

Section on Library and Research
Services for Parliaments

International Federation
of Library Associations and Institutions

Section des services de bibliothèque
et de recherche parlementaires

Fédération internationale des
Associations de bibliothécaires et des bibliothèques



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Letter from the Section Chair

21 February 2007

Dear Colleagues,

As Chair of the IFLA Section on Library Research Services for Parliaments, I am pleased to join my colleague Ms. Ellen Remona Tise, Chair of the National Committee at the Library and Information Association of South Africa (LIASA) in inviting you officially to attend the World Library and Information Congress: 73rd IFLA General Conference and Council in Durban, South Africa, August 19-23, 2007.

As a pre-conference in conjunction with the 73rd Meeting of the International Federation of Library Associations (IFLA) in South Africa, the Annual International Conference of Parliamentary Librarians will be held in Cape Town, South Africa on 15-17 August, 2007 and will be hosted by the Library of Parliament, Parliament of the Republic of South Africa. The program for the Pre-conference is attached. In conjunction with the pre-conference there will be a meeting of the member nations of the Association of Parliamentary Libraries of Eastern and Southern Africa. I am pleased to join our host, Mr. Albert Ntunja, Chief Librarian of the Library of Parliament of South Africa, in inviting you to join us for this meeting.

The program for the pre-conference looks to be stimulating and challenging. In addition to the presentation planned by the Library of Parliament staff, 3 regionally organized panels on new programs and services will be presented on Innovations Services Day, Thursday, August 16. Topics covered include Innovations in African Parliamentary Libraries and Research Services, Intranets and Websites for Parliaments: What's Next, and Innovations in Europe, Asia, and the Americas. The Section's activities will include as in previous years a Standing Committee Meeting on Saturday, 19 August 2007 in Durban. All Section members are of course invited to attend this meeting.

Our program in Durban will focus on partnerships for successful programs to grow and strengthening services for parliaments. Elle Valentine is chairing the session. The Durban program will also include a management workshop day. Other topics covered in the Durban program include networking for public access to government information and promotion and marketing strategies for libraries. More detailed information on programs and speakers will be provided in IFLANET and through our discussion list.

My purpose in writing now is to encourage you to make concrete plans for attending both the Preconference in Cape Town and the main IFLA Conference meetings in Durban, South Africa. I hope you will mark your calendar for the entire period 15-23 August 2007, and seek approval and financing for your trip. You may wish to seek financial support directly to bodies such as the World Bank and the Soros Foundation and the Danida Travel Grant through the Advancement of Librarianship Program (ALP), the International Development and Research Centre (IDRC) with the Government of Canada, the Commonwealth Parliamentary Association and the European Parliament.

I hope you will be joining us in Cape Town and Durban for the entire period of August 15-23. It is not too soon to make your plans. If you would like a letter sent to an official at your parliament urging support for your attendance at these important meetings, please e-mail me at dsch@loc.gov. It is also possible to get a standard letter of invitation from IFLA Headquarters. For those instructions check the IFLA website, www.ifla.org. I believe that these meetings are a wonderful opportunity to network with colleagues and share experiences. I hope to see you in Cape Town and Durban.

**Sincerely,
Donna Scheeder
Chair**

Letter of invitation to the pre-conference in Cape Town

**Dear Distinguished Guests,
on behalf of the South African Parliament
Pre-Conference Organizing Committee, I am
privileged indeed to extend a warm invitation
to you to participate in the 23rd Annual Con-
ference of Library and Research Services for
Parliaments to be held in Cape Town, South
Africa, 16-18 August 2007.**

The Conference will bring together library professionals and researchers to unravel different aspects of the theme “Innovation and Creativity in Parliamentary Libraries and Research Services – Development Through Learning”. The Conference will also provide an opportunity for the delegates to network and share ideas.

Since 1994, the South African Parliament has seen the need to develop and expand its international relations through an active program of international dialogue, skills transfer, visits and conferences. Your participation at this Conference will contribute to the fulfilment of this need and to achieving your Section Strategic Plan Objectives, and is therefore greatly appreciated.

Besides the excellent program, the delegates will enjoy the warm hospitality of Cape Town that will include a visit to Robben Island museum – a dynamic institution which acts as a focal point of South African heritage.

The city also offers good entertainment, galleries and libraries. – all within easy reach of accommodation.

In order to facilitate your logistical and administrative preparations, please complete and return the registration and hotel booking forms to the fax number or e-mail address provided.

I look forward to welcome you at the conference and if, in the meantime, you have any questions about the arrangements please contact:

Ms Barbara Swartz
Library of Parliament
P.O. Box 18
Cape Town
8000
Republic of South Africa

Phone: + 27 21 4032040
Fax: + 27 21 4614331
E-mail: bswartz@parliament.gov.za

**Yours sincerely,
Albert Ntunja
Chief Librarian**

PROVISIONAL IFLA PRE-CONFERENCE PROGRAMME

THEME: Innovation and Creativity in Parliamentary Libraries and Research Services – Development Through Learning

Thursday, 16 August 2007 – Parliament and Library

08h30 – 09h00

Registration and Tea/Coffee

09h00 – 09h45

Opening Ceremony

- Opening Remarks: Mr. Albert Ntunja – Chief Librarian
- Welcome Address: Honourable Ms Mbete – Speaker of the National Assembly
- Opening Address: Mr. Zingile Dingani – Secretary to Parliament
- Congratulatory Remarks: Ms Donna Scheeder

09h45 – 10h00

Introduction of Delegates

10h00 – 10h30

Tea / Coffee break

10h30 – 11h15

Presentations by National Assembly and National Council of Provinces Members

- National Assembly MP
- National Council of Provinces MP

11h15 – 11h45

Parliamentary Services: Introduction to Legislation and Oversight Division – Mrs. Nomonde Keswa: Manager LOD

11h45 – 12h45

Library and Research Services in Parliament

- Enhanced Support to Committees – Dr Leon Gabriel
- Presentation by Librarian

12h45 – 13h30

Lunch

13h30 – 14h30

Library and Research Services in Parliament

- Presentation by Researcher
- Presentation by Knowledge Management Cluster

14h30 – 14h45

Photograph of Delegates

14h45 – 15h00

Tea / Coffee break

15h30 – 16h30

Guided tour of Parliament and Library

18h30 – 21h00

Welcome Dinner

Friday, 17 August 2007 – Innovative Services Day

08h30 – 09h00

Delegates arrive at Parliament – Tea and Coffee

09h00 – 10h30

Innovations in African Parliamentary Libraries and Research Services

10h30 – 10h45

Tea / Coffee break

10h45 – 13h00

Intranet and Websites for Parliaments: What's next?

13h00 – 13h45

Lunch

13h45 – 15h30

Innovations in Europe, Asia and the Americas

15h30 – 15h45

Tea / Coffee break

15h45 – 16h30

Presentation by other Parliaments

18h00 – 20h30

Dinner and Social Activity

Saturday, 18 August 2007 – Co-operation and networking

08h30 – 09h00

Delegates arrive: Tea / Coffee

09h00 – 10h00

Co-operation between National Parliament Legislatures

10h00 – 10h15

Tea / Coffee break

10h30

Buses leave to harbour for Robben Island Museum

16h30

Buses back to hotel

18h00 – 21h30

Buses leave to Moyo

21h30

Buses leave back to hotel

Sunday, 19 August 2007

07h45 Bus leave to airport

The flight to Durban in the morning on 19 August 2007 departs at 08h50.

REGISTRATION FORM

23rd Annual Conference of Library and Research Services for Parliaments

IFLA pre-conference 2007

Cape Town, South Africa, 16 – 18 August 2007

**Please complete in BLOCK CAPITALS and return by fax, mail or e-mail
no later than 1 May 2007 to:**

Attention: Ms Barbara Swartz

Library of Parliament

P.O. Box 18

Cape Town

8000

Republic of South Africa

Phone: + 27 21 4032040

Fax: + 27 21 4614331

E-mail: bswartz@parliament.gov.za

Family Name.....

First Names

Female..... Male Identity Document / Passport Number

Professional title / Position.....

Chamber

Address.....

City and postal code

Country Nationality.....

Phone..... Fax.....

E-mail

Special dietary requirements.....

Other special requirements/ Medical condition.....

Disabilities

Dinner on Thursday 16th August YES NO

Dinner on Saturday 18th August YES NO

Tour to Robben Island Museum on Saturday 18th August YES NO

HOTEL BOOKING FORM

23rd Annual Conference of Library and Research Services for Parliaments,
IFLA pre-conference 2007
Cape Town, South Africa, 16-18 August 2007

Please return this form to:
Attention: Ms Barbara Swartz
Library of Parliament
P.O. Box 18
Cape Town
8000
Republic of South Africa

Phone: + 27 21 4032040
Fax: + 27 21 4614331
E-mail: bswartz@parliament.gov.za

(Hotel booking guarantee: 1 June 2007)

Payment Information Hotel Booking

Please use the credit card below to guarantee the hotel booking.

