

Library and Research Services for Parliaments

Innovation and inspiration during a global pandemic

Welcome! We will be starting shortly!

December 9, 2020
10h00 UTC



IFLA Section
Library and Research Services
for Parliaments

Library and Research Services for Parliaments

Innovation and inspiration during a global pandemic

December 2 & 9, 2020



IFLA Section
**Library and Research Services
for Parliaments**

privacy

Portions of this event will be recorded, including Q&A.

Recording will be posted on IFLAPARL's publications page, along with the slides.

Microphones **have been muted** for this event.

Questions or comments?

Please type into the Q&A box. Chat has been disabled.
If you cannot use the Q&A box, please raise your hand.

The talk is GDPR-compliant

IFLA and ZOOM privacy policies:

<https://www.ifla.org/data-protection-policy>

<https://zoom.us/privacy>

Questions regarding privacy

professionalsupport@ifla.org



VE team

Technical lead: Ellie Valentine, IFLAPARL Information Coordinator

Chat / Q&A moderator: Ellie Valentine

Slides: Karin Zaal, SC Member and Julie Anderson, SC Member

On-screen host & moderator: Sonia Bebbington, IFLAPARL Secretary

Support: Iain Watt, IFLAPARL Chair, Karin Finer, SC Member
and Janice Silveira, SC Member



program

9 December, 2020

- Sonia Bebbington
- Iain Watt
- Muyoyeta Simui
- Jennifer Carmody
- **Q&A**
- Waleed Al-badi
- Fotis Fitsilis
- Anthony Teasdale
- Heather Lank
- **Q&A**
- Jinhee Yun
- Alexandra Holl
- Paola Mandillo
- **Q&A**

10h00 UTC

- Introduction and administrative details
- Overview of IFLAPARL survey on COVID-19
- Pan African Parliament
- Legislative Assembly for the Australian Capital Territory
- Director, Majlis Oman Library
- Hellenic Parliament
- Director General, European Parliamentary Research Service
- Parliamentary Librarian, Canadian Library of Parliament
- Korean National Assembly Library
- House of the National Assembly, Hungary
- Italian Chamber of Deputies



Overview of IFLAPARL survey on COVID-19

Iain Watt

Iain Watt, *Information@Work*
IFLAPARL Chair

Overview of the IFLAPARL survey

Iain Watt, 'Information@Work', Chair of IFLAPARL

Background

- The survey was open May-August 2020.
- 30 responses
 - Europe 16
 - Americas 6
 - Asia-Pacific 6
 - Africa 2
- Respondents were assured of anonymity
- The report summarises, it does not analyse or make conclusions

opportunity to make vital strategic changes.

<https://www.ifla.org/files/assets/hq/topics/libraries-development/documents/ifla-parl-covid-survey-final-report-october-2020.pdf>

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Specific challenges

1. Services were needed to inform parliament and support scrutiny in the crisis. No option to suspend services.
2. Effective service normally depends on personal contact with people and processes in the parliament.
3. Translation of on-site, 'artisanal'/'boutique', services to remote service model.
4. Running integrated teams and service production processes with all or most team members at home.
5. Unique collections/expertise normally accessible only in-person.
6. Very short notice to adapt to the new environment

Key issue – Digital services and technology

- Service environment
- How far were digital services developed already?
- How much did the service depend on paper-based and/or onsite resources and facilities?
- Staff skills & experience with IT tools; job design
- Client awareness and capacity to use digital services
- Was the technology already in place for effective home-working and remote service delivery? If not, did the service have the resources to adapt quickly?
- Creativity and innovation in translating or adapting in-person/on-site services to the new environment

Key issue – Working from home

- Online connections and equipment
- Home office facilities
- Working hours
- Domestic arrangements in a lockdown
- Psychological aspects
- Team communications
- Management & coordination
- Past experience of home-working
- Job design, staff skills
- Scope for limited onsite working

Key issue – Innovation

- Many individual stories of efforts to create and adapt services
- New topics and new emphases in research interest – services responded, including by building partnerships e.g. to strengthen scientific information
- New emphasis on sharing high-quality information with citizens
- New ways of working

Key issue – Business continuity planning

- Only one service had a business continuity plan which they actually used and found useful
- Some others had plans but did not use them and/or did not find them relevant
- Several services without plans reported that a week or two of notice allowed them to make adequate arrangements
- Issues with business continuity plans seem to have been:
 - Too general for the specific conditions and/or specific services
 - Prepared for the wrong kind of crisis
 - Not practiced in advance
- Lack of awareness of business continuity planning

Concerns for the future

- Exceptional effort – expectations now too high
- Lack of investment and resources – especially if the pandemic leads to financial crisis
- Threat to onsite facilities
- The social capital, knowledge and skills built up in teams will deplete with isolation and turnover
- Mismatch of staff & management profiles with the new work environment
- Clients may not have the skills, knowledge or desire to adapt to a new service model

Library and Research Services during a global pandemic

Muyoyeta Simui

Muyoyeta Simui
Pan African Parliamentary Library
South-Africa

PAN AFRICAN PARLIAMENT (PAP)

- The PAP is a continental Legislative organ of the African Union.
- PAP exercises consultative and advisory powers, and makes model laws.
- PAP is hosted by the Republic of South Africa in Johannesburg.
- The PAP has 270 Members of Parliament from the 54 Member States.
- The Members have dual responsibilities in home country and at PAP. The Members reside in their respective countries.
- The PAP Sessions are held 4 times a year;
 - Committees meet in March and August, and
 - The Plenary meets in May and October.

