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ZAIRE DEBRIEFING - OCTOBER 17, 1986

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EXECUTIVE SUMMARY

A two-week assignment was conducted in Zaire from August 15 to August 30, 1986. The assignment was done 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 and information needs of potential users of the information centers. 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.

This report contains recommendations and procedures for establishing a documentation center for the SANRU project and recommendations for organizing and developing the information resources of SANRU.

Findings

1. No development- or health-related organization in Kinshasa maintains an organized, comprehensive or up-to-date collection of documents, audiovisuals, etc. in primary health care.
2. There is a need for a systematic or periodic method of disseminating current information in primary health care to SANRU health personnel in the rural zones.
3. SANTU has collected approximately 2,000 publications for the documentation center and has interviewed applicants for the position of librarian.
4. SANRU plans to purchase a WANG minicomputer and develop a bibliographic database on PACE. PACE is the database management program for WANG minicomputers.
5. SNHR plans to purchase microcomputer hardware and software to monitor expenses, projects, etc.
6. SNHR will need to develop organized filing systems to cope with the increasing paperwork and reporting requirements as the number of worker brigades is tripled over the next five years.

Recommendations

1. A SANRU Documentation Center should be established to acquire, organize, and disseminate information in primary health care.
2. Funding for the center should begin at a modest level. Funding can be increased when the center becomes well established and demand increases for its services.

3. Disseminating current or state of the art information in primary health care and serving the information needs of SANRU health personnel should be the top priority of the documentation center.
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. For SNHR, 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.
6. SNHR should develop simple filing systems to gain better access to its records.
7. In selecting and purchasing a computer system for SNHR, primary consideration should be placed on selecting the appropriate software. Once the appropriate software has been selected, the hardware requirements can be established. One example of software needed by SNHR is the World Bank software for designing gravity flow water systems. This program requires IBM or IBM-compatible hardware.

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 participation by SANRU and USAID.

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

Goal statements reveal the long term vision of what the center intends to accomplish. The importance of the goal statement cannot be overemphasized since all purposes, objectives, strategies, and policies are predetermined by the organization's mission. An example of a goal statement is:

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.

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PURPOSES

Purposes are statements that reflect desired accomplishments. They are usually long term in nature (2 to 5 years). Goals must be capable of being converted into specific, measurable objectives. Goals provide a sense of direction and establish long-term priorities. Examples of goals for the SANRU documentation center are:

A. Acquisition of Information

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

B. Organization of Information

To develop a classification system, thesaurus, and indexes, etc. to properly store information and facilitate access to the collection.

C. 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.

OBJECTIVES

Objectives are specific statements of a particular result that will be accomplished by a specific date. 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. Following are examples of goals supported by measurable objectives:

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

Objectives

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

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

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.

POLICIES

Policies will provide direction for management of the documentation center. They provide specific guidelines for operations of the center.

These policies will be part of the overall policy structure of SANRU. The personnel policy of the documentation center will be determined by SANRU. The following are documentation center policies:

1. Acquisitions Policy
2. Cataloging Policy
3. Information Services Policy

ACQUISITIONS POLICY

A. Responsibility for Selecting and Acquiring Documentation Center Materials

1. 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.
2. The documentation center should welcome and request recommendations for the purchase of books, journals, etc. by SANRU staff, AID, and others.

B. Definition of Documentation Center Materials

Documentation center materials are defined as print and nonprint materials. This includes books, journals, microfiche, reports, maps, audio and visual materials, etc.

C. 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:

- 1) Maternal and Child Health
- 2) Vaccination Programs
- 3) Health Education
- 4) Nutrition
- 5) Water and Sanitation
- 6) Disease Control
- 7) Curative Medicine
- 8) Pharmaceuticals
- 9) Training and Supervision of Health Personnel

D. 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:

- 1) Malnutrition
- 2) Malaria
- 3) Measles
- 4) Diarrhea
- 5) Anemia
- 6) Respiratory Infections
- 7) Intestinal Parasites
- 8) Tuberculosis
- 9) Pregnancy Complications
- 10) Onchocerciasis
- 11) Schistosomiasis
- 12) Cretinism

E. Multiple Copies

Generally only one copy of an item shall be purchased. Multiple copies of materials may be purchased when there is a request by SANRU staff or if the item is heavily used.

