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**Rebuilding fractured landscapes - Accessing the collective rhythms and landscapes of a receiving society: refugees in transition and resettlement**

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This presentation will firstly describe and discuss the continued theoretical development of the concept of information landscape and introduce the concept of fractured landscapes (Lloyd, 2017) in order to describe the implications of forced migration from an information perspective. This emergent work is framed by practice theory and by conceptions of social capital. Key concepts of disruption, landscape, transition, liminality and information resilience, will be framed against the idea of acceleration and time. The presentation will draw from qualitative research that the author has undertaken with refugees, and from earlier research reported by the author (Lloyd, 2004, 2009,2014,2017; Lloyd, Kennan, Thompson, Qayyum, 2013) from where the concept of landscape, resilience and fracture emerged.

The presentation will discuss the contribution of Library and Information Science research to knowledge about social inclusion and diversity issues for public libraries and for third sector stakeholders who are mandated to provide support and information for refugees as they transition and process into a host society.

**Background**

Forced migration is often associated with images of destruction and loss. The impact and implications of this representation is obvious and difficult to ignore. What can be just as devastating, but is not so immediately obvious, is the loss of less tangible social and embodied information resources, which have developed overtime and contributed to the formation of information landscapes and to information resilience that enables a person to effectively operate and ‘go on’ in society. An unacknowledged impact of forced migration is the potential of this event to fracture and untether people from their information landscapes (Lloyd, 2006) that have been anchored in established routines and ways of knowing. Forced migration differs from other forms of migration (economic or social) because it is not voluntary, planned or to any large extent, controlled.

The project of remaking information landscapes that have become fractured through forced migration is predicated upon:

* + recognising and connecting with information affordances that express the collective rhythms of a receiving society and reconciling this with established ways of knowing (Lloyd, 2010);
  + the ability to successfully navigate both the analogue and digital world to meet the markers of integration i.e., the ability to find employment, education, housing and manage health (Ager and Strang 2008); and,
  + to remake social networks and connect with discourses about citizenship and language and culture (Ager and Strang 2010).

In an epoch that is characterised as technologically intensive and pervasive, the project of remaking is enmeshed with, and enacted through, technologies and systems that have become central to our actions and our interactions in everyday life. For refugees, these enmeshments can have both positive and negative consequences. On one hand, they can enable reconnection and help to build social relations within receiving communities and to maintain social connections with families and communities left behind. On the other hand, they can constrain and act to situate people within a liminal zone. Aspects such as time and speed become contributing issues that may inhibit successful connection with receiving countries and the successful remaking necessary for building information resilience (Lloyd, 2012) that acts as a catalyst for social inclusion.

In the last ten years, transition and resettlement have been discussed across many disciplines from social, economic, physical and emotional perspectives. However, the fundamental perspective often missing or not dealt with in detail in these analyses of refugee integration is the *information perspective.* To put this as plainly as possible, successful resettlement and integration hinges on firstly, the ability to recognise the affordances of the context and settings and the social and material practices that enable a person to become informed. Secondly, to develop the capacity to leverage the sites and sources of information (resources) that are not only explicit and in textual form but to also leverage information that is social and embodied (community and local information). Finally, to recognise and access the forms of social capital that will facilitate the markers and means of integration i.e. employment, housing, the maintenance of health (physical and psychological) and the ability to participate in education (Ager and Strang 2010).

The ubiquitous nature of information means that viewing it as a core analytical category is a tricky task, and raises questions about boundaries or what constitutes information (as object, content, knowledge, data- See Buckland 1991, Bates, 2010, Furner 2015) or the way in which we react to it or make meaning with it. Research on refugees (and migrants as a separate category) undertaken in the Library and Information Science field has focused on how these groups engage with information seeking behaviour ( Akullo & Odong 2017; Khoir Du,& Koronios 2015); the use of mobile technologies (Andread & Doolin 2016); and how libraries address these needs by providing a range of resources or introduce access to technologies to meet information needs (\*\*2016; Nilsson 2016).

While resettlement and integration may be understood in terms of access to tangible and explicit forms of knowledge “information as thing” (Buckland 1991) or use of technology or data as thing (Furner 2015) this view represents only half the story because information is made available to us through our social relations, interactions and corporeal experiences, which together with epistemic modality, we draw from to compose our information landscapes (Lloyd, 2006; 2010). To address the question of boundedness (or lack of) the social and physical dimensions of information and to emphasise an information perspective this presentation will draw from a generative proposition by Dourish, Brewer and Bell (2005); Dourish and Bell (2011), that information should be viewed as a c*ultural category* which directs the researchers gaze towards how people become informed and, in that process, develop and anchor their information landscapes (Lloyd, 2006).

When viewed from an information perspective, forced migration, transition and resettlement can be problematized as emerging from disruption that creates complex information problems for people who experience these processes. Knowing what is needed, where and when it is needed, how to acquire and access information, and what or whom to trust is predicated upon understanding what information is important in a cultural context and then reconciling that knowledge with an internal understanding of what constitutes information and knowledge.

Re-establishing information landscapes which have become fractured because of forced movement necessitates rebuilding and reconciling established landscapes and ways of knowing against the dimensions and arrangements which prefigure and shape the knowledges and ways of knowing sanctioned by host society. At the same time, refugees strive to maintain the cultural and familial connections anchored in the previously established lives. Finally, the remaking of landscapes, also presents challenges for refugees, who must engage and negotiate their resettlement and integration process with host societies that are experiencing digital intensification.

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