The Lockdown Operations

- The AU HQ in Addis Ababa advised all Organs to consider remote based operations. The PAP Secretariat started operating remotely a week before the Republic of South Africa announced the lockdown on 23 March 2020.
- Each staff has a laptop and the office provided data bundles and airtime to facilitate communication, online meetings and internet access.
- The Secretariat adopted technologies such as:
 - Zoom,
 - DocuSign for office letters/memos,
 - WhatsApp messaging,
 - Microsoft Teams for collaboration.

Operations...

- The staff received online training on the adopted remote technologies.
- The flow of letters/memos from one signee to the other became quite efficient.
- The Secretariat facilitated a number of meetings for the Members and remote collaboration with other organizations.
- After the lockdown, only 50% of staff are allowed to be in the office each week
- Staff take shifts to go to the office.

Library Operations

- The Library and Research Service:
 - provided background information as talking points for the Members (sent via email) for the various online meetings.
 - facilitated access to paid for and free online information resources.
- The main challenge had to do with access. Before lockdown the online resources were accessed via IP login.
- Service providers like PressReader gave specific URL keys to each manager and professional staff. Option for individual passwords was not possible.
- The Library is exploring technologies that facilitate access from a single point on the institutional website. For example we are looking at MyLOFT.

Library Operations...

- Lending materials resumed after lockdown to staff.
- Acquisition is targeting more online resources.
- Uploading and indexing of institutional documents most of which are born digital continued.
- We also upload PAP documents onto the AU Commission Africa Knowledge Base (AKB Digital Repository) for wider access.

CHALLENGES

- The Committee Sittings planned for November was advised against by the host country due to the increasing infection rates.
- Technological challenges (access, network stability, etc) made it difficult for some Members to participate in the various meetings.
- The re-installation of the Symphony and Knowvation (former Archivalware) system upgrades for the Library, which were due this year could not be done because of the COVID-19.

Library Services & Covid-19

Jennifer Carmody

Jennifer Carmody
Assembly Librarian
Office of the Legislative Assembly for the Australian Capital Territory

Library Services & Covid-19

A Tale of Transitions

Jennifer Carmody, Assembly Librarian

Office of the Legislative Assembly

9 December 2020



Legislative Assembly for the
Australian Capital Territory

Our Library – Our Clients

- ACT Legislative Assembly has 25 members, is unicameral, and is the only parliament in Australia with responsibility for both state/territory and local government functions.
- The Assembly Library pre-dates self government (1989), originally serving the federal department that was responsible for the administration of the Territory. We retain this responsibility.
- The Assembly Library has 3.7 FTE



Services & Support

- We did not change our services – just our workplace and our way of working
- Planning & practice
- Departmental support – delivery of hardware (monitors, chairs, etc)
- Government support – COVID-19 leave for quarantine, parents supporting school-aged children

Challenges

- Not having access to our physical collection / IT issues
- Creating physical space to work at home / working while supporting school-age children
- Managing unique projects while working remotely (staff restructure, recruitment, enhancements to technical systems)
- New workflows – daily & weekly reporting
- Finding our communication stride – email, WebEx, teleconferencing

Transitions & Silver Linings

- Every change is a transition – and transitions take energy
- As a manager I have developed a much deeper understanding of staff work as a result of daily reporting
- We look forward to a future where we can continue to blend work from home with work in the library

Q & A

Please use the Q&A function to ask questions. Please direct your question to a specific speaker, or speaker(s). Questions will be answered verbally.

Q&A is moderated and limited by time – we apologize if we do not ask your question of the presenters.

Please use the IFLAPARL COVID-19 Forum to continue to conversation: to register, please contact Ellie Valentine at infoiflaparl@gmail.com.



HOW PARLIAMENTARY LIBRARIES IN ASIA AND THE PACIFIC RESPONDED TO THE EFFECTS OF COVID-19

Waleed Al-Badi

Waleed Al-Badi
Director
Majlis Oman Library
Muscat – Oman
w72161643@hotmail.com

Introduction

Building, services and users:

- 1- Did the libraries close their buildings during COVID – 19 pandemic?**
- 2- Did the libraries shift to online and remote services?**
- 3- Did users respond to the change and accept online and remote services?**
- 4- Do users have access to computers? Are they provided with proper information on how to use the online and remote services?**
- 5- Are there any changes in the clients' usage patterns in terms of the use of research methods or topics researched during the pandemic?**
- 6- What are the most important aspects of the library's financial response to reduce the impact of the pandemic?**

Library Staff

- 1- Where did the library staff work?
- 2- Have the library staff been educated about the virus and ways to prevent it?
- 3- What challenges have the librarian had from working from their home?

The Library and Community

- 1- How has the library supported the crisis response in the community?

