

PN-AAX-701



WATER AND SANITATION
FOR HEALTH PROJECT

ESTABLISHING AND ORGANIZING A PRIMARY HEALTH CARE DOCUMENTATION CENTER IN ZAIRE

Operated by
CDM and Associates

Sponsored by the U.S. Agency
for International Development

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WASH FIELD REPORT NO. 199

SEPTEMBER 1986

The WASH Project is managed
by Camp Dresser & McKee
International, Inc. Principal
cooperating institutions and
subcontractors are Associates
in Rural Development, Inc.,
International Science and
Technology Institute, Inc.,
Research Triangle Institute,
Training Resources Group,
University of North Carolina
at Chapel Hill.

Prepared for
the USAID Mission to Zaire
WASH Activity No. 249

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by

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September 1986

Water and Sanitation for Health Project
Contract No. 5942-C-00-4085-00, Project No. 936-5942
Is sponsored by the Office of Health, Bureau for Science and Technology
U.S. Agency for International Development
Washington, DC 20523

This report, which was prepared for USAID/Zaire's Office of Health, is divided into two volumes. The first volume contains the executive summary, general recommendations, etc.

The second volume, or supplement, provides bibliographies of key primary health care literature and directories of primary health care organizations. It also contains a primary health care thesaurus, structure of the bibliographic database, and cataloging instructions for organizing documentation center materials. The supplement is available on request from the WASH Project, 1611 North Kent Street, Room 1002, Arlington, VA 22209-2111, USA.

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ACKNOWLEDGMENTS

I would like to thank several people for their help during this assignment. Special thanks go to Rhonda Smith of USAID for her invaluable support and assistance. The interest and support received from Frank Baer, Cit. Kidindo, and Steve Brewster of SANRU made the assignment a rewarding experience. Cit. Sowa, the Director of SNHR, also provided a great deal of support in my work.

ACRONYMS

REGIDESO	Régie de Distribution d'Eau de la République du Zaïre (National Water Company of Zaïre)
SANRU	Projets de Soins de Santé Primaire en Milieu Rural (Project for Primary Health Care in the Rural Sector)
SNHR	Service National d'Hydraulique Rurale (National Rural Hydraulic Service)
USAID	United States Agency for International Development
VITA	Volunteers in Technical Assistance
WASH	Water and Sanitation for Health Project

EXECUTIVE SUMMARY

A two-week consultancy was conducted in Zaire from August 15 to August 30, 1986, on behalf of USAID/Zaire's Office of Health. The purpose of the consultancy was to make recommendations for the establishment of information centers for the SANRU primary health care project and for the Service National d'Hydraulique Rurale (SNHR).

Meetings were held with SANRU and SNHR to determine the number of potential users of the information centers and what their needs are. Visits were also made to other health-related organizations and libraries to obtain an idea of other information resources in Zaire and to discuss possible methods of collaboration.

General Findings

SANRU:

1. No development or health-related organization in Kinshasa maintains an organized, comprehensive, or up-to-date collection of documents, audio visuals, etc., in primary health care.
2. SANRU has collected approximately 2,000 publications for the documentation center and has interviewed applicants for the position of librarian.
3. SANRU plans to purchase a WANG minicomputer and PACE. PACE is the database management program for WANG minicomputers.

SNHR:

1. It currently requires two to three weeks each quarter for SNHR to manually prepare expense and project reports for USAID.
2. The number of SNHR worker brigades will triple over the next five years. This will greatly increase the paperwork and reporting requirements of SNHR.
3. There is no organized collection of technical literature at SNHR and no procedures for obtaining current information or literature on technical subjects.

Conclusions

SANRU:

1. There is a need to disseminate current information and information on lessons learned in primary health care to SANRU personnel in the rural health zones.

SNHR:

1. SNHR and USAID have recognized the need for recording and organizing information at SNHR. Plans are to purchase microcomputer hardware and software to monitor expenses, projects, etc.
2. The purchase of microcomputers will not mean the end of paper files. There is a need to develop better organized filing systems at SNHR.

Recommendations

SANRU:

1. A SANRU Documentation Center should be established to acquire, organize, and disseminate information in primary health care.
2. Funding for the documentation center should begin at a modest level. Funding can be increased when the center becomes well established and demand increases for its services.
3. Serving the information needs of SANRU personnel in the rural health zones should be the top priority of the documentation center. This will involve responding to information requests and disseminating current information and information on lessons learned in primary health care.
4. Two full-time staff should be hired to operate the documentation center. One should be an experienced librarian and the other a support person.
5. A bibliographic database should be developed and maintained on the PACE database management program.

SNHR:

1. A basic collection of French- and English-language technical manuals on water supply technologies should be obtained. The SANRU librarian should keep SNHR aware of recent articles, publications, etc., pertaining to water supply.

2. Simple filing systems should be organized to gain better control of and access to records.
3. A needs assessment revealed that, in addition to a financial database, SNHR needs to develop a database for inventory control and design of gravity flow water systems. The software packages most suitable for these uses require IBM or IBM-compatible hardware and priority should be given to purchasing this type of hardware.

Chapter 1

INTRODUCTION

1.1 Background on SANRU and SNHR

SANRU II is a primary health care project that currently provides curative and preventive services in 65 rural health zones of Zaire. Each rural health zone has a reference hospital, one to three reference health centers, and 15 to 25 health centers. Each health center serves five to ten villages with populations of 400 to 2,000 per village. Health centers are staffed by at least one nurse and several aides. Approximately 90 percent of health problems can be treated at the health center. The remaining 10 percent are referred to a reference health center or to a reference hospital.

The purpose of SANRU II is to establish a sustainable system of community-supported preventive, promotive, and basic curative primary health care services in 100 rural health zones. USAID has allocated approximately \$20 million to achieve the purpose of SANRU II.