F. Acquisition Records

The librarian shall maintain records for items ordered and obtained by the documentation center. Records will provide information on the date an item was ordered, name of requestor, date received, etc.

G. 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.

H. Languages

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

I. 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.

J. 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.

CATALOGING POLICY

A. 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.

B. Materials to be Cataloged

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

C. Classification System

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

D. 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.

E. Authority Files

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

F. 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.

INFORMATION SERVICES POLICY

A. Responsibility for Providing Information Services

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

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

1. SANRU staff in Rural Health Zones
 - a. Doctors
 - b. Nurses
 - c. Village Health Workers
 - d. Midwives
2. SANRU headquarters staff
3. Government Agencies of Zaire
 - a. Ministry of Health
 - b. SNHR
 - c. etc.
4. Bilateral Organizations
 - a. United States
 - b. Belgium
 - c. etc.
5. United Nations Organizations, especially WHO
6. Peace Corps
7. Non-Governmental Organizations
 - a. Missionary Groups
 - b. etc.
8. 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.

C. Information Services to be Provided

The following information services will be provided by the documentation center and its staff:

- 1) Current Awareness Bulletin/Newsletter
- 2) Conducting Meetings Showing Films, etc. for other Health and Information Organizations
- 3) Reference Services
- 4) Referral Services
- 5) Selective Dissemination of Information
- 6) Rural Health Zone Files
- 7) Database of Files of Health Related Organizations

8) Translations

D. Evaluation of Information Services

The librarian shall 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.

E. Reports on Information Services

The librarian shall 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.

F. Circulation of Documentation Center Materials

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

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 (2) full-time staff members. This is the minimum number required to efficiently operate the center. Due to the fact that the SANRU documentation center will be a national resource and 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.

JOB DESCRIPTIONS

LIBRARIAN

Librarian for the SANRU Documentation Center will be responsible for the following duties:

- 1) Selecting and purchasing procedures for books, periodicals and other information sources
- 2) Classifying, cataloging, and indexing of materials
- 3) Executing literature searches
- 4) Responding to requests for information
- 5) Preparing abstracts, producing current awareness bulletins, etc.
- 6) Cooperation with other agencies and information centers
- 7) Supervising assistants and conducting performance appraisals
- 8) To report to Head of Training and Documentation for budgetary and administrative needs

QUALIFICATIONS

Librarian 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.

LIBRARY ASSISTANT(S)

Library assistants will assist in operation of the documentation center and perform the following duties:

- 1) Shelving of books, newsletters and journals
- 2) Typing or data entry needed for the library
- 3) Assist librarian in responding to information requests
- 4) Photocopying of requested materials
- 5) Keep inventories of library supplies

QUALIFICATIONS

Training and experience in office skills. Able to work without close supervision.

* FIRST YEAR BUDGET FOR DOCUMENTATION CENTER

STAFF

Librarian	- 216,000Z/year	or	\$ 3,600.00
Library Assistant	- 120,000Z/year	or	2,000.00

BOOK PURCHASES

	- 360,000Z/year	or	\$ 6,000.00
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JOURNAL AND NEWSLETTER SUBSCRIPTIONS

	- 90,000Z/year	or	\$ 1,500.00
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PRODUCTION AND DISTRIBUTION OF NEWSLETTER

(1,000 issues printed and distributed - 4 times yearly)

	- 240,000Z/year	or	\$ 4,000.00
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OFFICE SUPPLIES (PAPER, MAGAZINE BOXES, SHELVES, ETC.)

	- 90,000Z/year	or	\$ 1,500.00
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MAINTENANCE OF PHOTOCOPY MACHINES, TYPEWRITERS, ETC.

	- 60,000Z/year	or	\$ 1,000.00
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TRAVEL TO MEETINGS, CONFERENCES, ETC.