The Pandemic and Future

- 1- Does the library have any advance crisis management plan?
- 2- Will this pandemic affect the library's emergency preparedness in the coming years?
- 3- Do you think this pandemic has a long-term impact on the library?
- 4- What are the most important plans and ideas that the library learned from this pandemic?

Conclusion

Title of presentation

Dr. Fotis Fitsilis

Dr. Fotis Fitsilis
Head of Scientific Documentation and Supervision
Scientific Service
Hellenic Parliament
Greece

EPRS events during the crisis

Anthony Teasdale

Anthony Teasdale
Director General
European Parliamentary Research Service



We empower Members through knowledge to carry out their parliamentary work on behalf of citizens and enrich the public debate on European issues.

EPRS
EUROPEAN PARLIAMENTARY RESEARCH SERVICE

EPRS events since 2014

- seminars and roundtables on policy issues, as well as book talks
- over 230 events attracting 16,000 participants
- involving partner organisations, such as the OECD, IMF and EUI
- briefing sessions and exchange of best practice with other parliamentary research services in the EU and worldwide
- European Strategy and Policy Analysis System (ESPAS)



WORKING FOR OBAMA AND CLINTON ON EUROPE - REFLECTIONS ON TRANSATLANTIC RELATIONS AND THEIR FUTURE

Online Book Talk



> Anthony GARDNER, US Ambassador to the EU, 2014-17, and Director for Europe, NSC, White House, 1994-95

In discussion with: Klaus WELLE, Secretary General of the European Parliament

TUESDAY, 29 SEPTEMBER 2020 13:30-14:45 hours

Live event through the WebEx platform



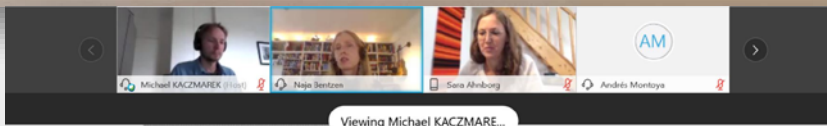
European Parliament EUROPEAN PARLIAMENTARY RESEARCH SERVICE

Online book talks, policy roundtables, info-sessions

— with more than 1,000 participants



EPRS info-session on Knowledge Sources EU policy on migration and borders



Viewing Michael KACZMARE...



CONSEQUENCES OF THE INFODEMIC

- Conspiracy theory believers less likely to follow guidelines and/or accept future vaccination (Univ. of Oxford)
- 800 people have died due to false claims
- 5800 people hospitalised
- (Geo-)politicisation of vaccine fuelling vaccine scepticism?

What will think tanks take away from 2020?

Speakers:

- > **Sven BISCOP**, Director of Europe in the World programme, Egmont Institute; Professor, Faculty of Political and Social Sciences, Ghent University
- > **Shadia ISLAM**, Managing Director, New Horizons Project; Visiting Professor, College of Europe, Brussels
- > **Lukasz JURCZYŹYŹN**, Director of Brussels Office, Polish Institute of International Affairs
- > **Jana PUGLIERIN**, Director, Berlin Office, and Senior Policy Fellow, European Council on Foreign Relations (ECFR)
- > **Bruce STOKES**, Director, Transatlantic Task Force, German Marshall Fund of US
- > **Fabian ZULLEEG**, Chief Executive, European Policy Centre




THURSDAY, 10 DECEMBER 2020 17:30-19:00 hours

Live event via the WebEx Events platform

Newsletter of the Parliamentary Institute


Regular overview of all new outputs at the beginning of every session of the Chamber of Deputies (since April 2020)

PREHLÉDY



[Přehled ekonomických událostí v EU za období od 16. 7. do 31. 7. 2020](#)
Eurozóna+ č. 17/2020, srpen 2020, 7 str.
Autoři: Tereza Kráček, Daša Smetanková
 Mimořádné zasedání Evropské rady, Parlament má výhrady k rozpočtu EU, měnová rozhodnutí ECB, oživení prostřednictvím kapitálových trhů.

STUDIE A VYBRANÁ TÉMATA



[Volební proces v době pandemie - překážky ve výkonu volebního práva: doporučení k volebnímu procesu; přehled opatření k zajištění hlasování](#)
Tybrané téma 22/2020, srpen 2020, 13 str.
Autoři: Jindřiška Sylllová, Marta Krausová, Jana Francová, Martin Kuta
 Práce se věnuje současným výzvám spojeným s konáním voleb v době pandemie. V první části jsou představeny překážky ve výkonu aktivního volebního práva podle českého volebního zákonodárství. Druhá část poskytuje přehled doporučení ke konání voleb v době pandemie a to ve standardním i vzdáleném průběhu. Třetí část mapuje průběh voleb v jednotlivých členských i nečlenských státech EU v období od března do června letošního roku.