The purpose of the proposed SANRU Documentation Center is to serve the information needs of SANRU staff in the rural health zones and at SANRU headquarters.

SNHR (Service National d'Hydraulique Rurale) is responsible for constructing rural water systems throughout Zaire. These consist of wells, springs, and gravity flow systems. SNHR currently has more than ten water brigades operating throughout Zaire. SNHR's goal is to have 26 brigades in operation by the end of 1989.

1.2 Scope of Work of the Consultancy

The idea for a WASH information consultancy for SANRU began with a 1985 issue of International Health News, which is published by the National Council for International Health. This newsletter contained a description of the WASH Information Center. After reading the description, Dr. Frank Baer, project manager for SANRU, wrote to WASH requesting assistance. The AID Office of Health approved the request in June 1986, and the work was undertaken as part of Activity 249.

The original scope of work called for making recommendations and evaluations for a number of information systems. After discussions with SANRU staff, it was decided that the SANRU Documentation Center should receive the greatest priority during the two-week assignment, although some advice would also be given for setting up a SNHR library.

1.3 Methodology

Establishing a documentation center involves three phases: acquiring information and materials, organizing information and materials, and disseminating information.

Acquiring information and materials involves identifying key organizations, individuals, publishers, etc., in the fields of interest and establishing exchange or purchase agreements.

Organizing information and materials involves selecting or developing a thesaurus or classification system, specifying the information to be contained in a bibliographic database, and providing procedures for cataloging the information and materials.

Disseminating information involves identifying the users and their information needs and specifying the types of information services to satisfy information needs.

Chapter 2

CURRENT STATUS OF INFORMATION SYSTEMS

2.1 SANRU Documentation Center

2.1.1 Goal

The goal of the SANRU Documentation Center will be to acquire, organize, and disseminate information pertaining to primary health care. It will serve the information needs of SANRU staff as well as other primary health care organizations in Zaire.

2.1.2 Current Status

SANRU has already taken some important steps to establish a documentation center.

1. A large conference room has been designated as the future location of the documentation center.
2. Bookshelves have been purchased for organizing and storing the collection.
3. A collection of approximately 2,000 journals and publications is in storage and is ready to be classified and organized.

Even more important than the above steps is the support for the documentation center by SANRU management. SANRU realizes the importance and potential of the documentation center, and this is the key factor in determining its success.

2.1.3 Needs

A warehouse of materials is the current status of the documentation center. Transforming the warehouse into a dynamic information center will require:

1. Hiring a qualified librarian to organize the existing collection, acquire new materials, and provide a wide range of information services; and
2. Providing a separate and adequate budget allowing the documentation center to develop a quality collection of materials in primary health care.

2.2 Service National d'Hydraulique Rurale

2.2.1 Goal

The goal of SNHR information systems is to monitor and report on:

1. project finances
2. project proposals
3. project accomplishments
4. personnel
5. inventory control
6. design of gravity systems

2.2.2 Current Status

Presently, it is difficult and time consuming for SNHR to retrieve information from its records and files. It will become even more difficult in the future as the number of worker brigades is tripled. It requires two to three weeks each quarter for SNHR to manually prepare expense and project reports for USAID. In addition, it is difficult to keep an inventory control of the equipment and supplies used by worker brigades in the field. This means that projects can be delayed for weeks or months while worker brigades wait for new supplies.

The lack of indexes and subject files for reports and correspondence from the worker brigades makes it difficult to record and report on work that has been accomplished and work that is being planned.

2.2.3 Needs

SNHR has recognized its problems and has taken steps to resolve them. SNHR has made proposals to purchase microcomputer hardware and software and plans to acquire short-wave radios to ensure better communications with its worker brigades. Before purchasing computer hardware and software, SNHR should investigate training programs available in Zaire and conduct an information requirements study to document what is needed from the computer system. This is discussed later in this report.

There is also need to development a filing system with subject access and indexes. This will enable SNHR to organize the increasing amounts of paper-work that it must handle. If this cannot be done by SNHR staff using a file manual, the WASH consultant should return for one week to SNHR to conduct a file inventory, organize a filing system and train SNHR staff in its use.

Chapter 3

GENERAL RECOMMENDATIONS

3.1 SANRU

1. A SANRU Documentation Center should be established to acquire, organize, and disseminate information in primary health care.

SANRU currently has several hundred personnel in the rural health zones in addition to staff at SANRU headquarters. An information center would provide an organized method for keeping SANRU staff aware of the latest developments in primary health care. SANRU has already collected many of the basic publications in primary health care and in addition has provided a large room and purchased book shelves, tables, etc.

2. Funding for the documentation center should begin at a modest level.

The proposed budget was made as economical as possible. It will allow for staff salaries, purchase of key publications, photocopying, etc. Funding increases can be considered when the center becomes well established and demand increases for its services.

3. Serving the information needs of SANRU personnel in the rural health zones should be the top priority of the documentation center.

SANRU personnel in the rural health zones are the front-line workers for combating the major health problems of Zaire. The documentation center staff should always give top priority to their information needs. This will involve responding to information requests, and disseminating a quality bulletin or newsletter.

4. Two full-time staff should be hired to operate the documentation center.

Both an experienced librarian and a support person are needed. Hiring a support person for clerical tasks, such as shelving and photocopying, will allow the librarian time to devote his or her energy to conducting such important tasks as responding to information requests, preparing French language abstracts of articles or reports, and cataloging.

5. A bibliographic database should be developed and maintained on the PACE database management program.

Manual or card catalogs are time consuming to maintain and update. In addition, they do not allow for the types of specific searches that are possible with a computerized database. If the PACE program is not purchased by SANRU, a bibliographic database should be developed on the WANG personal computer database program.

3.2 SNHR

1. SNHR should obtain a basic collection of French- and English-language technical manuals pertaining to spring tapping, well drilling, and gravity flow water systems.