Type of Card or Payment (all details required)

AMEX VISA Mastercard Bank Transfer

Card number

Expiration date (mm/yy)

Security code (last 3 digits on the back of the card)

Card holder's name

Signature card holder

Fax or e-mail copy of Bank Transfer to this number:

Fax: + 27 21 4614331

E-mail: bswartz@parliament.gov.za

Family Name:

First Name:

Female Male

Parliament:

Address:

City and postal code: Country:

Phone: Fax:

E-mail:

Single Double

Smoking None Smoking

Early Arrival Late Arrival

Date of Arrival: Time of Arrival:

Date of Departure: Flight Number:

Sharing room with:



Park Inn

Single: R 611.00
Double: R 751.00



Southern Sun The Cullinan

Single: R 1 075.00
Double: R 1 275.00

All prices are per room, per night, including breakfast but excludes 1% tourism levy. Rates are also nett and non-commissionable. After 1st June 2007 the Library of Parliament cannot guarantee you a room in the preferred hotels.

We have made a block reservation at both hotels from 14 – 20 August 2007. Both hotels are in the city centre and within walking distance (20 – 30 minutes to Parliament). Transport will be provided to and from the hotel.

World Library and Information Congress

**73rd IFLA General Conference and Council, Durban, South Africa
19-23 August 2007**

”Libraries for the future: Progress, Development and Partnerships”

Registrations and hotel reservations can be done online via the website
at <http://www.ifla.org/IV/ifla73/index.htm> or by sending the form by fax or mail to:

Congrex Holland
P.O. Box 302
1000 AH Amsterdam
Netherlands

Tel: + 31 20 50 40 201
Fax: + 31 20 50 40 225

e-mail: wlic2007reg@congrex.nl

Registration fees

Full delegate IGLA member:

Before 15 May 2007 380.00 EUR
After 15 May and before 1 August..... 460.00 EUR
On site tba

Full delegate non member:

Before 15 May 2007 465.00 EUR
After 15 May and before 1 August..... 540.00 EUR
On site tba

Accompanying person:

Before 15 May 2007 260.00 EUR
After 15 May and before 1 August..... 260.00 EUR
On site tba

If you are not an IFLA Personal or Institutional Member, but a member of your national library association, please contact your your national association or IFLA Headquarters for the correct membership number. This number should be entered on the registration form.

Programme Outline 2007

17 August Friday	18 August Saturday	19 August Sunday	20 August Monday	21 August Tuesday	22 August Wednesd.	23 August Thursday	24 August Friday
			Exhibition	Exhibition	Exhibition		
				Lib.Visits	Lib.Visits		
				Posters	Posters		
PC Meeting	SC Meetings	Council I	Sessions	Sessions	Sessions	Sessions	SC Meetings
GB Meeting	SC Meetings	Opening	Sessions	Sessions	Sessions	Sessions	SC Meetings
	SC Meetings	Lunch	Lunch	Lunch	Lunch	Lunch	SC Meetings
CB Meeting	SC Meetings	Sessions	Sessions	Sessions	Sessions	Closing	SC Meetings
	SC Meetings	Exhibit Party	Sessions	Sessions	Sessions	Council II	CB Meetings
Host reception for GB	Officers Reception	Exhibit & Opening Party	Beach Party	Cultural evening	Gala dinner and dance	GB reception for host	

Hotel reservation in Durban:

You book your hotel via the IFLA website www.Ifla.org

Albert Ntunja, the Librarian of the South African Parliamentary Library recommends the members of the Section to book Beach Hotel or Edward Hotel. They are at the beach front next to each other and at a walking distance from the convention centre (15 - 20 minutes walk).

Participants are advised to reserve hotel rooms well in advance, as rooms cannot be guaranteed after 15 May, 2007. All reservations will be handled on a first come, first served basis, after 15 May, 2007, upon availability.

The prices of the hotel rooms are in South African Rand (SAR), the local currency.

Hotel	Single room	Double room	Deposit
Edward Hotel	Single SAR 1,145	Double SAR 1,412	SAR 2,824 / EURO 405
Edward Hotel (ocean view)	Single SAR 1,258	Double SAR 1,524	SAR 3,048 / EURO 440
Beach Hotel	896 SAR per room Per 2 persons	760 SAR per room Per 4 persons	1,792 SAR / EURO 265

IFLA SEOUL 2006

Report from the 22nd Annual Conference of Library and Research Services for Parliaments, Seoul, Republic of Korea, 16-18 August 2006

The National Assembly Library of Korea had prepared an excellent program in very comfortable surroundings for our section. The Library staff of NAL was professional and dedicated in every detail. The Speaker, the Secretary General and Members of the National Assembly showed our section great honour by participating in the conference and by generous invitations to three glorious dinners, a tour on the Han River and a visit to the Korean Folk Village. Seoul was a very pleasant surprise for those who visited this beautiful city for the first time. Korea made an unforgettable impression on everybody in our group. The friendliness of the people of Korea and the overall brilliant organisation of the IFLA Conference in Seoul will stay with the participants forever.

All papers from the sections program below can be found at the NAL website:

http://www.nanet.go.kr/preifla2006/eng/p00_eng.html
(Obs! There is a _ between p00 and eng.html!)

The theme for the pre-conference was "The Role of Legislative Information Service: Beyond Asymmetric Information & Uncertainty".

The first speaker during the Opening Ceremony was the Librarian of the NAL, **Mr. Yong-Soo Bae**. After welcoming all delegates, 88 persons from 40 countries, Mr. Bae said that he attended the Oslo Conference in 2005 and had been impressed by the camaraderie and feeling of unity shown between members of the Section on Library and Research Services for Parliaments. He hoped that the pre-conference in the Korean Parliament would contribute to strengthening this feeling and also contribute to the advancement of the legislative process on a global scale.

Through this annual conference the section has been able to pass on ideas and know-how that have contributed to the development of legislative information support activities to countless law-making bodies worldwide. We all live in a global community, and our parliamentary libraries must actively cooperate and communicate on an international level to ensure continued advancement.

The Speaker of the National Assembly, **Mr. Chae-Jung Lim**, started by citing a Korean proverb: "Beads gain their value only when they are strung together". Information, however abundant it may be, loses its value when it cannot be accessed or applicable. Therefore the parliamentary library's role of helping legislative activities is directly linked to the development of parliamentary democracy. The Library is the treasure house of legislative information.

The National Assemblies must strive continuously to take the initiative in the policy decision making process. To this end the National Assemblies is putting more weight on the specialization of the parliament and its members while seeking for ways to increase efficiency and the role of supporting legislative bodies. Libraries and research services can play an important part in this.

The Chair of the Section, **Ms. Donna Scheeder**, stressed in her congratulatory remarks that the past years had seen a renewed interest in and support for the work of libraries and research services. Individuals in the section continue to answer the call to share their expertise through national parliamentary assistance programs, and while technology drives a faster pace of change in the way information specialists do the work, what does not change is the willingness to share ideas and best practices to help each other to face the challenge of providing high quality services.

Donna Scheeder said that Korea, being in the forefront of advanced information and communication technology, had understood that the aim of this technology was to bring people together, and that is what the Korean hosts had done so well with this conference. The participants represented every continent except Antarctica and had gathered together to learn from each other in a spirit of peace and friendship.

After presentation of National Assembly members an introduction to the Legislative Support Organizations followed. The National Assembly, the National Assembly Secretariat and the Digital Chamber were presented by **Mr. Euy-Sup Cho**. **Mr. Duk-Weon Suh** gave an interesting presentation of the National Assembly Budget Office.

The final presentation of the first day was devoted to the National Assembly Library. **Woojin Noh**, Deputy Director of NAL, started by showing the organizational chart of the impressive library with a staff of 275 and a budget of \$ 27.7 millions. The collection of books, periodicals, newspapers and other materials contained 2.5 million volumes. The Library runs a service also for the

public over 18 years of age and is open 7 days a week.

The challenges of the library were well known by many parliamentary libraries:

- Members are unaware of the services
- There is a request for more services to the public
- The information glut

NAL has played and plays an important role as a parliamentary library and as a national library in Korea by addressing users' information needs, by preparing future demands and by adapting new communication and computer technologies.

The first day ended with a very interesting tour of the National Assembly buildings and the Memorial Hall. After this the group was invited to a welcome dinner by **Bae Yong-Soo**, Librarian of the NAL

Day two of the conference started with a presentation of the Legislative Information Services of the NAL by **Dr. Eon-Seon Rym**, legislative researcher. The legislative environment is changing. The Society is getting more complex and diversified and the information technology is developing fast. The Parliament is dealing with complex and specialized legislation issues and there are an increased number of bills. Often parliaments suffer from informational inferiority vis-à-vis governments. A strong specialized and professional information service is needed.

The Legislative Information Service at the NAL was established in 1963. In 1994 a Legislation and Budget Office was created, which in 2000 was divided into the Legislative Counseling Office and the Budgetary Policy Bureau. The latter organization was restructured in 2004 and the National Assembly Budget Office (NABO) was created. The role of NABO is to analyze and evaluate issues related to national budget, fund and fiscal operations etc. Another important task is to help the National Assembly to check and balance the executive branch of the Government.

The purpose of the Legislative Information Service (LIS) is to improve the overall productivity of the NA by providing information and reducing asymmetric information and uncertainty. LIS is divided into 4 areas: Legislative Research and Reference Service, Legislative Knowledge DB, Policy tracking Information Service and Foreign Law Information Service.