ECPRD seminar

- with parliamentary research services from 25 countries
- 82 participants



2) New economic studies

- Overview of the measures to mitigate the negative socioeconomic impacts of COVID-19

Email newsletter



- Topics:
- liquidity support
 - tax measures
 - employment support
 - social security
 - sectoral policies
 - mortgages/loans
 - payments assistance
 - rent subsidies
 - utilities discounts
 - recovery plans investment programs



ESPAS conference

— with almost 1,200 participants



CANADA'S LIBRARY OF PARLIAMENT: SERVING THROUGHOUT THE PANDEMIC and beyond

Heather Lank

**Dr. Heather Lank,
Parliamentary Librarian
Canadian Library of Parliament**



LIBRARY OF PARLIAMENT
BIBLIOTHÈQUE DU PARLEMENT

CANADA'S LIBRARY OF PARLIAMENT: SERVING THROUGHOUT THE PANDEMIC AND BEYOND

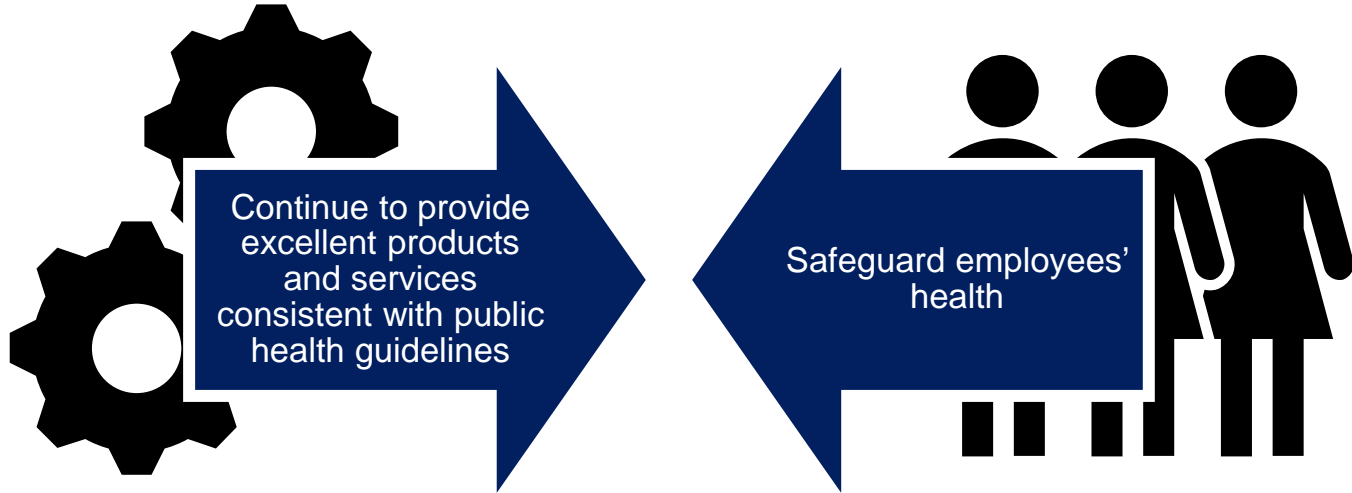
Dr. Heather Lank
Parliamentary Librarian

December 2020



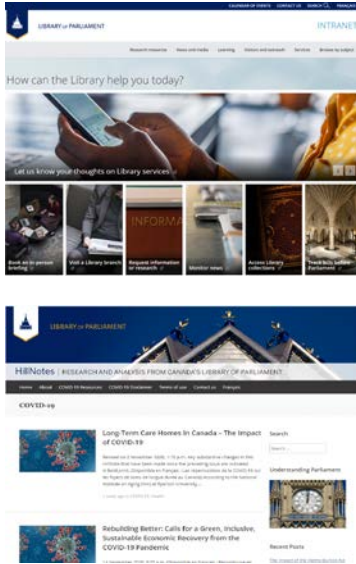


Mid-March Priorities





Delivering Existing, Launching New Products and Services





Keys to Success

Committed, adaptable & resilient employees

Collaboration with senate & house of commons partners

Technological capabilities & reliable parliamentary network



Looking Forward

New or enhanced products, services & collections, and other investments

COVID-19–related risk assessments and related measures

stronger internal and external relationships

Improved ability to deliver, consistent with mission, values & priorities

Q & A

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Impact of the COVID-19 Pandemic on the Korean National Assembly Library: Evolving Information and Services

Jinhee Yun

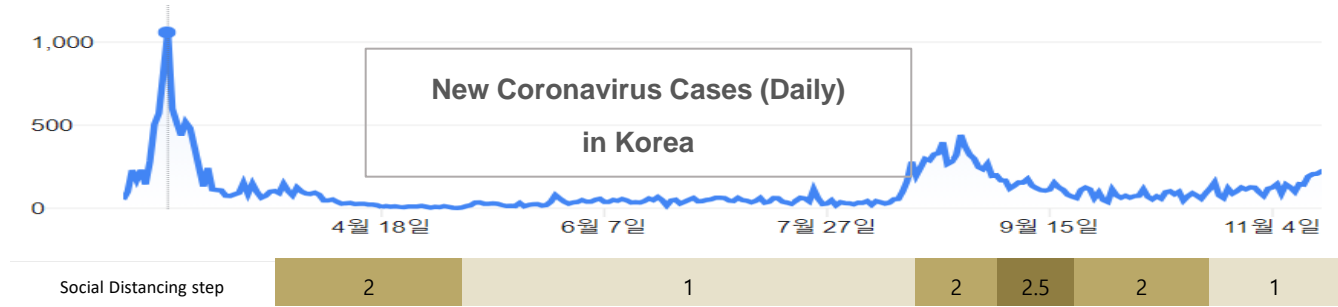
Jinhee Yun
Deputy Director of the Law Library Coordination Division
Korean National Assembly Library
happyone@nanet.go.kr