A basic collection of manuals will be able to answer most of SNHR's information needs. SNHR should request assistance from the SANRU librarian for information needs that cannot be answered by the manuals. SNHR's secretary should maintain a simple check out system for the collection.

2. Simple filing systems should be organized at SNHR to gain better access to and control of records.

A SNHR staff member should be placed in charge of developing better organized filing systems for SNHR and for maintaining a record management program. Obtaining a manual on files management should provide sufficient guidance on organizing a filing system for SNHR.

3. An information requirements study should be conducted by SNHR staff.

This study should be conducted before decisions are reached on the purchase of computer hardware and software. It will provide information on the types and structures of databases that need to be developed at SNHR and which software packages are best for SNHR application.

3.3 USAID

1. USAID should provide adequate funding to establish and operate the SANRU Documentation Center.

With adequate funding and a qualified staff, the SANRU Documentation Center can become a national resource. It would be the only center in Zaire with a comprehensive, organized collection of materials in primary health care and with a method for disseminating information on a periodic basis.

2. USAID should cooperate with other organizations in Zaire to develop a national monitoring system for water supply and sanitation.

Data on water and sanitation projects in Zaire are collected by SANRU, the Peace Corps, UNICEF, and other organizations. Standardization of data collected, data sharing, and cooperation among organizations in Zaire could develop into a national monitoring system.

Chapter 4

SPECIFIC RECOMMENDATIONS: THE SANRU DOCUMENTATION CENTER

4.1 Strategic Plan

The documentation center should develop a strategic plan in order to realize its potential as an information resource. A strategic plan will provide the center with a sense of purpose and direction. It involves the formulation of goals, purposes, objectives, alternative approaches and plans, policies and resource allocations. The strategic plan states the goals and objectives of the documentation center and the means by which the center intends to reach them. Strategic planning does not focus primarily on daily operations and budgetary issues. It serves as a process for forecasting and analyzing future requirements, opportunities and obstacles.

Strategic planning involves the participation of the documentation center staff, as well as SANRU and USAID personnel.

The first step in the strategic planning process is to develop the documentation center's goals, purposes and objectives.

4.1.1 Goals

A goal or mission statement reveals the long-term vision of what the center intends to accomplish. The importance of this statement cannot be over-emphasized since all purposes, objectives, strategies, and policies are predetermined by the organization's mission. The following is an example of a mission statement:

The SANRU Documentation Center is a national resource in the area of primary health care. It is one of Zaire's key resources for acquiring, organizing, and disseminating information pertaining to primary health care.

4.1.2 Purposes

Purposes are statements about what is to be accomplished, usually in the long term (two to five years). Purposes must be capable of being converted into specific, measurable objectives. The following are examples of statements of purpose:

- Acquisition of Information: To select, acquire and maintain a collection that supports the mission and programs of SANRU.

- Organization of Information: To develop a classification system, thesaurus, and indexes, etc., to properly store information and facilitate access to the collection.
- Dissemination of Information: To provide a range of information services in order to respond to a variety of information needs by the center's users.

4.1.3 Objectives

Objectives are landmarks or milestones which mark the progress toward accomplishing overall goals. Objectives should be evaluated periodically to determine the need for change or creation of new objectives. The following are examples of purposes supported by measurable objectives:

Purpose: To select, acquire and maintain a collection that supports the mission and programs of SANRU. Objectives to achieve this purpose include:

1. Prepare a written acquisitions' policy on subject areas to be covered by the collection, types of materials to be obtained, relevant languages, etc.
2. Conduct periodic meetings with SANRU staff and other users in order to discuss their information needs.
3. Develop special collections for illnesses and diseases which are major health problems in Zaire. Examples are malaria, malnutrition, diarrhea, etc.
4. Identify areas of special importance to SANRU and organize special collections in these areas. Examples are rural health zone files, audiovisual collections in health education, etc.
5. Develop publication and/or information exchange agreements with national and international organizations involved in primary health care.

Purpose: Develop a classification system, thesaurus, and indexes, etc. to facilitate access to the collection. Objectives to achieve this purpose include:

1. Prepare and revise the thesaurus on primary health care as needed.
2. Maintain up-to-date author, title, subject, and geographic indexes to the collection.
3. Catalog and classify relevant journal articles, conferences, papers, audiovisuals, etc., as well as books and monographs.

4. Develop a computerized bibliographic database.

Purpose: Provide a wide range of information services in order to respond to a variety of information needs by the center's users. Objectives to achieve this purpose include:

1. Publish a periodic current awareness bulletin or newsletter in order to keep SANRU staff and others aware of recent developments, publications, etc., in primary health care.
2. Maintain up-to-date files or databases on key organizations and individuals involved in primary health care in Zaire.
3. Develop interest profiles and selective dissemination of information services for SANRU staff and other key individuals in primary health care.
4. Prepare and distribute abstracts and/or translations of key articles in primary health care.
5. Prepare and distribute periodic annotated bibliographies or reports, articles, films, etc., that pertain to major health problems in Zaire.
6. Provide reference and referral services to users of the documentation center.
7. Prepare written policies to guide the use and circulation of materials in the documentation center.

4.2 Policies

Policies provide direction for management of the documentation center and specific guidelines for its operation. They will be part of the overall policy structure of SANRU. The personnel policy of the documentation center will be determined by SANRU. The following sections give sample documentation center policies for acquisitions, cataloging, and information services.

4.2.1 Sample Acquisitions Policy

1. Responsibility for Selecting and Acquiring Documentation Center Materials
 - The librarian should be in charge of selecting and ordering relevant materials for the center. Until the librarian becomes knowledgeable of the primary health care field and SANRU, orders should be approved by the librarian's supervisor.