A survey among the users of LIS gave as a result the following requirements:

- Specialization of the workforce

- More effective utilization of IT
- Systemized and specialized data collection
- Personalized services

The next presentation was a report by the Vietnamese Delegation **Mr. Ngo Duc Manh**, Director of the Center for Information, Library and Research Services, and **Mr. Dao Van Thach**, Vice-Director, regarding information providing and research services for the deputies of the National Assembly of Vietnam. They gave an interesting introduction to the Vietnamese National assembly and an overview of the Office of the NA of Vietnam. The Center for Information, Library and Research Services was established in 1992. Eventually the services have increased due to the demands of the members of NA. The main outputs and publications of the center include:

- Research papers on socioeconomic issues
- Research papers on legal and economic aspects of the drafts of laws and legal documents being discussed at the NA forum
- Research papers on basic legal issues and comparative legislation
- Research papers on the organization and operation of the NA
- Information on press reviews, list of new books etc.
- Reports on socioeconomic and legal surveys
- Databases of legal documents in general or on specific issues
- Minutes of all working sessions of the NA

The Library of the NA of Vietnam was established in 1979 and is currently a division of the Center. Notable examples of the activities of the Library are:

- Monthly Notice of newly published books
- Monthly Press Review
- E-Newsletter (daily bulletin)
- E-Library (in operation since 2004)
- Q&A Services, quick and direct answers to questions from MP:s

The Center faces many challenges like improving the research capacity, strengthen relation with MP:s, maintain relations with agencies outside the NA and other parliaments.

In the afternoon **Mr. Hak-Myung Woo**, Director of the Digital Information Administration Division of the NAL, presented a paper on the Digital Library and Web Archiving at NAL, Korea: the Present and the Future. Up to the mid 1990ties public libraries in Korea provided poor services to their users. There were not enough resources available. To overcome this, the Digital Library was created. In 1997 a pilot project started to find the proper digitization methods and a master plan for building the National Digital Library of Korea was laid. Between 1998

and 2000 NAL received a fund of \$ 12.8 millions from the government to digitize material. From 2001 and forward NAL has received \$ 15.4 millions from the regular government budget for the same purpose. In 2006 NAL signed a collaborative agreement with NAVER to build a portal site for this material.

There is also a mission at NAL to collect and preserve contemporary knowledge by web archiving. The collected web resources will be provided to users. But this project has a lot of challenges: the Internet sites change frequently and many web resources are dismissed within 100 days. Robots are used to collect the material and developing tools for converting the material into standard file format are in function. The system was launched on July 5, 2006.

The second day finished with a guided tour of the impressive National Assembly Library. Later in the evening a dinner including Korean Traditional Culture Event hosted by **Mr. H. E. Chae-Jung Lim**, Speaker of the national Assembly at Hotel Shilla.

On Friday, August 18, the Research Day was held at the NAL.

Daniel Mulhollan started off the first session “Librarians and Researchers: Working Together - or Not” by telling about the reorganization of the Knowledge Services Group (KSG) of the Congressional Research Service. The vision was to create a knowledge-based organization. Daniel explained the KSG business model from client-based to functional and the services portfolio, which included:

1. Information Research
2. Information Products and Resources
3. Product Updating
4. Information Resource Management
5. Briefings and Seminars
6. Consulting
7. Training

After this **Keith Cuninghame**, House of Commons Library, gave a very interesting report on the Survey on working arrangements between parliamentary libraries and research services:

Overview

We conducted a survey to gain information about the variety of ways in which parliamentary library and research services function in different parliaments and how effective colleagues feel that librarians and researchers work together. The results of the survey are on the following pages. There were introduced at a session on librarians and researchers, working together – or not? during the research day at the Conference of Parliamentary Libra-

rians in Seoul on Friday 18th August 2006. There were 34 responses in all. This is a fairly small number and it is difficult to draw firm conclusions from the results, which are set out in the tables that follow. However, particularly when taken in conjunction with some of the comments made, they survey has provided some useful information.

It is clear that any form of organisation can be made to work. But the results do seem to suggest that cooperation between librarians and researchers is most effective when they are organisationally closest (and it is clear from some of the comments that physical proximity helps too). The comments show that even where cooperation and working together was generally felt to be good; there was often a view that it would be even better if the research and library functions were organisationally combined, though this would not automatically lead to cooperation.

Working Arrangements between parliamentary library and research services questionnaire 2006: responses

(continued on next page)

Part A

This part of the survey sought to identify what the organisational arrangements were for libraries and research services in parliaments. It can be seen that in nearly half of cases the library and research services are in separate parts of the administration (options 1 and 2). But even if they are together in the same part of the organisation, they may well remain functionally separate from each other.

	<i>Respondents were asked to read through the descriptions below of the different working arrangements between parliamentary library and research services and to tick the box in the right hand column that most closely described the arrangements in their parliament. The totals are shown in the right hand column</i>		
1	The librarians and the researchers are in separate departments or sections of the parliamentary administration. There are no overall manager with responsibility for both	11	32
2	The librarians and researchers are in separate departments or sections of the parliamentary administration, but there are is an overall manager responsible for both	5	15
3	The librarians and the researchers are in the same department or section of the parliamentary administration, but function largely separately from each other	7	21
4	There are librarians and researchers working together in research subject teams, as well as reference or information librarians providing other services elsewhere in the same department or section	5	15
5	All services provided by librarians and by researchers are provided through integrated teams working within the same department or section of the parliamentary administration	3	9
6	The research service is not provided directly by parliamentary staff but under contract to academics, research institutes or similar	1	3
7	No research service is provided in my parliament	1	3
8	Other.	1	3
		37	100

Part B

This part of the survey asked for opinions on the effectiveness of cooperation between researchers and librarians in parliaments, regardless the organisational arrangements. The aim was to take a snapshot of how well librarians and researchers were working together, whether they both came under the same management or whether they were organisationally separate. In order to try to make the responses consistent, definitions of what was meant by 'good', 'poor' etc cooperation were included. Although over half thought the collaboration was 'good' or 'excellent' that still left a very substantial proportion where it was only 'adequate' or 'poor'.

1. Respondents were asked which of the boxes below in their opinion most accurately described the effectiveness of the cooperation and working arrangements between librarians and researchers in their parliament.				
Excellent	Good	Adequate	Poor	Don't know/ not applicable
Work closely together, with mutual respect. They are clear about respective roles, with the skills of each group used very effectively but flexible. Communication is very good	Generally work well together and the expectations of each group are usually met and roles generally understood and skills of each group generally used effectively	Some understanding of respective roles and some communication. Respective skills are made use of but not as effectively as they could be and there is scope for improvement in communication	No or very limited contact or communication and little or no mutual respect or understanding of roles. Failure to use respective skills properly	
Total 3	Total 17	Total 10	Total 3	Total 1
% 9	% 50	% 29	% 9	% 3

Part C

The following table cross references the form of organisation from part A against respondents' views on the effectiveness of cooperation between researchers and librarians as set out in part B. The aim was to test whether there was any link between the organisational relationship between librarians and researchers on the one hand, and respondents' views of how effective cooperation was on the other. The results are brought together in Part D as the small numbers in the table below made it hard to draw any conclusions

Working arrangements as in Part A		Effectiveness of cooperation as in part B				
	Number (%)	Excellent Number	Good Number	Adequate Number	Poor Number	Don't know or not available Number
1	11 (32)	0	4	4	3	0
2	5 (15)	1	2	2	0	0
3	7 (21)	0	6	1	0	0
4	5 (15)	1	3	1	0	0
5	3 (9)	1	1	1	0	0
6	1 (3)	0	0	1	0	0
7	1 (3)	0	0	0	0	1

8	1 (3)	0	0	1	0	0
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Part D

The following table looks at the effects of combining the forms of organisation where researchers and librarians staff are most organisationally separate (numbers 1, 2, 6, and 8 from Part A) and combining those where they are organisationally closest (numbers 3, 4, and 5 from part A) and then looking at the views on effectiveness of cooperation from part B. (the one response from a parliament where there is no research service number 7 – was excluded). Of those where librarians and researchers were in some form of organisationally close relationship (3, 4 or 5 in part A), 80% thought the effectiveness of cooperation was ‘excellent’ or ‘good’. 20% thought it adequate and no one rated it as poor. Where the relationship was not so organisationally close (1, 2, 6, or 8), 50% thought cooperation was excellent or good, the same proportion thought it only adequate or poor. The numbers were relatively small, but on the basis of the responses, it does seem that:

- a closer organisational relationship between library and research services is more likely to lead to effective collaboration between librarians and researchers than when they are organisationally separate. It is interesting that all three respondents who thought cooperation was ‘poor’ were from parliaments where the library and research service is organisationally separate.
- However, it is also clear from the results that any organisational arrangement can be made to work well

Working arrangements as in Part A		Effectiveness of cooperation as in part B				
	Number	Excellent Number (%)	Good Number (%)	Adequate Number (%)	Poor Number (%)	Don't know or not available Number (%)
1+2+6+8	18	1 (6)	7 (39)	7 (37)	3 (17)	0

3+4+5	15	2 (13)	10 (67)	(Hungary) 3 (20)	0	0
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Part E: comments

Respondents were asked

- what works well in their system and what did not work so well
- If they could start from scratch, how would they organise the relationship between researchers and librarians?

These are some of the comments made:

The system in which research and library were part of the same directorate was changed in 2002 and 2003. For as long as cooperation takes place in a transparent and collegial manner, based on respect, the organisational structure is less important. Having observed this, however, I would probably opt, given the choice, for one single directorate, as this provides greater flexibility and better daily interaction. (European Parliament)

More coordination would be better. (Denmark)

What does not work well is that there are not sufficient staff members in both the research and library divisions to form, for example teams to assist Committees....