Impact of the COVID-19 Pandemic on the Korean National Assembly Library: Evolving Information and Services

Jinhee YUN

1. Changes in library services
2. Ontact, a rising trend in library work
3. Opportune information services

1. Changes in library services



Access/Facilities use



Body temperature measurement
Entry log checking



Reducing the number of
seats in cafeteria/coffee
shop



Expanding work-from-home/
flexible working hours

1. Changes in library service



Wearing of face mask required in reading room



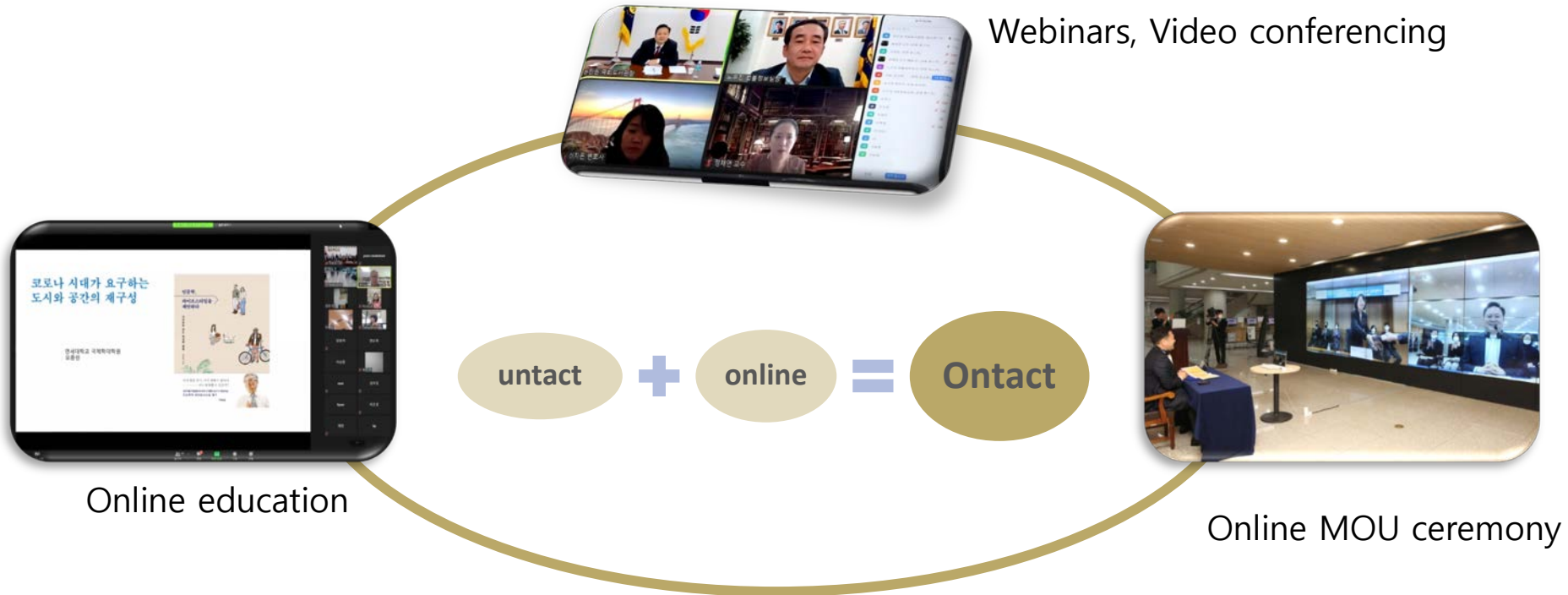
Reducing the number of seats and setting up transparent screen divider



Provision of hand sanitizer



2. Ontact, a rising trend in library work



3. Opportune information services

Publication of reports related to COVID-19

- Establishment of Reduction Regulations for University Tuition due to COVID-19 / Kim Mini
- COVID-19 and Legislative Cases for Commercial Rental Protection in US, Canada and Australia / Kim Seong-Hun
- U.S. Legislative Case for University Online Learning in the Post-Coronavirus Era / Cho Dong-Kwan

Parliamentary and Legal Information Services related to COVID-19

- COVID-19 Response Support Legislation (Overseas Case)
- Announcement of on-site prevention measures for opening schools in China related to COVID-19
- Prohibition of rental fee increase abroad and implementation of deferred payment option after COVID-19

Foreign Data Translation Services related to COVID-19

- COVID-19 Risks and Impact on Health Care Workers by Race/ Ethnicity / Kaiser Family Foundation
- Digital Authoritarianism, China and COVID / Lowy Institute
- The COVID-19 pandemic: scenarios to understand its international impact / IISS





Continuous innovation as a key to flexible response

Alexandra Holle

Alexandra Holle
Researcher
Information Service for MPs
House of the National Assembly
Hungary