- The documentation center should welcome and request recommendations for the purchase of books, journals, etc., by SANRU staff, USAID, and others.
2. Definition of Documentation Center Materials
 - Documentation center materials are defined as print and nonprint materials. They include books, journals, microfiche, reports, maps, audio and visual materials, etc.
 3. Subject Areas To Be Covered by the Collection
 - The documentation center should obtain materials that pertain to all of SANRU's primary health care activities. These include: maternal and child health, vaccination programs, health education, nutrition, water and sanitation, disease control, curative medicine, pharmaceuticals, and training and supervision of health personnel.
 4. Priority Areas of Collection Development
 - The documentation center should emphasize collecting materials and developing quality collections in areas that constitute major health problems in Zaire. These include: malnutrition, malaria, measles, diarrhea, anemia, respiratory infections, intestinal parasites, tuberculosis, pregnancy complications, onchocerciasis, schistosomiasis, and cretinism.
 5. Multiple Copies
 - Generally only one copy of an item will be purchased. Multiple copies of materials may be purchased when there is a request by SANRU staff or if the item is heavily used.
 6. Acquisition Records
 - The librarian will maintain records for items ordered and obtained by the documentation center. Records will provide information on the date an item was ordered, name of requester, date received, etc.
 7. Gifts
 - The documentation center should encourage donations of useful materials, provided they are relevant to the collection. The center is free to dispose of any unneeded publications regardless of how they were acquired.

8. Languages

- The center should place a high priority on obtaining French-language materials.

9. Discarding Materials

- The removal of obsolete materials is an integral part of collection development. Items should be discarded if they contain outdated information. Badly damaged items should also be withdrawn from the collection after being properly replaced.

10. Evaluation

- The collection should be evaluated periodically to identify subject areas that need improvement. Periodic printouts by subject of the bibliographic database will reveal neglected areas in the collection. Evaluation is also possible by checking the holdings with recent bibliographies in the various subject areas. Evaluations will be done by the librarian.

4.2.2 Sample Cataloging Policy

1. Responsibility for Cataloging and Organizing Documentation Center Materials

- The librarian will be responsible for indexing documents and assigning call numbers, keywords, etc. The assistant will be responsible for the shelving and arrangement of center materials.

2. Materials To Be Cataloged

- In addition to books and monographs, the librarian will classify all relevant articles, proceedings, audiovisuals, etc., that are obtained by the documentation center.

3. Classification System

- The VITA Thesaurus and Classification System will be used for cataloging and classifying materials obtained by the center. The librarian will revise and update the health and other sections of the thesaurus as needed.

4. Backlogs of Materials

- A main priority of the documentation center will be to catalog and shelve materials as soon as possible once they arrive at the documentation

center. Materials received at the center should be cataloged and shelved within two working days of their arrival.

5. Authority Files

- The librarian shall maintain authority files for acronyms, authors, organizations, etc.

6. Evaluation and Revision of Cataloging Manual and Bibliographic Database

- The librarian shall improve upon or make needed changes in the proposed cataloging manual and bibliographic database.

4.2.3 Sample Information Services Policy

1. Responsibility for Providing Information Services

- The librarian and his or her assistant will be responsible for the provision of quality information services.

2. Clientele or Users of the Documentation Center and Its Services

- SANRU staff in the rural health zones (doctors, nurses, village health workers, midwives)
- SANRU headquarters staff
- Government agencies of Zaire (Ministry of Health, SNHR, etc.)
- Bilateral organizations
- United Nations organizations, especially the World Health Organization (WHO)
- Peace Corps
- Non-governmental organizations (missionary groups, etc.)
- Students and the public
- Priority will be given to serving the information needs of SANRU staff in the rural health zones and SANRU headquarters staff.

3. Information Services To Be Provided

- Current awareness bulletin/newsletter
- Meetings, films, etc., for other health and information organizations
- Reference services
- Referral services
- Selective dissemination of information
- Rural health zone files
- Database of files of health-related organizations
- Translations

4. Evaluation of Information Services

- The librarian will place a high priority on receiving feedback from users about the value or usefulness of information services. In addition to conducting discussions with users, periodic surveys or questionnaires will be distributed to discover ways of improving information services.

5. Reports on Information Services

- The librarian will submit monthly or periodic reports to his or her supervisor. These reports will include information on the number and types of information services provided, who received or requested information services, etc.

6. Circulation of Documentation Center Materials

- Due to the time and expense involved in obtaining materials for the center, only SANRU headquarters staff will be allowed to check out materials for use in their offices. For other users, photocopying facilities will be available to copy articles and other documents.

4.3 Implementation Plan

Implementing the documentation center involves two phases: the installation and start-up phase and the operational phase.

The start-up phase can be thought of as a one-year period. It calls for intensive efforts in many activities which are carried out simultaneously. These activities are:

- Physical Installation of the Center
 - Physical design and layout
 - Hiring staff
 - Developing and organizing journal, reference, etc., collections
 - Developing bibliographic, organizational, etc., databases
 - Establishing administrative procedures
- Promotion of the Center
 - Building up a mailing list
 - Publication and distribution of a brochure describing the center's services and collections
- Establishing contacts and working relations with other organizations active in primary health care
- Publication and distribution of the center's first issues of bulletins or newsletters
- Review of the first year of operations

The operational phase will begin approximately in the center's second year of operation. By this time the center should be providing the full range of services which were initially recommended. The services and activities of the center may be revised depending on the outcome of the review or evaluation conducted at the end of the first year.

All through this phase, most activities of the first phase must be continued and intensified -- promotional efforts, cooperative arrangements, acquisition of documents, etc. The center's staff must place a high priority on obtaining feedback from users and obtaining better knowledge of users' information needs and requirements. This will enable the center to modify and improve existing services or develop new services.