There needs to be an overall manager or co-ordinator for both divisions. There is also a need to appoint professionally qualified researchers. Library and Research and Information need to be merged to operate as one stop shop. (Namibia)

If we could start from scratch, we would aim to have a higher level of staffing. If we could reach a higher critical mass of researchers and reference librarians, we could form specialist teams which would lead to a more efficient service (Queensland, Australia)

In our context, we are pleased to have a clear-cut distribution of both responsibilities and functions of the two services, each being independent as it is and acting in an atmosphere of competitiveness. On the negative side of it we have an inadequate degree of mutual work; each service lacks support from the other and does not have the benefit of exchanging the experience attained and the existing resources. (Russia)

No direct conflicts or clash but could offer better service if complemented roles more effectively....More defined roles and room for more cooperation on working themes and servicing Members. (Ghana)

I would make more clear the responsibilities of both units

Historically the communication between the two departments was very poor, but for more than ten years it has been good, even sometimes very good. In my view researchers and librarians should work closely together in the same department, it is the most effective organisation from the parliaments point of view. (Sweden)

The main problem is that often one researcher doesn't know what the other one is doing. Sometimes more than one researcher work on the same request, because they come through different channels. There is no clearing manager. The result is that some employees are more rivals than colleagues. (Austria)

The biggest problem we have is a long distance between two buildings – The Sejm Library and Research Bureau. (Poland)

My guiding principles were:

- Research and Information teams to be interdependent – no separate administrative or information support for researchers
- One collection serves all – no separate collections for researchers

No distinction between 'back-room' and 'front desk' librarian jobs – everyone in the Information Services team must staff the enquiry desk (Scotland)

Positive:

Good communication (both librarians and researchers are working in the same department), the same management, similar information resources.

Negative:

Superficial understanding of each others role, lack of flexibility. (Lithuania)

We would have organised us in a closer relationship, perhaps the same organisation or with researchers/librarians working together on specific subjects. (Norway)

Research teams have effective and timely current awareness, enabling researchers to deliver a quality product to tight deadlines, but the separation of researcher and librarian roles means that the skills of librarians are not fully utilised and researchers deal with work which could be better done by librarians thus leaving researchers to use their skills to best effect (United Kingdom)

Would keep them in subject teams together but would more clearly define roles and the differences between them. Each need to respect the other's role and show it.

(New Zealand)

Parliamentary clients are better served now than before. There is a greater chance within the Library that the right skills mix is being used to address work requests than in the past. Reference librarians are concentrating on specific issues, developing expertise. Previously reference librarians were expected to be generalists answering all questions. There is more consultation between librarians and researchers. The system works less well with individuals (analysts or librarians) who believe that they can handle all work that comes their way and do not need to consult with colleagues. (Canada)

One of our performance measures is “nurtures collaboration”, defined as actively nurturing an integrated CRS research community by continually and consistently seeking and building on others’ input, expertise, experiences, and capabilities and facilitating learning from one another... The current reorganization of the Service’s information professionals represents a three year effort which began with “a starting from scratch” approach based on a projection of the Congress’ changing information needs for the 21st century. (United States)

The subject teams of librarians and subject specialists are very successful and I think it is an ideal model for this... One problem I think we experience is a lack of clarification of the information specialist’s role and insufficient communication about roles and responsibilities. (Australia federal parliament)

- Excellent cooperation between librarians and those researchers that are frequent users of our services. But...
- Only 30 percent of the researchers use the Center regularly.
- The dialogue between researchers and librarians faces obstacles due to the lack of field specialisation of the librarians. (Brazil)

We would like our subject specialists, legal officers, librarians and researchers work together in research projects which librarians do not only provide useful information and data in order to support research projects, but also do research papers. (Thailand)

The present staff...are inadequate to handle the many and varied research and reference needs of the presiding officers, Secretary general and Members of Parliament. Ours is an integrated service...undertaking all the responsibilities of researchers and librarians in the secretariat in a spirit of camaraderie. (India, Rajya Sabha)

The research sections do not have enough librarians, and the staff from the reference services is not enough. Nevertheless, there is not enough coordination among all the people involved in supporting the different aspects of the work with mps. Sometimes they work in similar projects, so they loose efforts. The different skills are not maximized. (Chile)

Keith Cuninghame
House of Commons Library
United Kingdom

After this **Katherine Close** from New Zealand Parliamentary Library presented the working environments and context of her library. The first researcher was employed in 1980 and by 2002 12 researchers worked in the New Zealand Parliament. Between 1980 and 2000 librarians and researchers worked together under one manager, but they were split in two separate teams with separate managers in 2001. From 2002 researchers and librarians started working together in subject teams. Three teams exist today: Law and Government, Social Policy and Economics and Industry. The teams work well together because they have clearly defined roles and have a focus on what is best for the client. Desks are arranged in subject team clusters and there are no visible signs of status involved.

The last paper of the first session was by **Guido Williams**, librarian from the Chilean Parliament. He explained the current structure of the work: the researchers mainly are repacking already existing information, but also do analysis and give advice to customers. Librarians in Reference & Research collect general information, but never produce analysis or give advice. There is not much contact between researchers and librarians and there is little possibilities of transferring knowledge and experiences among them. Librarians often are better connected with needs of internal and external clients and give more accurate and value added answers.

What should be done in a situation like this? Guido suggested:

One should reorganize the reference service to serve the clients following an oriented strategy and insert librarians in the group of researchers. He thought that librarians should manage information for researchers, segmenting, and training them in new technological tools. This would force the researchers to become better analysts and advisors.

Next session of the day was “Developing a Research Ser-

vice: Essential Elements”.

Gloria Sarku, researcher from the Parliament of Ghana, talked about the importance feedback. To give and accept feedback is one of the most crucial elements when it comes to improving the performance. There is a big difference between feedback and criticism. Gloria encouraged everybody to think about feedback as a way to develop better strategies.

Susan Swift from the Ontario Legislative Assembly gave a presentation on quality assurance as an essential element of developing a research service. Quality assurance is a program for systematic monitoring and evaluating products and services to ensure that standards of quality are being met consistently. It inspires client confidence and gives the service a good reputation, which ultimately is a basis for survival. The staff knows what to produce and the clients know what to expect. Quality is defined by clients needs. Service must be accurate, timely, relevant, responsive and confidential. It must mirror the organizational values and be non-partisan, objective and balanced. It is important to get to know client's needs and expectations through needs assessments and service evaluations. Encourage personal contacts!

Another essential element is to have the right staff. **Ellie Valentine**, Project Director at USAID, currently working in a project with the Parliament of Pakistan, went through the most important issues for selecting new staff. The right staff can be more than a dream if the following criteria are followed: careful selection, good training, adaptation to the workplace in what to do and what not to do, a steady foundation concerning the individual, the team, the management, the leadership and the policies. Ellie, like Gloria Sarku before, stressed the necessity of constant feedback from clients, colleagues and management.

In the afternoon during session three the theme “Non-partisanship, Ethics, Inappropriate Request and Other Issues” was on the agenda. A paper on this was presented by **Innocent Rugambwa**, Director of Library and Research Services of the Parliament of Uganda. The Uganda Parliamentary Research Service (PRS) was created in 1999 as a section of the Library Department. In 2004 it was elevated to a division under the department of Library and Research. PRS has a staff of 21 persons. The main objectives are to provide research services to individual MPs, committees and senior staff of Parliament, to conduct analytical studies of bills and policies, to assist committees in monitoring and evaluation of government programs and to assist Parliament in ensuring accountability in allocation and utilization of public funds.

The lessons learnt so far is that non-partisanship is essential to win the confidence of the clients. Staff must develop skills for interacting with MPs and must not be afraid to clarify the boundaries of the service and say “no” to unreasonable requests.

The last session of the day was an open session with updates from research services.

Eleni Mitrakou, librarian of the Hellenic Parliament gave a complete and interesting presentation of the Library of the Hellenic Parliament at the threshold of the 21st century.

Kianoush Bayati presented the Library of the Islamic Assembly of the Islamic Republic of Iran.

The full text of all papers can be read at http://www.nanet.go.kr/preifla2006/eng/p00_eng.html

(Obs! There is a _ between p00 and eng.html!)

After a dinner hosted by the Secretary General of the National Assembly, **Mr. Tae-Rang Kim**, the evening was spent cruising at the Han River. The fantastic days at the National Assembly concluded Saturday morning with a culture tour to a traditional Korean Folk Village.

MAIN CONFERENCE IFLA 2006

The 72nd IFLA General Conference and Council was held 20 to 24 August 2006 at the COEX Intercontinental Conference Hall in central Seoul. The theme for the conference was: Libraries: Dynamic Engines for the Knowledge and Information Society.

Donna Scheeder, chair of the section on Library and Research Services for Parliaments, is also chair of the division of General Research Libraries and has given the following report of the two coordinating board meetings:

Coordinating Board 1st Meeting,

18th August 15.00-18.00

Members present:

Genevieve Clavel, Switzerland (Secretary)
Sue McKnight, UK
Ingrid Parent, Canada
Donna Scheeder, USA (Chair)

Apologies:

James G. Neal, USA
Margareta Brundin, Sweden

Observers:

None

1. Opening of the meeting:

The Chair, Donna Scheeder, opened the meeting and welcomed those present. She had received apologies from Margareta Brundin and James G. Neal who had resigned from the Board, to be replaced by Stephen Marvin who also sent his apologies.