Continuous innovation as a key to flexible response

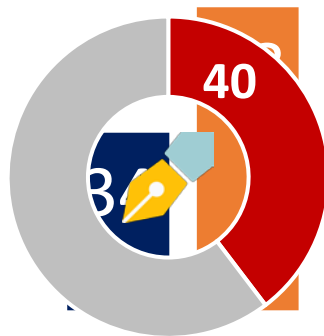
Holle Alexandra

Background

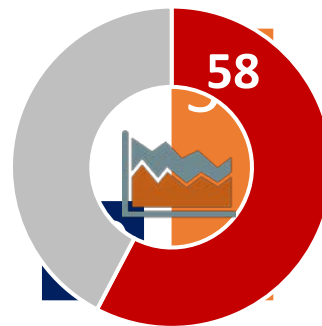
- Institution: Information Service for MPs (*Infoszolg*), Hungarian National Assembly
- Numerous individual requests and several proactive background materials in connection with the COVID-19 pandemic in our three analytical product lines



Infobriefings



Infotableaus



Background materials
in connection with the
COVID-19 pandemic,
January – August 2020



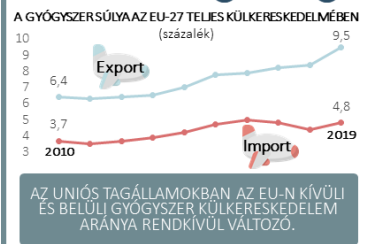
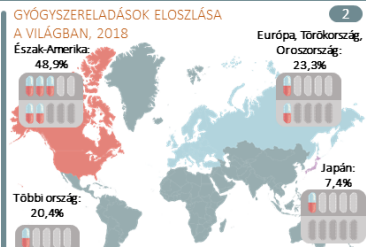
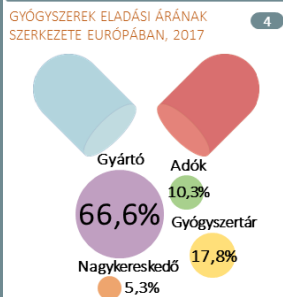
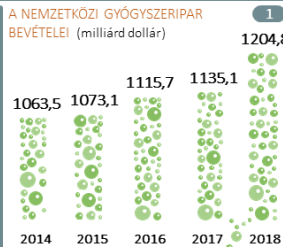
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Library and Research Services
for Parliaments

The role of innovation

- The activity of Infoszolg is characterized by continuous innovation and product development
- This was a key factor influencing our ability to react to the pandemic quickly
- Current innovations connected to the pandemic fitted organically into previous processes

GYÓGYSZERIPAR

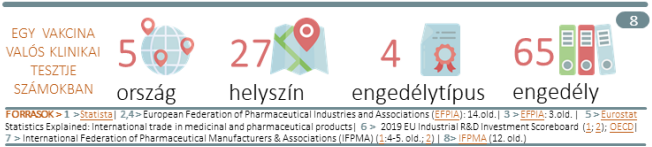
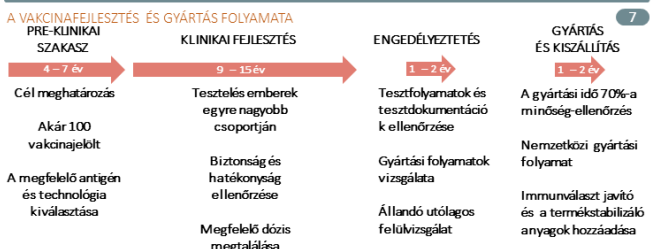
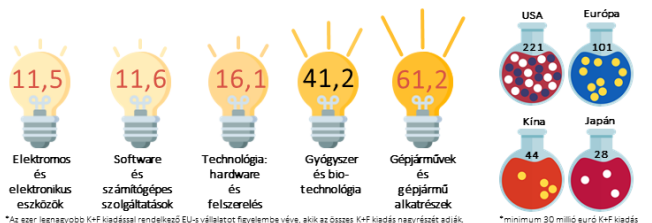
Jelen Infotabló a globális gyógyszeripar rövid bemutatása után az EU gyógyszeriparának néhány érdekesebb adatait ismerteti. Végül a koronavírus járványra való tekintettel a vakcinafejlesztés folyamatát ábrázolja.



A GYÓGYSZERIPAR K+F TEVÉKENYSÉGE AZ EU-BAN, 2018/2019

GYÓGYSZERIPARI K+F KIADÁSOK A VEZETŐ SZektorokhoz VISZONYITVA* (milliárd euró)

A gyógyszerkutatókban az államok főleg az alaputatásokat támogatják, a gyógyszeripar pedig inkább ezek eredményeit felhasználva termékfejlesztésbe és klinikai tesztekbe fektet (OECD, 2017).



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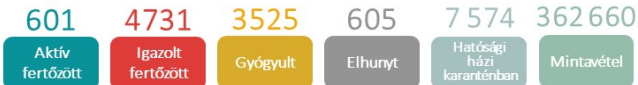


AZ ÚJ KORONAVÍRUS (COVID-19) JÁRVÁNY, 2020.08.10.

Az Infotabló célja, hogy hiteles adatok alapján bemutassa a járvány magyarországi és globális terjedését, adatvizualizációs eszközökkel. A kiadvány a publikálás napján 15:00-ig megjelent nyilvános adatokkal jelenik meg.