A comprehensive review of the center's performance should be made near the end of SANRU II in 1989. This evaluation of the center's collection, services, and use will determine whether or not the center has been a success, and if it is possible for the center to become financially viable and approach a self-supporting status.

4.4 Staffing Requirements

Library studies have shown that information or documentation centers which process approximately 3,000 documents annually and produce bulletins, respond to information requests, etc., require two full-time staff members. This is the minimum number required to operate the center efficiently. Because the SANRU documentation center will be a national resource and will provide a wide range of information services, it is highly recommended that two full-time staff be hired. One staff member should be a professional librarian and the other a library assistant. Duties and qualifications are included on the following pages. After one year of operation, the library should evaluate the number of information requests handled and the number of publications cataloged, and decide if another part- or full-time library assistant is needed.

Librarian

The librarian for the SANRU Documentation Center should have a diploma in library science and work experience in libraries. Since publications in English will comprise a significant proportion of the collection, it is essential to have French and English language capabilities. The librarian will be responsible for the following duties:

1. Selecting and purchasing books, periodicals and other information sources
2. Classifying, cataloging, and indexing materials
3. Executing literature searches
4. Responding to requests for information
5. Preparing abstracts, producing current awareness bulletins, etc.
6. Cooperating with other agencies and information centers
7. Supervising assistants and conducting performance appraisals
8. Reporting to head of training and documentation for budgetary and administrative needs

Library Assistant(s)

Library assistants should have training and experience in office work and an ability to work without close supervision. They will assist in operation of the documentation center and perform the following duties:

1. Shelving books, newsletters, and journals
2. Typing or entering data needed for the library
3. Assisting the librarian in responding to information requests
4. Photocopying requested materials
5. Keeping inventories of library supplies

4.5 First Year Budget

Staff				
Librarian	216,000 Z/year	or	\$3,600	
Library assistant	120,000 Z/year	or	\$2,000	
Book purchases	360,000 Z/year	or	\$6,000	
Journal & newsletter subscriptions	90,000 Z/year	or	\$1,500	
Production & distribution of newsletter (1,000 issues printed and distributed 4 times yearly)	240,000 Z/year	or	\$4,000	
Office supplies (paper, magazine boxes, shelves, etc.)	90,000 Z/year	or	\$1,500	
Maintenance of photocopy machines, typewriters, etc.	60,000 Z/year	or	\$1,000	
Travel to meetings, conferences, etc.	180,000 Z/year	or	\$3,000	
Unexpected expenses	<u>90,000 Z/year</u>	or	<u>\$1,500</u>	
TOTALS	1,446,000 Z/year	or	\$24,100	

*Other costs for development and distribution of SANRU materials and publications are not included.

4.6 Equipment, Office Supplies, and Physical Layout

Figure 1 shows the layout of the SANRU Documentation Center.

Most of the equipment and supplies needed by the documentation center are on order or have already been purchased. Items which still need to be purchased (if magazine boxes, not shelves, are used) are the following:

- Special shelves for displaying current newsletters and journals. Cost: 60,000 Z or \$1,000 for 3 meter-long shelves
- Microfiche printer. Cost: 61,500 Z or \$1,025
(Recommend purchase of Micro Copy 10 from Bell & Howell Company)

4.7 Documentation Center Materials

4.7.1 Acquisition

The documentation center should subscribe to key journals and newsletters in primary health care and establish relationships with organizations as well.

A bibliography of 60 journals and newsletters was compiled for the center. It would cost approximately \$965 per year to subscribe to these publications. Twenty-three of the 60 are available in French. This bibliography is included in the Supplement.

Journal articles are key sources of information in primary health care. It is important that each incoming journal be scanned by the librarian for articles of relevance to SANRU. Relevant articles should be photocopied, cataloged, and added to this collection.

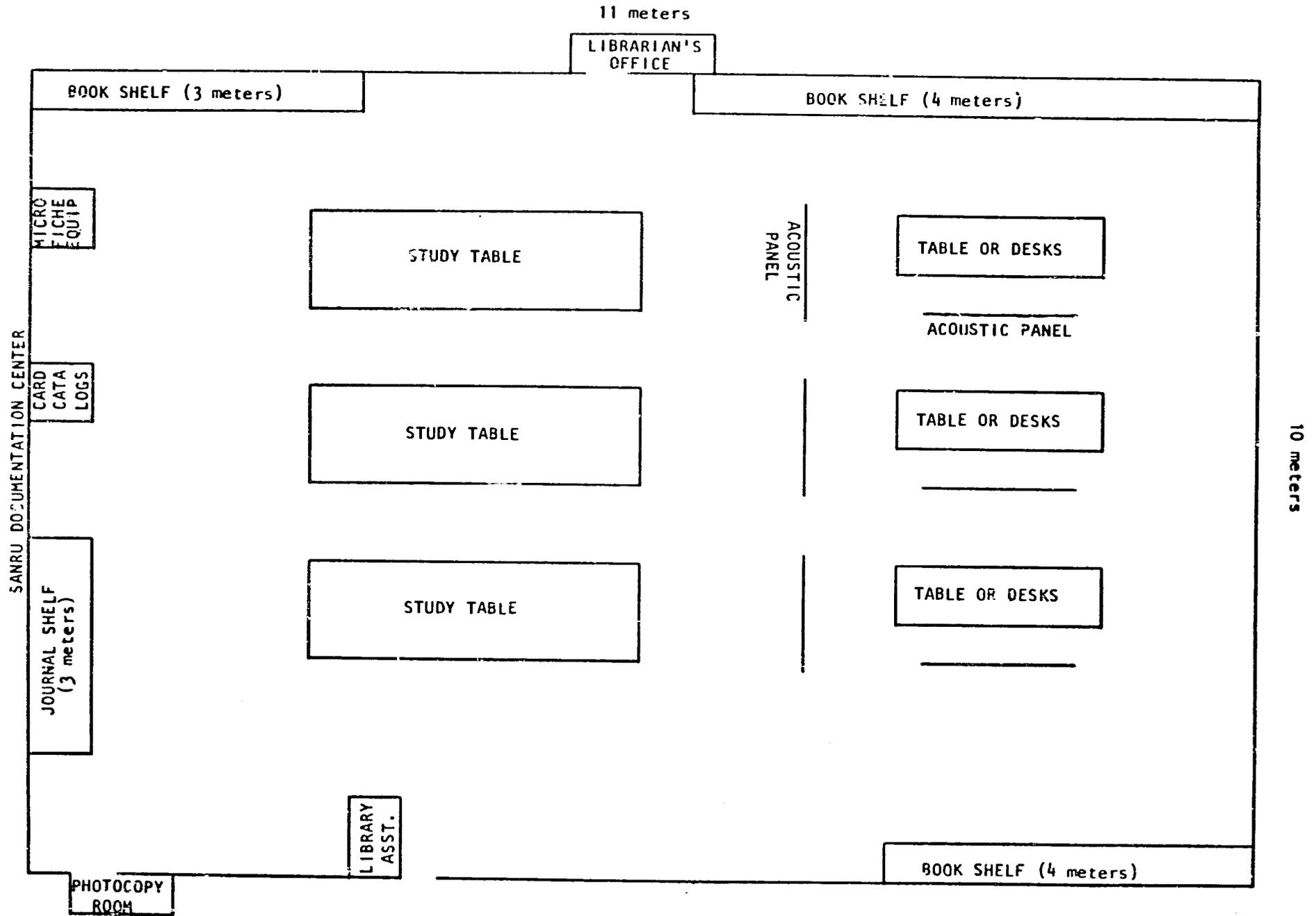
A bibliography of key reference materials was also prepared for the center. It would cost approximately \$300 to purchase these materials. This bibliography appears in the Supplement.