2. Adoption of agenda

The agenda was approved

3. Approval of CB minutes Oslo 2005

The minutes were approved with the addition of apologies received from Margareta Brundin.

4. Governing Board (GB) + Professional Committee (PC) reports

The Board and Committee gave special focus on the special meeting on IFLA structure and professional committee session, Sunday August 20th, 12.45-13.45, and on IFLA's strategic plan and asked the CB to encourage all SC members to attend and comment if desired. Written comments until November 1st (for the December Board meeting) are also welcomed. The CB felt that these proposals should not be seen in isolation but in the context of other proposed changes in IFLA such as the core activities, recruitment efforts. The CB asked the Chair to emphasise this to the Governing Board.

The Chair informed the CB that a new project form is being prepared which will include a request for impact information in order to assist prioritising projects. The CB discussed the best way to share information about planned proposals and agreed that it would be useful for each section in Division I to inform the CB of potential projects in order to foster co-operation. The nature of what could constitute a project to be funded was discussed: the Chair explained that funded projects could include the publication of proceedings, translations and agreed to send members of the CB a list of projects as examples. The CB members agreed to launch the discussion in their respective sections.

The Chair reported that there was a suggestion that IFLA Office centralise the mailing of newsletters where required. The CB approved this and urged IFLA to adopt this proposal.

The Chair thanked Sue McKnight and Ingrid Parent for their comments on IFLA's strategic plan and informed the CB that a new version would be more widely distributed for comment.

The Chair requested that all remind Section members (and observers) to respect the timings indicated for the opening session as security would be strong.

The Secretary reported on IFLA WSIS follow-up activities and encouraged CB members to attend the special president-elect's session on Tuesday (session 113) to learn more about WSIS outcomes and IFLA's plans, including the new president-elect's WSIS group. She reported on the meeting in Geneva in June 2006 where it was suggested that several WSIS action lines be monitored by colleagues to ensure that IFLA remains aware of issues and knows when to lobby. The Chair reported that the GB requested higher priority be given to some other lines e.g. Parliamentary libraries and ethical issues.

The Chair reported that the GB wishes to remind all of the existence of the regional offices which can help planning, recruitment etc. (in Rio, Singapore and Dakar). There is interest from Russia to set up a regional office and a request for interest has been sent out to the Arabic speaking world. The CB members recognized that they had until now made little use of these resources but indicated too that since the staffs were volunteers their re-

sources were restricted. It was agreed that the Chairs of each section should try to determine if any section members have or will have contact with the offices.

All satellite meetings requested for Durban were approved by the GB and PC.

5. Review of Division and Sections finances

Nothing to report

6. Sections programme plans for Seoul

Sue McKnight reported that the keynote speaker for session 155 (Repositories) was unable to attend but would send a paper to be delivered on his behalf.

7. Sections Strategic Plans 2005-2007

All had been accepted and loaded on the IFLA web site. If a section makes a major change the plan should be re-submitted but minor changes do not need to be reported apart from ensuring that the site is updated.

8. Selection of papers to be published in IFLA journal

The Chair reminded colleagues to send in the nominations for the IFLA journal articles. It was agreed that the main criterion should be that the paper be of sound academic quality.

9. IFLA Booth

The CB members confirmed that the IFLA booth would be attended by Section members at the following times

- Monday August 21, 10:00-11:00 : National Libraries
- Monday August 21, 13:00-14:00 : Academic and Research Libraries

- Tuesday August 22, 14:00-15:00 Library and Research Services for Parliaments

10. Officers' training session

The Chair reported that the PC proposed a new session for leadership training starting in the next cycle:

- Basic information in the first SC year (2007)
- Mentoring in the second year leading up to leadership roles (2008)

11. Meeting for Information Coordinators

To be held in room 310 not 317 as previously indicated.

12. Other business

Registrations for Seoul were reported as being at 2'500 so far. The CB requested that a list of attendees be made available.

Three potential host venues have been identified for 2009 (final choice to be announced at closing session): Florence, Milan, Lisbon.

Ingrid Parent requested that the Chair send out to CB members a list of agenda items to be discussed at the GB beforehand so that CB members could provide input, and that a short report be provided after GB meeting. The Chair agreed to this proposal.

13. Adjournment

There being no other business, the Chair thanked those attending and adjourned the session.

Genevieve Clavel, September 21st 2005

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Coordinating Board

2nd Meeting, 25 August 15.00-18.00

Present:

Donna Scheeder, Chair, Ingrid Parent, National Libraries \ Sue McKnight, University and general research libraries

The Chair called the meeting too order at 5 p.m. Regrets were expressed on behalf of Genevieve Clavel Merrin who was called home early due to a death in the family.

Members of the Board were asked to discuss their section's plans for South Africa.

Chair McKnight announced that her section was planning a one day satellite meeting at Makere University on Responding to the Challenges of Academic Libraries and Changing research needs. They were also planning a session on Leading and managing Academic Libraries in the Future which would be aimed at middle managers and a session partnering with the Information Literacy section. Finally, they were planning a 2 hour program on Management and Marketing Strategies for Diverse Customers.

The National Libraries Chair, Ingrid Parent stated that the section was planning a workshop on creating a national library for today and those they also wanted to do a program on training people. They were planning 2 joint programs including one with ICABS on Discovery Tools and another on National Bibliographies.

The sections reported that plans had already begun for Quebec. Topics included managing libraries in a changing social environment, legal and organizational aspects" and best practices for consortial arrangements and development of library cooperation. The concept of a "swap and shop" was discussed where participants brought examples of their marketing materials and took home examples from other libraries.

The Coordinating Board discussed the need for more variety in the room setups. Feedback from conference participants indicates that they would like to have more interactive sessions where they could discuss topics in a workshop format. It was noted that the setup for the President-elect's planning session was a good environment for discussion. The Chair stated she would take this issue to the Professional Committee.

The quality of speakers obtained from the Call for Papers was discussed. Coordinating Board members noted that the abstracts don't necessarily match the paper that is given. The suggestion was made to give speakers a mentor.

The Coordinating Board, members also agreed that the 2 Standing Committee meetings at either end of the conference make the week too long. One meeting is preferred, especially in non-election years.

The Governance Report.

The Chair asked for feedback on the section and governance review. Coordinating Board members expressed the following:

- Eliminate divisions and call the chairs of the sections together to vote for people to be members of the Professional Committee
- Having the Professional Committee represented on the Board by its Chair is sufficient.
- Change needs to be more radical and far reaching
- Previous changes were too modest

The need for more frequent communication throughout the course of the year was discussed.

Having no further business the meeting adjourned at 5:50 p.m.

Standing Committee I of the section on Library and Research Services for Parliaments, 19 August 2006

1. Opening of the meeting

The meeting was opened by Chair Donna Scheeder, Law Library, Library of Congress, in the presence of the following participants from the section:

Ms. Tahera Shairzay, Mr. Mohammad Mamoon Sarwary and Mr. Temorshah Qawim, National Assembly of Pakistan; Ms. Elisabeth Dietrich Schulz, Austrian Parliament; Mr. Iain Watt, European Parliament; Mr. Alim Garga, National Assembly of Cameroon; Ms. Lynn Brodie and Mr. Frank Kirkwood, Canadian Parliament; Ms. Soledad Ferreira, Mr. Alfonso Perez and Mr. Guido Williams, Chilean Library of Congress; Mr. Karel Sosna, Parliamentary Library of the Czech republic; Ms. Gloria Sarku, Parliament of Ghana; Ms. Eleni Mitrakou, Hellenic Parliament; Ms. Ida Barlangino Kelemen, Library of the Hungarian Parliament; Mr. Seyed Ahmadi Abhari, Islamic Assembly, Iran; Ms. Noriko Toda and Mr. Jun Ashida, National Diet Library; Ms. Esther Kamau, Parliament of Kenya; Mr. Young-Hee Park, National Assembly Library of Korea; Ms. Anita Dudina, Latvian Parliament; Mr. Todorce Lukarevski, Assembly of the Republic of Macedonia; Mr. Jan Keukens, House of Representatives, Netherlands; Ms. Katherine Close, Parliament of New Zealand; Ms. Gro Sandgrind, Stortinget, Norway; Mr. Wojciech Kulisiewics,

Polish Parliament; Ms. Irina Andreeva, Federal Assembly of Russia; Mr. Albert Ntunja, Parliament of South Africa; Ms. Margareta Brundin and Ms. Elisabeth Malmhøster, Swedish Parliament; Mr. Karl Min Ku, Legislative Yuan, Taiwan; Mr. Innocent Rugambwa, Parliament of Uganda; Mr. Keith Cuninghame, House of Commons Library, Great Britain; Ms. Janet Seaton, Scottish Parliament; Mr. Daniel Mulhollan, Congressional Research Service, Library of Congress, USA; Ms. Ellie Valentine, USAID, Pakistan

2. Approval of the Agenda

The participants of the Standing Committee approved the agenda.

3. Approval of the Minutes of the Standing Committee meetings in Oslo, Norway

The minutes from the Standing Committee Meeting in Oslo, Norway, were approved.

