No special information was provided to doctors so I took to google like everyone else. I continued working right through the outbreak and we faced challenges that we just muddled through. Even after the outbreak when we started seeing survivors with complications, no information was sent to us clinicians on how to manage them. As I said before, we muddled through. Information on the outbreak was slow in coming so if there could be a library for teams to access in times of disasters or outbreaks that will be amazing. Electronic transfer on what to do via email to staff even if it's on a weekly basis will be lifesaving.

*CHIFA profile: Bintu Mansaray is a Medical Doctor at the Sierra Leone Medical and Dental Association. Professional interests: I am currently a junior doctor doing her rotations in Pediatrics*

Have been an Information Management Consultant with WHO in Sierra Leone for 2 years during the Ebola Outbreak and response... There were clear deficiencies in health information which not only caused fear and frustration but also affected the response in many ways. I had to burn the midnight oil trying to put together any information coming in to feed the information hungry and thirsty global audience. Little appreciation of health information systems added challenges as people continued to believe in more superstitions and myths concerning the disease as every response from the truth about Ebola, information on vaccines, the cause etc remained a mystery as there was little or no documented information on the disease hence the wide transmission. If only information on the disease from previous outbreaks in Sudan, DRC and Uganda was well documented and the health information systems improved to ensure that proper dissemination was in place, a lot of deaths, cases and effects of one of the biggest outbreaks in the public health history could have been avoided. For us who were trying to get the much needed information to feed the world, it was really frustrating.

*Beatrice Muraguri is a Health Information/Public Health Specialist with the Ministry of Health, Kenya.*

We are facing one of the toughest challenges of our times in an outbreak response i.e. information and knowledge management during the Ebola outbreak. A lot have been said about this disease which only a few knew about until recently when it threatened the world

from the poor to the mighty economies. It's an eye opener to those of us who are advocating for information access and dissemination to all. There has never been such an information vacuum hence the wide spread of the menace.

*Beatrice Muraguri is a Health Information/Public Health Specialist with the Ministry of Health, Kenya.*

During my early career years at the British Council Library Enugu Nigeria, we were thought [taught] how to deal with emergencies in the library especially fire outbreaks. During those years, library staff and users were trained on what to do in-case of fire out break. The training involves sounding the alarm bells and encouraging staff and users to walk out calming to safety.

Unfortunately in my present place of work, there was no such drills to prepare staff and users for emergencies. Unfortunately around 2006 in the library, a staff on duty collapsed in-between the shelves. Everybody around including fellow staff and users ran away screaming. Others seeing them joined in the running and screaming without knowing what was happening. It was when almost every body have ran out off the library that people were able to ask questions about what happened. On getting the information on what happened, nobody was eager to volunteer his/her car to drive the collapsed person to the hospital. It was only my humble self, then about seven months pregnant that volunteered. A elderly man, standing some distance away watching the collapsed man being lifted into my car volunteered to drive the collapsed man to the hospital in the company of some library staff.

*Ngozi Eunice Osadebe is a librarian at the University of Nigeria, Nsukka.*

This article in Library Journal describes how last week the library in Charlottesville, USA led the way as a place of dignity, remembrance and reconciliation

<http://lj.libraryjournal.com/2017/08/public-services/charlottesville-libraries-weather-violent-protests-offer-unity/>

*Bob Gann is a digital health consultant, specialising in digital health strategy, partnerships & stakeholder engagement, and digital inclusion.*

I received the message below earlier this week, and I wanted to share it with the discussion, because it emphasises the important role of libraries in terms of crisis, and the selflessness and bravery of librarians. I have seen lots of news about the sad events in Charlottesville, but this message really brought it home to me. I just feel so privileged to be part of a profession, which immediately adapts its role to support the community in need.

My thoughts are with all my colleagues who are working in dangerous and difficult environments, and I hope that somehow, via this forum, we can work together to strengthen our position, and support and protect each other.

*Caroline De Brún is a Knowledge and Evidence Specialist for Public Health England. Professional interests: health information literacy, information skills, knowledge management, outreach librarianship, patient information. She is a member of the HIFA working group on Library and Information Services.*