It will be essential for the center to cooperate and exchange information with other organizations. A directory of key organizations was compiled for the center. It includes key information sources in Zaire; 18 USAID-sponsored organizations and information centers; 19 African organizations involved in primary health care; 24 international organizations involved in primary health care; and 15 non-governmental organizations involved in primary health care. The librarian should contact each of these organizations. These are all contained in the Supplement.

4.7.2 Organization

The VITA Classification System was selected as the basis for cataloging and classifying materials in the documentation center. SANRU staff preferred VITA's system over the UNESCO Thesaurus, which was initially recommended.

Figure 1



The health section of VITA's thesaurus was expanded to include all of SANRU's activities in primary health care. The 129 keywords that were added provide a basic vocabulary and structure. Keywords were selected by studying reports and publications that have been obtained for the documentation center. Keywords were also selected from thesauri used by Johns Hopkins University, the International Development Research Centre, and the Clearinghouse on Infant Feeding and Maternal Nutrition. Actual classification of materials will reveal additions and revisions that need to be made. The primary health care thesaurus which was developed is listed in the Supplement.

The fields to be included in the bibliographic database are listed in the Supplement.

Instructions for cataloging reports, articles, audiovisuals, etc., can be found in the Supplement.

4.8 Information Services

A varied range of information services is recommended for the documentation center so that it can respond to the needs of its clientele. The recommended services are described in the subsections below.

4.8.1 Current Awareness Bulletin or Newsletter

One of the top priorities of the documentation center is to serve the information needs of SANRU's medical personnel in the rural health zones. The most feasible and economical method of achieving this is through the publication and distribution of a periodic newsletter or current awareness bulletin.

Advantages of bulletins and newsletters are that they do not require an extensive collection and are excellent ways to promote the documentation center. A periodic newsletter could contain the following sections:

- Contents Pages of Key Journals. Distribution of contents pages from journals has been highly successful for serving agricultural extension agents in Kenya. Extension agents request copies of articles they are interested in.

Médecine Tropicale and the Bulletin of the World Health Organization are the two top-cited French-language journals in tropical medicine. Contents pages of these journals should be included.

- Abstracts or Summaries of Key Findings or Projects. SANRU headquarters periodically receives correspondence and reports from rural health zones about new ideas and methods that are being tried. One of the key functions of the documentation center is to disseminate this information on lessons learned to other health zones. It is important, therefore, that the librarian stay up to date on advances in primary health care in order to share this information with SANRU's staff.

- News of SANRU Activities, Workshops, etc.
- Accession Lists or Annotated Bibliographies of Publications Received at the Documentation Center. The librarian should include bibliographies of recent publications obtained by the center. Due to the poor postal service, publications will not be loaned through the mail. To resolve this problem, the librarian should provide abstracts of key reports or publications.

4.8.2 Meetings

Meetings, "brown bag" lunches, film showings, etc., are excellent ways to facilitate interpersonal communication.

Studies have shown that interpersonal communication is the most influential way of obtaining and disseminating information. The librarian should hold periodic meetings with other information and/or development organizations and individuals. Meetings could be held to show a new film, to discuss new methods or findings in primary health care, to exhibit and discuss new additions to the collection, or to discuss the information resources and information needs of other organizations.

4.8.3 Reference Services

Reference services may range from answering simple queries to supplying information based on bibliographical searches. To provide a maximum level of service, the librarian must develop a thorough knowledge of the primary health care field, of the literature available, of the bibliographic tools that are guides to the literature, and of the key organizations and individuals in primary health care.

The following outline provides an approach to answering reference questions:

1. Analysis of the reference questions
 - a. Determine the parameters of the question
 1. What is the information needed for or what is its purpose?
 2. What time span is the user interested in?
 3. What is the amount of material needed? (i.e., a few representative documents on a topic, a comprehensive search of documents, etc.)
 4. What are likely sources where the information is to be found?
 5. When is the information needed?