4. Roll call of Standing Committee members

Standing Committee members present were:

Ms. Irina Andreeva
Ms. Margareta Brundin
Ms. Anita Dudina
Mr. Karl Min Ku
Ms. Eleni Mitrakou
Mr. Albert Ntunja (replacement for Sara Parker)
Mr. Younghee Park
Ms. Gro Sandgrind
Ms. Donna Scheeder
Ms. Janet Seaton

Standing Committee members not present were:

Ms. Wafaa Ali-Abdel-Elah
Ms. Caryn Carr
Mr. Segundo Soto Coronel
Ms. Marialyse Délano Serrano
Mr. Hugh Finsten
Ms. Moira Fraser
Ms. Cristiane Almeida Maia
Ms. Josephine Moesi
Mr. N.K. Singh
Ms. June Verrier

5. Officers report (membership report, financial report)

• The Chair commented on membership issues: The Section on Library and Research Services for Parliaments has 80 institutional members, 2 members from international associations and 17 from national associations. 11 personal affiliates are also registered members.

• Ms. Donna Scheeder, Chair but also Treasurer, gave a

financial report:

• The report by the Information Coordinator, Ms. Gro Sandgrind was the following:

Gro Sandgrind expressed warm thanks to Pierrette Landry for her assistance during many years (since 1998) with moderating the mail lists for the section. She has done a great job and Gro was very grateful for all her help.

Gro Sandgrind also presented the two mailing lists of the section:

• IFLAPARL - iflaparl@infoserv.inist.fr – is a Standing Committee business list (discussion List for Standing Committee Members).)oserv.inist.fr
• IFLAPARL2 - iflaparl2@infoserv.inist.fr - is a discussion list open to all members of IFLA Section on Library and Research Services for Parliaments and those attending the Section's activities.

Gro asked all members of the section to subscribe/unsubscribe to the lists on the Internet.

She said that everyone who wants to send out information on the list is welcome to do so – but make it short and do NOT attach documents to the message. This does NOT work.

6. Future of IFLA's Professional Structure

• Meeting for All SC members on Sunday, August 20, 2006, 12:45 to 13:45

7. Upcoming Elections: 2007

• Timeline for Autumn – Call issued for nominations for Section Standing Committee
– Qualified voting members can submit 1 nomination for each Standing Committee for which they are registered.
– Personal affiliates cannot make nominations for Standing Committee.
– Nominees do not have to be IFLA members.
– Deadline: February 5, 2007
– If there are more nominees than vacancies, there is a postal ballot.
– Officers' elections – Current members of the Standing Committee may make nominations.
• Number of vacancies on Standing Committee
– 5 vacancies
– 3 officers positions

8. IFLA Booth Schedule – Tuesday, August 22, 2006, 14:00 to 15:00

Donna Scheeder and Margareta Brundin volunteered to help with the IFLA Booth.

9. News from the Coordinating Board

10. Program Schedule for the Week

The following program was arranged by the Section and the Chair encouraged everyone in the section to participate (a report of the Sections program will appear in the next Newsletter):

Monday August 21

10.45-12.45

Library and Research Services for Parliaments with Government Information and Official Publications (part 1)
The Model e-Parliament: dynamic engine for democratic engagement

- Maintaining Resources through Parliamentary Cooperation: The Joint Czech and Slovak Digital Parliamentary Library

KAREL SOSNA (Parliamentary Library of the Czech Republic, Czech Republic) and EVA MALACKOVA (Parliamentary Library of the Slovak Republic, Slovak Republic)

- Sharing best technology practices around the globe: Initiatives of the global center for information and communication technology in parliament

ANDY RICHARDSON

(Parliamentary Resource Center, IPU)

13.45-15.45

Library and Research Services for Parliaments with Government Information and Official Publications (part 2)
Technology Strategies and Tools for Dynamic Information Delivery

- Content Creation and Management: What's Next for Government Libraries and Information

STEPHEN ABRAM (Sirsi Dynix and Special Libraries Association)

- Improving the User Experience: Tips and Strategies for Success

JANE DYSART (Dysart Jones and Associates)

- Policy issues regarding web accessibility in Japan

TAKASHI KOGA (National Institute of Informatics, Japan)

16.30-18.00

Library and Research Services for Parliaments with Government Information and Official Publications (part 3)
Government Information, Dynamic Success for Business:

- The contribution of government information in attracting foreign direct investment in Africa

ABRAHAM A. AZUBUIKE (Systems and Information Resources Development)

- Better for Business: How the Welsh Assembly Government Library and Publications Service has transformed its services to fit business policy/programme delivery and business people in Wales

REBECCA DAVIES (Assembly Library and Publications Service, Welsh Assembly Government/Llywodraeth Cynulliad Cymru)

- The YritysSuomi (EnterpriseFinland) portal as one-stop-shop for public information to small and medium sized enterprises in Finland

JAANA KAAKKOLA (Prime Minister's Office, Finland)

- Government Information and Business and Legal Centers in Russia

EMMA VASKONIAN (Department of Official Publications, Russian State Library)

- Statistics for Decision-making: Building Awareness and Facilitating Access.

VICKI CROMPTON (Communications and Information Services/Communications et services d'information, Statistics Canada/Statistique Canada)

The Workshop Day was to be held at Hotel Prima Wednesday August 23 8.30 to 16.00

(se reports below).

The Standing Committee Meeting II would take place Friday August 25 at 14.00 – 16.50 at COEX, room 321.

11. Future Conferences

The future conference will be held in the following countries:

IFLA 2007, Durban, South Africa
August 2007

IFLA 2008, Quebec, Canada
August 2008

IFLA 2009, Milan, Italy
August 2009

12. Subjects of interest for future conferences: information from previous conferences and possible new suggestions.

The following subjects were discussed:

- Knowledge management in a parliamentary environment
- Collaboration with other parliaments and their services
- The other side: integrating executive and legislative information
- Special collections management, including multimedia
- Electronic / virtual services and products: the electronic or virtual parliamentary library and research service
- Citizen participation and involvement from the library of parliament
- Content management, technology tools

- Mix of staff in the Library
- Individual education plans

13. PARLNET

– The Chilean Parliament gave a short presentation of PARLNET. There was a discussion on what content this new tool should have and information on how to post to www.parlnet.org.

14. Reports on regional activities:

- Association of Parliamentary Libraries of Australasia: APLA Report, by Katherine Close

At the recent AGM of the Association, held in Brisbane on 15 June 06, the following executive was elected. Mary Seefried, Queensland Parliamentary Librarian is the new President, replacing Moira Fraser who has led the association for the last 3 years with enthusiasm, commitment and vision. Juliet Scaife, Tasmanian Parliamentary Librarian remains as Treasurer and Judy Ballantyne, West Australian Parliamentary Librarian is the incoming secretary.

Activities

In this financial year, we have actually held two annual conferences. In July 2005 we met in Perth and in June 2006 we met in Brisbane.

The 2005 AGM discussed the future shape of our meetings and resolved that we should broaden the opportunities for parliamentary library staff to meet to include more staff as well as Parliamentary Librarians. In addition, we resolved that it was very useful to hold one-day meetings connected with significant library conferences for the parliamentary library staff who attend. The theme of these one-day meetings should be related to the theme of the conference so that it is more likely to be relevant to the people who are there.

The Brisbane Conference on 16 June 2006 had the theme of “Parliamentary History and heritage: The Role of Parliamentary Libraries”. The themes ranged across parliamentary outreach projects such as websites about former and current MPs, exhibitions profiling the parliament and its members to the community, Open Days of the Libraries, preservation of heritage collections and also preservation of digital repositories.

APLA Meeting on Digital Media Monitoring associated with VALA, Melbourne, February 2006

This meeting was very successful in bringing together staff from all over Australia to discuss successful cases of services already developed and also this formed the basis of useful sharing of technical knowledge of those libraries

who are wishing to upgrade their services.

Benchmarking

During the Perth conference, as always, we enjoyed the networking and opportunity to share knowledge and experiences with a group of people facing very similar workplace challenges. There was a particularly useful discussion on benchmarking for Parliamentary Libraries, led by Gail Dunston from the Victorian Parliamentary Library. The 2006 AGM meeting further advanced this work and a small working party was established to try to produce a draft paper on this by the end of 2006.

Major organizational change

The most marked feature of the 2005–2006 has been the turnover in Parliamentary Librarians. After many years of little change this financial year has seen a number of longstanding faces at APLA retire or resign. We have said farewell to Gail Dunston from Victoria and Howard Coxon from South Australia. While Dr. June Verrier from the Federal Parliament was more active in IFLA circles than the APLA community, many of us knew her well. We acknowledge the work of these APLA stalwarts, we miss them and wish them well in whatever they are doing now.

We welcome new Parliamentary Librarians, Roxanne Missingham, from the Federal Parliament, Greig Tillotson from New South Wales and Adrian Gallagher from Victoria and we await an appointment in South Australia. Two of three appointees were from outside of the current Parliamentary Library staff, so are less well known to the APLA community. The Brisbane conference was an important opportunity to get to know these new members and to re-establish the strength of networking across the Australasian Parliamentary Libraries.

National Licensing Forum

Roxanne Missingham, the recently appointed Australian Parliamentary Librarian is the APLA representative on this committee. In July 2006, several important decisions were made, being that

- Key areas of acquisitions are Australian news and business information, general reference and health resources
- To proceed to setting up a general agreement with vendors on pricing through a tender process and then enable libraries to buy directly through this arrangement
- A tender evaluation group was formed and vendors briefed

The Australian Parliamentary Libraries participated in the survey conducted to determine which resources to seek national licensing agreements for. Progress is eagerly anticipated.

