

## **Provision of pandemic information by health sciences librarians: a multisite comparative case series**

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### **APPENDIX B**

#### **Interview questions**

Thank you for agreeing to participate in this case series research investigating pandemic information provision by health sciences librarians. I'm \_\_\_\_\_ and will be one of the two individuals asking you some questions today. Our research team today includes: \_\_\_\_\_, who will be operating our digital recorder and also asking you some questions; \_\_\_\_\_, who will be taking notes; and \_\_\_\_\_, who will be taking notes as well.

Before we start, I'd like to ask if you had a chance to review the patron consent form that we sent prior to this meeting. Do you have any questions about the document?

I have a copy here, and could I please ask you to sign the consent before we begin?

The interview will take a semi-structured form, and there are 6 topic areas on which our research is focused. We will be asking you questions related to all of these areas. Please be aware that you are under no obligation to answer questions and are free to stop the interview at any time.

We expect the interview to take approximately one hour. If you need to take a break at any point, please let us know. Are you ready to begin?

#### **A. Initiation: interviewer 1**

1. Could you tell us a bit about providing H1N1 information?
2. Who asked for this information?
3. How did you receive the information request?
4. Did they explain the intended use? Audience?
5. When did the information request occur? Do you recall the date and time?
6. When was the information needed?
7. How specific was the request? Did they specify information sources? Form of delivery?
8. What kind of information was requested?
9. Does the other interviewer have any other questions related to initiation of the information request?
10. Do you have anything else you would like to add about the initiation of the information request?

#### **B. Sources/information gathering/provision: interviewer 2**

1. Could you tell us a bit about your process of gathering information?
2. Who was involved with gathering the information? Was gathering the information a team effort? How was that coordinated?

3. How did you locate the information? (e.g., databases, Google, alerts, etc.). Did you decide on the specific sources or were they preselected for you? Did someone recommend sources to you? Who?
4. What sources did you use? (news sources, research articles, etc.)
5. Why did you select to use them? What evaluation criteria did you use?
6. How did you monitor information as it became available?
7. How frequently were you searching for information? Once a day? Hourly?
8. How did you keep track of the information once you had located it?
9. Does the other interviewer have any other questions related to sources/information gathering/provision?
10. Do you have anything else you would like to add about the sources/information gathering/provision?

### **C. Information dissemination: interviewer 1**

1. Could you tell us how you communicated the information? Was the communication method effective? Were there problems?
2. Why did you select this/these form(s) of communication? Are there other forms you might have selected?
- 3a. What were the advantages of communicating the information in this form?
- 3b. What were the disadvantages of communicating the information in this form?
4. How frequently did you communicate the information? (e.g., daily/hourly) Why?
5. Could updates be delivered to point-of-care devices? (i.e., BlackBerry, iPhone)
6. Do you continue to provide the information? When did it stop? Why?
7. Does the other interviewer have any other questions related to the dissemination of the information?
8. Do you have anything else you would like to add about the dissemination of the information?

### **D. Evaluation/feedback: interviewer 2**

1. Did you perform any evaluation of the information service provided?
2. Did you monitor service usage? (e.g., the number of hits your wiki/website got during the pandemic)
3. Did you receive any formal or informal feedback on the information service provided?
4. What was that feedback?
5. Do you feel the service was valuable to the institution?
6. Does the other interviewer have any other questions related to evaluation or feedback of the service?
7. Do you have anything else you would like to add about the evaluation or feedback of the service?

### **E. Administration/organization: interviewer 1**

1. Could you please describe your position in the institution? Whom do you report to? (i.e., who is your supervisor?)

2. Do you work with other health sciences library (HSL) librarians? In what context?
3. Could you please describe your interactions with administrators at your institution?
4. Were you required to attend meetings related to this project? With whom?
5. Does the other interviewer have any other questions related to administration or the organizational setting?
6. Do you have anything else you would like to add about administration or the organizational setting?

#### **F. Professional roles and responsibilities: interviewer 2**

1. In your opinion, how do information professionals become involved in pandemic planning? Is the work formalized or casual?
2. What were the challenges and/or opportunities you encountered during this project? If you have a chance to do this again, what would you do differently?
3. What do you feel the responsibilities are of librarians to participate in the response to epidemic/disaster outbreak?
4. Do you feel you had sufficient support or knowledge to assume this role providing information during a pandemic?
5. Would you describe libraries as an essential or non-essential service during a pandemic? Would you or did you feel a responsibility to continue providing services on site?
6. Does the other interviewer have any other questions related to professional roles and responsibilities?
7. Do you have anything else you would like to add about your professional role or responsibilities?

This is the end of our formal interview. Many thanks again for your participation. Are there any other final comments that you would like to add or more information that you would like to share with us?

Please be advised that we will be requesting any supplementary evidence (i.e., emails, websites, meeting notes) that you would be willing to share with us to help us create a complete picture of your case. Are you willing to share supplementary documents with us?

Our research study will be continuing over the spring and summer, when we will be collecting information about cases similar to your own. Our plans are to analyze our findings during the late summer and early fall. We intend to share our research findings with the medical library community next spring and will be sure to share those findings with you.

Many thanks again.