2. Answering ready reference questions (questions on addresses, statistics, etc.)
 - a. For information on organizations, consult directories, annual reports, etc.
 - b. For information on specific facts or statistics, consult reference texts such as handbooks, textbooks, etc.
3. Answering questions involving research
 - a. Determine appropriate access points to answers (bibliographies, card catalog, etc.)
 - b. Determine subject headings or key words most appropriate for search.
4. Retrieval of material cited in card catalog, bibliographies, etc.
5. Feedback from user on relevance of material and whether more or different types of information are needed.
6. If no information can be found on the initial attempt, the librarian should modify subject headings or key words to use and identify organizations or individuals that may be of assistance. Narrowing or modifying the request may also be needed.

It is important that requests be recorded to produce statistics on library use and to identify recurring topics or problems in primary health care. Standardized forms should be prepared for recording information requests. Figure 2 is a suggested information request form. Developing a computerized request database will enable the library to provide rapid analyses of requests. The library should submit periodic reports on utilization of the library.

4.8.4 Referral Services

Attempts should be made to respond to all information requests. In cases where the SANRU documentation center can't provide the needed information, it should refer individuals to the appropriate organization. Requesters may be referred directly to other sources or the SANRU documentation center may act as an intermediary. Maintaining communications with the organizations listed earlier in this report will enable the librarian to refer individuals to the appropriate organization.

Figure 2

INFORMATION REQUEST FORM

REQUEST NO. _____

DATE OF REQUEST _____

NAME OF REQUESTER _____ TITLE _____

ORGANIZATION _____

ADDRESS _____

COUNTRY _____ TELEPHONE _____

REQUESTER IS: UNIVERSITY _____ INT'L ORGANIZATION _____
 GOVERNMENT _____ NGO _____
 SANRU _____

PHONE _____ LETTER _____ IN PERSON _____

DESCRIPTION OF REQUEST:

DESCRIPTION OF RESPONSE AND SOURCES USED:

DATE OF RESPONSE _____ TOTAL TIME SPENT _____

4.8.5 Selective Dissemination of Information

With time and experience, the SANRU librarian will learn of key individuals in primary health care in Zaire. These individuals will be the most active producers and consumers of information. The librarian should develop interest profiles on these individuals and keep them up to date on events and publications in their areas of specialization. Figure 3 is a sample interest profile form. It is important to maintain regular contact and correspondence with these individuals in order to update their interest profiles. The interest profiles can be manual or computer files, depending on the number. Maintaining regular contact with these key individuals will enable the librarian to stay well informed on the latest topics, problems, and publications in primary health care.

4.8.6 Rural Health Zone Files

An important component of the center will be reports published by the rural health zones. Specialized files should be set up in the documentation center to contain these reports.

Reports from the rural health zones should be cataloged and entered into the bibliographic database. The report should be filed and copies of the cover page and contents page should be made. Photocopies of cover and contents pages should then be shelved in the appropriate section of the center's collection. This will let patrons know that there are reports on the subject located in the rural health zone files.

4.8.7 Database of Organizations Involved in Primary Health Care

The library should develop and maintain a database or files on organizations involved in primary health care in Zaire. Figure 4 is a sample format for the database. The publication and distribution of this database would enable other organizations with little or no information resources to locate and obtain information. The database form could also be used as the questionnaire to obtain information from each organization. This database should be updated on a periodic basis.

4.8.8 Translations

A significant proportion of the literature in primary health care is published in English. A valuable service to be performed by the librarian will be to translate key works into French. For lengthy publications, it will not be feasible to translate the entire work into French. In such cases, a French abstract that is well prepared will provide valuable information to SANRU staff and others. A UN study has stated that in 70 percent of the cases a well prepared abstract is just as valuable as the full text of the document.

Figure 3

INTEREST PROFILE

NAME: Dr. May Yacoob/WASH

A. SUBJECTS: (Terms taken from thesaurus)

Community Participation

Health Education

Nutrition

B. KEY JOURNALS FOR DR. YACOOB:

- Journal of Tropical Pediatrics

- Tropical Doctor

- Hygie

- Bulletin of World Health Organization

- Assignment Children

- LIFE Newsletter

- Mothers and Infants Newsletter

C. LANGUAGES: English; French

D. CURRENT PROJECTS OR PAPERS

- Manual on developing audio-visual materials for hygiene education in water and sanitation projects.

E. LATEST UPDATE TO INTEREST PROFILE:

September 1986

Figure 4

**DATABASE OF ORGANIZATIONS INVOLVED IN
PRIMARY HEALTH CARE ACTIVITIES IN ZAIRE**

ID NO.: _____

ORGANIZATION: _____

ADDRESS: _____

COUNTRY: _____ CONTACT: _____

TELEPHONE: _____

TYPE OF ORGANIZATION: _____

WORKING LANGUAGES: _____

MAIN ACTIVITIES: _____

SUBJECT FIELDS/ASPECTS: _____

SPECIAL COLLECTIONS: _____

INFORMATION SERVICES: _____

PUBLICATIONS (ANNUAL REPORTS, RESEARCH REPORTS, ETC.):

AVAILABILITY/CONDITIONS OF PUBLICATIONS:

OTHER REMARKS:

4.9 Financial Considerations

One of the goals of the documentation center is to generate its own funds and become as self-supporting as possible. It is important to realize that the center will never become 100 percent self-supporting and will always require outside funding by host or sponsoring organizations. Even very successful information centers, such as the Environmental Sanitation Information Center in Bangkok, generate enough funds to cover only 50 percent of their operating costs.

Another key to financial viability is to begin the center with a modest level of operations and staffing. Additional activities can be developed later when and if additional resources become available.

There are several ways to generate sources of income for the documentation center: service fees, sale of publications, and membership fees.