Other Themes for Australasian Parliamentary Libraries
Besides the management changes these issues seem to dominate our annual reports:

- Work on intranet – sometimes as a part of a Parliament wide project involving the Internet site as well
 - Service development – especially media monitoring services and exploring new ways of delivery to desktops and hand-held devices, blogs, RSS etc.
 - History projects – usually associated with sesquicentennials and other significant milestones
 - New MPs and induction programmes – new marketing initiatives
 - The position of the parliamentary libraries within the organizational structure of parliament and living in a time of contracting budgets
 - SA and old parliamentary libraries undergoing reviews
- APLIC / ABPAC Canada, report by Lynn Brodie

Report on Association of Parliamentary Librarians in Canada / Association des bibliothécaires parlementaires au Canada 2005-06 (APLIC/ ABPAC)

APLIC held its biennial conference in Iqaluit, Nunavut July 18-20, 2006. Nunavut is Canada's newest territory created in 1999 and is located in Canada's far north. It was the first visit to Nunavut for all but one participant. There are twelve members in the association and three new directors have been named in the past year.

Subjects discussed:

- Archiving digital formats and various national digital initiatives
- Review of APLIC/ABPAC survey, questions will be revised with clear identification of research and public outreach staff salaries
- Partnerships and their value, (mainly with universities)
- Cataloguing of Inuktituk syllabics
- The politics of developing a new territory and government by consensus.

The incoming president is Kimberly Hammond of Newfoundland and Labrador, Vice-president is Jane Taylor of British Columbia, and Secretary is Lynn Brodie, Ottawa. Next business meeting will be in May 2007 in Ottawa at the national parliament.

Next conference will be adjacent to the IFLA Section on Library and Research Services for Parliaments pre-conference to be held in Ottawa in August 2008.

- APLAP , no report
- APLESA, a short report by Esther Kamau
- AWEDA, report by Gloria Sarku that nothing had hap-

pened since the meeting in Ghana in 2002.

- European Centre for Parliamentary Research and Documentation (ECPRD), report by Karel Sosna, Parliament of Czech Republic

According to the new ECPRD Statutes, its main objective is to promote the exchange of information, ideas, experience and good practice among the administrations of parliaments in Europe. The ECPRD network provides a unique forum for making requests and receiving answers about comparative issues of concern to parliaments and their members throughout Europe. Currently 62 parliaments/chambers had appointed a correspondent to the ECPRD and 34 a deputy correspondent. All correspondents should try to contribute to this joint effort to exchange information among national parliaments. The Centre is proud of the significant increase in the number of requests from less than hundred in 2003 to more than 200 in year 2006 so far.

Four special topics seminars were or will be held in different European countries in 2006. Proposals for seminars must come from correspondents and be discussed at the conference of correspondents. The detailed list of seminars during 2006 is as follows:

Seminar "Supranational Parliamentary and Inter-parliamentary Assemblies in the 21st Century, 8 – 9 May, Warsaw

Conference of Speakers and Secretary Generals, 30 – 31 May, Tallinn

Macroeconomic Research Working group, 9 June, Sarajevo

Seminar "Exchange of National Legislative Information", July, Rome

Meeting of the Executive Committee, 7 September, Strasbourg

Information and Communication Technology Working group, 5 – 6 October, Vilnius

Conference of Correspondents, 12 – 13 October, London

Seminar "The Role of Parliamentary Administration", November, Paris

The following ECPRD publications were also issued:

ECPRD Directory 2006
ECPRD Activity Report April 2004–April 2006
Statutes of the ECPRD, as amended in Tallinn 31st May 2006
ECPRD Priorities and Program for 2006 and 2007
Beyond Transparency: New Standards for legislative Information Systems. ECPRD June 2006. 168 pp.
Comparative Study on Election and Mandate of MEPs

All ECPRD publications are also available on the website
<http://ecprd.europarl.europa.eu>

- PARDOC, no report
- NCLS, report by Ms. Donna Scheeder
- Nordic Countries, report by Ms. Gro Sandgrind

Nordic countries report

The Nordic countries have a small and strong community between the parliamentary libraries. The 53rd annual meeting was held in Copenhagen in June 2006 with the Librarian Hanne Rasmussen as host. We discussed and shared useful information on:

- Digitization
- Procedures for handling tenders in parliamentary libraries.
- Library strategy and change management.
- Parliamentary websites.
- Training courses arranged by the libraries.

The Parliament of Finland celebrates its centennial in 2006 and 2007. The 100th anniversary of the approval of the Parliament Act and Election Act by the Diet will take place on June 1st 2006. On May 23rd 2007 is the 100th anniversary of the first plenary session of Finland's unicameral Parliament.

The theme of the centennial is "The right to vote – trust in law. One hundred years of Finnish democracy."

The Librarian in Sweden – Eva Falk – will be on leave for two years. New Parliamentary librarian is Gunilla Lilie Bauer gunilla.lilie.bauer@riksdagen.se

- Latin American Parliamentary Library Association, report by

15. Useful information – Donna Scheeder gave some information on the program during the IFLA Conference.

16. Any other business

Janet Seaton presented the new IFLA leaflet for the Section on Library and Research Services for Parliaments. It was approved with acclamation.

Standing Committee II of the section on Library and Research Services for Parliaments, 25 August 2006

A report of the proceedings of Standing Committee II will appear in next issue of the Newsletter.

MANAGING WORKSHOP DAY

AT HOTEL PRIMA, AUGUST 23, 2006

The Workshop Day was successfully planned by Janet Seaton, Scottish Parliament. A great deal of the members of the Section participated and the options during the Management Day were:

1. User Education (Jan Keukens, Netherlands)
2. Training: what makes a good researcher (Anita Dudina, Latvia)
3. Statistics & quality measures (Christine Wellem, Germany)
4. Electronic products & services (Lynn Brodie, Canada)
5. Organizational structure (Katherine Close, New Zealand)
6. Running a small parliamentary information service (Ellie Valentine, Pakistan)

1. User education report

Leader: Jan Keukens

Rapporteur: Eleni Mitrakou

The Section's workshops, management and all other, through the years have changed deeply in the sense that they have evolved in a participative interaction among the members who seek to exchange experiences and ideas. The concept of a speaker bringing his/hers expertise to an interested group is nowadays almost obsolete. The input of the leader has gradually shrunk from the protagonist that used to run the show to a referee regulating the incoming information from the participants and gently but firmly encouraging all present to contribute, even if their English is not as good as Saxon speaking people. The leader just makes a short introduction of the issue, defines the boundaries of the topic to be discussed, prepares a set of questions and urges all to participate and communicate their parliamentary practices and personal

ideas, opinions and criticism.

So did Jan Keukens on the 23rd August during the Management Workshop day as a leader of the workshop; he presented the difficult issue of approaching our parliamentary users in order to inform them about our services designed to support their national legislative mission. As the Libraries have incorporated the new technologies training users has become more than necessary. Jan underlined the importance of the issue reminding that it had been a seminar offered a few years ago, in 2003 Berlin IFLA; thus stating that it remains an ongoing case for parliamentary librarians.

Jan Keukens had prepared a handout containing six question points to be processed by the groups. The first step was to clearly define the user parties of parliamentary libraries.

Question 1

Who are your users? MPs, political assistants in the House, constituency staff, clerks and other civil servants? Is the programme the same for everyone or do you offer different user education programmes? Do you use different levels?

The answer of all the workshops participants to that basic question included the Members of Parliament and their political assistants, the Committees, and the parliamentary administrative staff in general. In some Parliaments, Library services, it was pointed out, stretched even to constituency political staff; staff hard to reach as a group. Some Parliamentary Libraries are open to the general public. The main target users being in all cases MPs and their assistants; even if in some cases MPs do not feel that they need training and send their assistants.

MPs of the European Union in the case of Poland are excluded and do not receive support from their national parliament library, urged to use the facilities provided by the EU.

Question 2

Make clear what you can do for your clientele but also what you cannot do. Are there limits in your education of users or are you prepared and able to give them any education they wish? What do you do for your clientele and what do they have to do themselves?

Training users may take many forms and is constantly adjusted to be more effective and efficient. It includes:

- a general orientation to newcomer MPs and staff varying from two days to 2 hours duration concerning the Library services (everybody)
- presentations ranging between 30 minutes to 2 hours
- personal appointments to their offices, as groupings are not popular with MPs

- tours on the library site to show the resources on the spot
- notebook containing useful telephones and e-mails

The question of limitations received completely opposite response from the participants. Some replied that there are not any limitations to user training whatsoever to all, on the basis of principle; where others stated that there are limitation due to the budget, due to staff and time shortage, so they concentrate in satisfying all MPs and their stall training needs.

All are willing to teach the use of Library and Internet search skills and encourage MPs and staff towards Internet searches but do not undertake 'obvious' tasks.

Question 3

How do you attract your clientele to user education? How do you make clear that it is important for your users to be educated? How do you ensure that they will make time in their very busy schedule for your user education programme? Which marketing tools and "client liaison tools" do you use in your library?

It was admitted that it is essential to attract the attention of MPs' staff and this can done by dispatching e-mails, reminders, systematic phone calls, going to Committee Meetings and briefing them about the Library potential and also, by trying to satisfy their real needs: provide books, newspaper and journal articles, clippings, press information, TV and radio interviews. It is also important to establish a contact based on trust between party officers and the Library so that the party encourages its members to rely on library information.