A KORONAVÍRUS-JÁRVÁNY MAGYARORSZÁGON

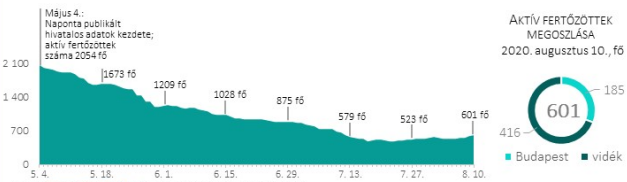
2020. augusztus 10.



Forrás: koronavirus.gov.hu; utolsó frissítés: 2020.08.10. 09:22

AZ AKTÍV FERTŐZÖTTÉK SZÁMA MAGYARORSZÁGON

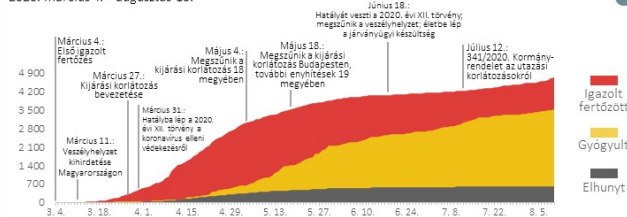
2020. május 4. – augusztus 10.



Forrás: koronavirus.gov.hu; utolsó frissítés: 2020.08.10. 09:22

A KORONAVÍRUS-JÁRVÁNY KRONOLÓGIÁJA MAGYARORSZÁGON

2020. március 4. – augusztus 10.

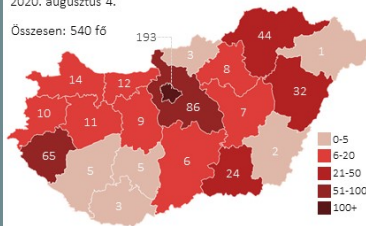


Forrás: koronavirus.gov.hu; utolsó frissítés: 2020.08.10. 09:22

AZ AKTÍV FERTŐZÖTTÉK MEGYEI ELOSZLÁSA

2020. augusztus 4.

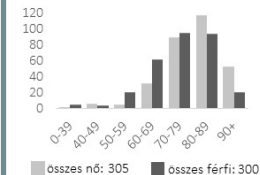
Összesen: 540 fő



Forrás: koronavirus.gov.hu; utolsó frissítés: 2020.08.04. 15:55

ELHUNYTAK SZÁMA NEMEK ÉS KORCSOPORTOK SZERINT

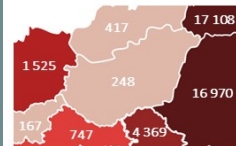
2020. augusztus 10.



Forrás: koronavirus.gov.hu; utolsó frissítés: 2020.08.10. 09:22

AZ ÚJONNAN IGAZOLT FERTŐZÖTTÉK SZÁMA AZ ELMŰLT 14 NAPBAN A SZOMSZÉDOS ORSZÁGOKBAN

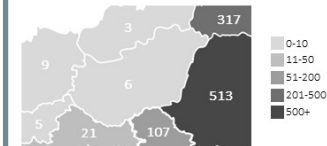
2020. augusztus 10.



Forrás: ECDC; utolsó frissítés: 2020.08.10.

AZ ELHUNYTAK SZÁMA AZ ELMŰLT 14 NAPBAN A SZOMSZÉDOS ORSZÁGOKBAN

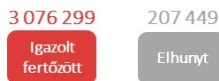
2020. augusztus 10.



Forrás: ECDC; utolsó frissítés: 2020.08.10.

A KORONAVÍRUS-JÁRVÁNY EURÓPÁBAN

2020. augusztus 10.



Forrás: ECDC; utolsó frissítés: 2020.08.10. 10:00

A KORONAVÍRUS-JÁRVÁNY A VILÁGBAN

2020. augusztus 10.



Forrás: jhu.edu; utolsó frissítés: 2020.08.10. 14:46

FORRÁSOK: >1, 2, 3, 4, 5>koronavirus.gov.hu | >6, 7, 8>ECDC COVID-19 situation update worldwide | >9> koronavirus.jhu.edu/map

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Key take-away

Continuous monitoring of users' needs and our responses given in the past years to these needs (product development) have helped us to react to the challenge posed by the pandemic in a flexible, quick and efficient way.

The Italian Chamber of Deputies Library Services during Covid-19 Pandemic Time

Paola Mandillo

Paola Mandillo
Parliamentary Officer and Librarian
Italian Chamber of Deputies

The Italian Chamber of Deputies Library Services during Covid-19 Pandemic Time

Paola Mandillo – Parliamentary Officer

The Library

- 1.4 million books
 - 1,800 current Italian and foreign periodicals on paper
 - 85,000 electronic journals and other digital resources
 - 115 databases
 - 25 Library Staff, 6 outsourcing personnel
- ❖ The Library was founded in 1848
 - ❖ Since 1988 it has been opened to the General Public
 - ❖ Since 2007 it is closely integrated with the Library of the Senate within the project for the creation of the Italian Joint Parliamentary Library



<https://bibliotecaen.camera.it/>





The Impact of the Pandemic on the Library

Services and procedures in the Library changed greatly during the Covid-19 crisis depending on the different Emergency Measures adopted by the Italian Government.