Service fees include charging for photocopies, literature searches, etc. Sale of publications includes selling directories, bibliographies, and other reports produced by the documentation center. Membership fees have been successful in generating income for information centers in developing countries.

Different rates could be charged for individual or institutional memberships. For example, the Renewable Energy Resources Information Center in Thailand charges \$4 yearly for individuals and \$8 for institutions. As a member, an individual would receive copies of bulletins, bibliographies, etc., produced by the center and would be entitled to use the center and its services. One method which has been successful in developing countries is for funding agencies or government organizations to pay for a number of membership fees. Memberships are then offered to individuals or organizations. This has been popular with funding organizations because it is flexible in the amount of funds that are involved.

Once SANRU II has ended, it will be important for the documentation center to obtain a sponsoring or host organization such as the Ministry of Health or some other agency. It will be important for this sponsoring organization to provide direct financial support, however moderate, because in order to obtain support from outside funding agencies, it is usually necessary to have a matching contribution from the sponsoring organization. There are many funding agencies which are possible sources of funds for the documentation center. Examples are international organizations (UNESCO, UNDP, UNEP, etc.), bilateral organizations, foundations (Ford, Rockefeller, etc.), and semi-governmental organizations (the International Development Research Centre).

Chapter 5

SPECIFIC RECOMMENDATIONS: SNHR LIBRARY

5.1 Basic Collection of Technical Materials

SNHR conducts projects on spring capping, well drilling, and gravity flow water systems. Information needs for these types of projects can be satisfied by obtaining a basic collection of French- and English-language technical manuals. Since SNHR's projects deal with relatively simple and stable technologies, a full- or part-time librarian is not needed.

SNHR should establish an in-house collection of manuals which could be organized and maintained by the secretary. The collection should begin with the following publications:

- Handpumps for Use in Drinking Water Supplies in Developing Countries, 1978.
- Small Community Water Supplies in Developing Countries: Technology for Small Water Supply Systems in Developing Countries, 1981.

These two publications are available in French and can be obtained free of charge from the International Reference Centre for Community Water Supply and Sanitation, PO 93190, 2509 AD The Hague, Netherlands.

- Construction des Puits en Afrique Tropical, 1974. Available from BURGEAP, 70 rue Mademoiselle, 75015 Paris, France.
- A Handbook of Gravity-Flow Water Systems, 1984. Available from Intermediate Technology Publications, 9 King Street, London, WC2E, United Kingdom.

Another valuable source of information is the Water for the World series, produced by USAID and the National Demonstration Water Project. This series consists of 160 technical notes, 24 of which pertain to designing, constructing, operating, and maintaining wells and springs. These notes average four to five pages in length. SNHR should discuss with SANRU the possibility of translating these 24 notes into French. They could then be distributed to SNHR's worker brigades as well as to SANRU staff working on water projects. Copies of these technical notes can be obtained free of charge from WASH, 1611 North Kent Street, Room 1002, Arlington, VA 22209-2111, USA.

5.2 Collaboration with SANRU Documentation Center

SNHR should request assistance from the SANRU librarian for information needs and problems. The SANRU Documentation Center will have a section devoted to water supply and sanitation. The librarian should keep SNHR aware of new reports and publications in rural water supply and provide copies of articles to SNHR. WASH will add the SANRU Documentation Center to its distribution and mailing lists. This will alert the center to recent developments in rural water supply and provide copies of the latest WASH Field and Technical Reports to the center.

5.3 Files and Record Organization

In terms of information, SNHR could benefit from assistance or training in files and record organization. This is especially important now that the number of worker brigades is being greatly increased. SNHR currently has 212 employees. The number of employees will triple over the next five years. Organization of simple filing systems will help SNHR cope with increasing amounts of paperwork.

For example, all correspondence and reports from the worker brigades are filed only by date. It would be useful to set up subject areas for each worker brigade file. Each worker brigade file could have sections for filing project proposals, project reports, expense or salary reports, inventory reports, etc. Someone at SNHR, possibly the project secretary, should be placed in charge of records management. Obtaining a manual on filing systems would provide ideas and guidance for reorganizing SNHR's files and records.

An information requirement study should be conducted by SNHR staff before a decision is reached about the purchase of computer hardware and software. An information requirements study is a method for documenting what is needed from the computer system. Four areas must be documented. These are:

- 1) Output requirements
- 2) Processing requirements,
- 3) Data requirements, and
- 4) Volume of transactions.

Output requirements concern primarily the content of the printed reports to be generated and the criteria used to select records that will appear on the report and determine what fields of data from each record are to appear on the report.

Processing requirements establish what must be done with the data that has been collected. For example, one processing requirement for an inventory control system is that information be provided for number and types of equipment on order.

Data requirements describe the data elements which must be collected and maintained. For each element of data or field, the number of characters, the type of data (alpha-numeric or numeric), and the number of occurrences must be decided upon. The data requirements will determine the amount of storage required and will also provide one of the most useful quantitative yardsticks for determining which software package should be purchased.

An information requirement study should be conducted for each database that will be established at SNHR (payroll, inventory control, etc.).

Training of SNHR staff will be the most critical element in determining the success of SNHR's computer system. Training programs in Zaire are conducted by John Loftin as well as by the IBM office, both located in Kinshasa. Training programs for SNHR staff should provide trainees with a checklist of skills/commands to be mastered, so that they can check them off as training progresses. All trainees should learn:

- how to care for the equipment;
- how to format and copy and use other DOS commands;
- the meaning of error messages and how to correct them;
- how to interpret the data that is printed out and how to check for accuracy;
- the importance of proofreading input to ensure that accurate information is typed in.

The training should be job related. As a rule of thumb, assume twelve hours per person per program at the computer for training on a software package. Trainees can work in pairs: one can work for about a half hour while the other watches and helps; then they trade places.

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