- 180,000Z/year or \$ 3,000.00

UNEXPECTED EXPENSES

- 90,000Z/year or \$ 1,500.00

TOTALS - - 1,566,000Z/year or \$ 26,100.00

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

D - PRIMARY HEALTH CARE

D1 HEALTH SERVICES

D1.1 Health Service Units

D1.1.1 Hospitals

D1.1.2 Clinics

D10 HEALTH PERSONNEL

D10.1 Physicians

D10.2 Nurses

D10.3 Midwives

D10.4 Traditional Birth Attendants

D10.5 Village Health Workers

D20 HEALTH PROGRAM ADMINISTRATION

D20.1 Nutrition Program Administration

D20.2 Family Planning Administration

D20.3 Immunization Program Administration

D30 FAMILY PLANNING

D30.1 Birth Spacing

D30.2 Fertility Control

D30.2.1 Contraception

D30.2.2 Sterilization

D30.2.3 Abortion

D40 IMMUNIZATION

D40.1 Infant Immunization

D40.2 Child Immunization

D40.3 Maternal Immunization

D40.6 Vaccine

D40.6.1 DTP Vaccines

D40.6.2 BCG Vaccines

D50 NUTRITION

D50.1 Infant Nutrition

D50.1.1 Breastfeeding

D50.1.2 Bottlefeeding

D50.1.3 Infant Formula

D50.1.4 Weaning

D50.2 Child Nutrition

D50.3 Maternal Nutrition

D50.6 Nutrition Supplements

D50.6.1 Vitamin Supplements

D50.6.2 Iron Supplements

D50.7 Nutrition Surveys

D50.8 Nutrition Research

- D60 MATERNAL/CHILD HEALTH
 - D60.1 Infant Health
 - D60.1.1 Premature Infants
 - D60.2 Child Health
 - D60.3 Maternal Health
 - D60.4 Anthropometric Measurement
 - D60.4.1 Arm Circumference
 - D60.4.2 Height for Age
 - D60.4.3 Weight for Age
 - D60.4.4 Weight for Height
 - D60.5 Pregnancy
 - D60.5.1 Pregnancy Complications

- D70 HEALTH EDUCATION
 - D70.1 Family Planning Education
 - D70.2 Hygiene Education
 - D70.3 Nutrition Education

- D75 CURATIVE MEDICINE
 - D75.1 Oral Rehydration Therapy
 - D75.2 Nursing
 - D75.3 Drugs
 - D75.4 Physiotherapy

D80 DISEASE CONTROL

D80.1 Disease Control Programs

D80.1.1 Malaria Control

D80.1.2 Schistosomiasis Control

D80.1.3 Onchocerciasis Control

D85 DISEASES

D85.1 Nutritional Diseases

D85.1.1 Kwashiorkor

D85.1.2 Vitamin A Deficiency

D85.1.3 Vitamin B Deficiency

D85.2 Malnutrition

D85.3 Bacterial Diseases

D85.3.1 Tuberculosis

D85.3.2 Pertussis

D85.3.3 Rheumatic Fever

D85.3.4 Cholera

D85.3.5 Venereal Diseases

D85.3.6 Leprosy

D85.4 Viral Diseases

D85.4.1 Measles

D85.4.2 Poliomyelitis

D85.5 Parasitic Diseases

D85.5.1 Hookworm

D85.5.2 Filariasis

D85.5.3 Ascariasis

- D85.5.4 Schistosomiasis
- D85.5.5 Onchocerciasis
- D85.5.6 Leishmaniasis
- D85.6 Gastrointestinal Diseases
- D85.6.1 Diarrhea
- D85.6.2 Dysentery

N - WATER SUPPLY AND SANITATION

N10 SURFACE WATER

- N10.1 Rivers
- N10.2 Reservoirs
- N10.3 Dams
- N10.4 Rainwater Catchments

N20 GROUNDWATER

- N20.1 Wells
- N20.2 Handpumps
- N20.3 Hydraulic Dams

N30 WATER SUPPLY SERVICES

N30.1 Piped Water Systems

N30.2 Water Treatment

N40 SANITATION

N40.1 Latrines

N40.2 Sewage Disposal

N40.3 Sewage Treatment

N40.4 Sewage Lagoons

This thesaurus is far from being completed. The librarian should set aside publications which can't be assigned subject headings from the present thesaurus. Subject headings or keywords to index these publications should be decided upon and added to the thesaurus.