This time of crisis for the Library can be divided in three phases:

1. The First Lockdown (7 March-14 June 2020)

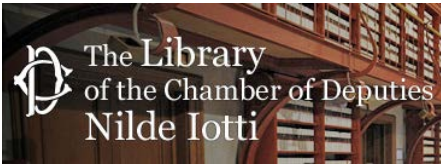
- the Library was closed to the General Public and all Library Staff worked remotely

2. The Reopening of the Library on-site Services (15 June- 5 November 2020)

- new organization of in-person Services
- 60% of Library Staff worked at the office / 40% worked at home, taking turns

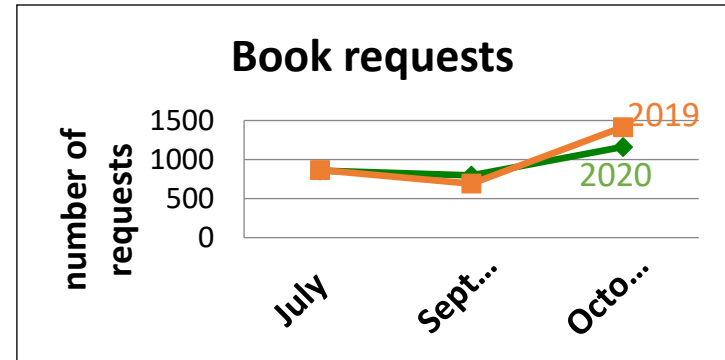
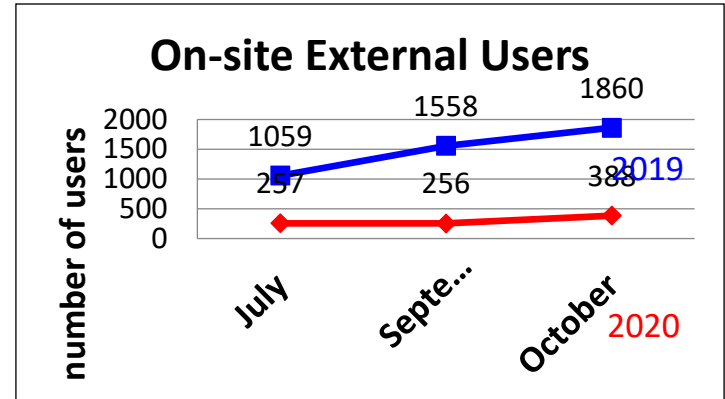
3. The New Library Closure (6 November-until now)

- the Library was closed to the General Public and Library Staff worked 50% at office / 50% remotely



The Greatest Challenges for the Library

- Keep the cooperation with the Senate Library in the framework of the Joint Parliamentary Library
- Encourage attendance of External Users
- Managing new procedures to guarantee access to the Library and the reading of Library Collections



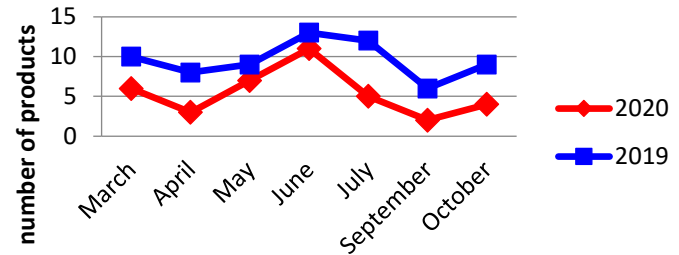
(August: Library summer closing)



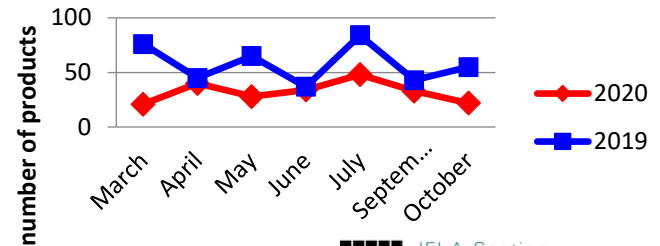
Unexpected Innovations during the Pandemic

- A more effective monitoring of Users information needs
- More efficient procedures for book requests and for exceptional Document Delivery service
- Implementation of the Library's Collection of E-Books
- Ease of managing by remote working of research product requests from MPs (630) and administration officers

Foreign Legislation research products



Italian Legislation research products





Expected Long Term Changes for the Library

- Implementation of digital resources available on the Chamber of Deputies website and intranet
- More flexibility in the use of remote working for some Services of the Library



Thank you!

mandillo_p@camera.it

Q & A

Please use the Q&A function to ask questions. Please direct your question to a specific speaker, or speaker(s). Questions will be answered verbally.

Q&A is moderated and limited by time – we apologize if we do not ask your question of the presenters.

Please use the IFLAPARL COVID-19 Forum to continue to conversation: to register, please contact Ellie Valentine at infoiflaparl@gmail.com.



Thank you

Thank you for your participation and we hope to see you soon again!