Information vehicles the Parliamentary Libraries use vary and cover all media, printed and electronic:

- booklets
- leaflets for newcomers and more specific information
- newsletter
- special stands in busy spots with displays from time to time
- PowerPoint presentations
- videos
- DVDs
- Intranet information
- Internet information

There exists a variation of different layers of training offered accordingly

Question 4

Do you offer your user education programme collectively or individually? What is better? To offer a separate programme for the Library alone or to join a general introduction/user education programme for the whole parliament?

User training programmes are offered individually and collectively as well as introductory orientations and intensive programmes. Training can range from elementary and reach higher levels.

Question 5

What is the best moment in the parliamentary year to plan your user education programme?

Concerning the issue of the best timing to proceed with user education, an interesting discussion arose. According to one theory the most successful approach consisted of getting acquainted with MPs as newcomers – “catching the MPs when new and fresh in the parliamentary environment and they feel weak”, as a colleague put it, “or more open” as another added. The opposite conception supported that newcomers get an overload of information – too much too quickly – that they cannot digest and so it is better to let them first settle in, adapt and then introduce them to the library services. A third opinion was that “any moment is a good moment”, as best days and hours differ for MPs and their staff.

Question 6

Which specific user education programmes are offered by the attendees of this workshop session? (use of Intranet, Internet, databases, other).

Offering training to users is an indispensable marketing tool. It was agreed that it brings best results to send to MPs’ offices outgoing, with communicative skills staff. It is also important to obtain feedback in order to be able to ameliorate the education programmes.

Participation showed common approaches – variations existed of course. Also it proved rich in useful tips and information of technical nature. And it definitely asserted the need for marketing the Library and its services. Experience and idea sharing proved, once more, a fruitful process.

2. Training: what makes a good researcher?

Leader: Anita Dudina, Latvian Parliament

Rapporteur: Tahera Shairzay, Parliament of Afghanistan

Anita presented four general ways (methods) of knowing (Fred Kerlinger, 1986)

1. Method of tenacity. One holds to the truth, because one knows it to be true. The more frequent the repetition of the “truth” is, the more the enhancement of the validity of it.

2. Method of authority. A thing must be true if it is in the Bible, or the PM says it, or the teacher said so.

3. Method of intuition (a priori method). This claims that reason/sense is the criterion of truth.

4. Method of science. Has one characteristic none of the other has – self-correction.

What is research?

– Research – a search or investigation undertaken to discover facts and reach new conclusions by the critical study of a subject or by a course of scientific inquiry (The New Shorter Oxford English Dictionary)

– Research – a careful study of a subject, especially in order to discover new facts or information about it (Oxford Advanced Learners Dictionary)

What is a researcher?

– Researcher – a person who researches; someone studying or investigating a subject, now frequently to provide background information for a politician, broadcaster etc. (Oxford Advanced Learners Dictionary)

What is good research?

Research should not be an elevated and highly technical business conducted by academics in isolation from the world (Reid and Boore, 1987)

A good research is

- timely
- logical
- simple and elegant
- precise

What makes a good researcher?

- curiosity
- competence
- integrity
- common sense
- a sense of humour

(John Hockey, 1985)

What makes a good researcher?

Education

- strong in basics
- a really good interest in the subject
- broad general knowledge

Personal qualities

- curious
- creative
- bold
- intuitive
- thorough
- persistent

Working habits and attitude

- dedicated and hardworking
- passionate and obsessive

Specific skills

- good oral and written communication skills
- good knowledge and understanding about parliament affairs
-

What can be trained and how?

Training – receiving instructions to obtaining necessary skills for particular action/profession.

- subject knowledge
- political awareness
- parliamentary awareness
- research skills – put the right question, collect data, interpret data, writing
- team working and flexibility

(Dennis Oag, Simon Wakefield, IFLA 2005)

3. Statistics and quality measures, report

Leader: Christine Wellems, regional Parliament of Hamburg, Germany

Rapporteur: Keith Cuninghame

There was a wide-ranging discussion both times the workshop was run. The following were the key points made.

- Most parliamentary libraries are collecting routine collection management and usage statistics. For example, size of collections, accessions, transactions. The may just be reported internally, or may be reported to the governing board of the parliament.
- Similarly, information about numbers of requests and data linked to them is routinely collected.
- Surveys are quite widely used, and are a useful means of gathering views of users. However, there was recognition of their limitations. Apart from the limited amount of information that can be gathered in this way, they are not effective at getting views of those who do not use the

library. Reaching non-users is a problem for many.

- User groups/discussion groups are quite widely used in parliamentary libraries and are one way of getting beneath responses to a survey and gathering more qualitative information. These can be with MPs, their staff or with other users
- Interviews with individual parliamentarians can also be a valuable way of gathering information. This may be about the quality of the service generally, or about whether a particular response to a user met his or her needs.
- Some parliaments get very detailed statistics on intranet usage such as which users have accessed which pages. Some have struggled with getting adequate information on usage of Intranet pages. In some countries there would be concerns about breaking data protection law if very detailed information about usage by individuals was gathered.
- All those who took part have quality standards of some sort in their library. These may not always be easy to measure, hence the values of qualitative data gained through user groups or similar. In some case these standards have been developed within the library, but in others they have been imposed from outside. When the latter happens there are likely to be concerns about whether those imposing the standards fully understand the library's business.
- Many libraries are planning changes to their standards and how they measure them. In a fast changing world this is likely to be the case. But it can make it harder to measure trends over time if the information collected changes.

4. Electronic products and services, report

Leader: Lynn Brodie, Canada

Rapporteurs: Susan Swift, Ontario, Canada and Daniel Mulhollan, U.S.A

The workshop was held twice. The first session had 14 participants representing 12 different countries (Afghanistan, Austria, Canada, Finland, Ghana, Hungary, India, Japan, Kenya, Malaysia, South Africa, and Uganda). Lynn introduced the focus of the workshop as “Challenges in the Digital Library Service Environment”. She explained that it would be a brainstorming session focused on the experiences of those present, their solutions and any ideas that they might want to share with their colleagues about how to deal with the challenges faced in an increasingly digital library environment.

The leader used an article “Users’ views about the usability of digital libraries” by Alex Koohang and James Ondracek in the British Journal of Educational Technology, Vol.36 no. 3, 2005, pp407-423 as a starting point to identify 12 characteristics critical to users of electronic library services. These were: simplicity, comfort, user friendliness,

control, readability, information adequacy/task match, navigability, recognition, access time, relevancy, consistency and visual presentation. Each of these characteristics was put into a parliamentary user context. The leader also added the following challenges: terminology, costs/licensing, customization, IT support, user training, marketing/promotion, “library” perception, IT literacy, library staff training and communication based on her experience and additional reading.

Participants were invited to share their personal experiences of challenges their libraries face and more importantly, how they have handled these.

The two sessions differed markedly in these discussions. In the morning, several participants identified their major preoccupation as not having any or very limited electronic services but wanted to learn from their colleagues. Some of the issues were: concerns about Library staff time required to carry out all electronic searches since legislators do not do their own searching, the lack of equipment or the location of equipment, sometimes the library is the only place with accessible PCs and the Internet, this lead to a discussion about whether it was desirable for the available PCs to be used primarily for e-mail rather than library research. How to deal with illiteracy, in some cases legislators have neither the reading or writing skills let alone computer literacy to make use of a library especially an electronic one. A related point was made that the language of the Internet is English which in many cases presents a language barrier. The library and its staff are critical intermediaries. It was clear that our concepts of electronic library services differed significantly but we were reminded that we all passed through different stages, levels or degrees of electronic services as resources became available. Those with more developed services could share what we had learned as we moved from limited commercial database searching on one or two PCs to extensive web sites and internally generated databases and PCs for each employee. There was agreement that getting new users to try IT services was not always easy, and training programs for Members in the use of electronic resources is very important and remains a critical issue. Participants shared some ideas for addressing the issues.

The leader recounted how the Library of Parliament approached the fact the members initially did not know about the Internet or how to make use of electronic resources. The Library of Parliament in Canada built a relationship with the IT service with the House of Commons and IT asked the Library to train MPs on how to use the internet. They sent out a team of four Library staff to every MPs office and provided separate training sessions for MPs and another for the MP’s staff. Their experience led them to realize that it is important to look for and use opportunities to make the Library an important player

in the automation of your legislature. It is important to affect the thinking of MPs and their staff to equate the Library with electronic information rather than “Library equals books”.

Partnerships with universities and national libraries were seen by several as quite helpful because in many cases, the legislators themselves were also studying and benefited from access to electronic services. It is also a means of sharing scarce resources.

Much older Library’s have other challenges – with a very old, large collection, including a significant rare book collection, they too are trying to go digital. Three criteria have guided the development of digital services in Austria: make them simple, comfortable and user-friendly. When the site was launched in the 1990s the Library had more independence within the Assembly. This allowed for greater individuality in the branding of the Library itself as well as its digital resources. Participants reported that there has been pressure across Assemblies for greater uniformity in branding among divisions, so that the Assembly is branded rather than the separate divisions. This may mean that legislative libraries will have less flexibility in designing and marketing the Library and its digital resources.

The afternoon session was attended by representatives of several of the larger legislative libraries and those with more developed electronic library services therefore, the challenges presented by the leader were more reflective and no new challenges were identified. The discussion focused on a few key issues.

Information technology (IT) support was a major concern. Should IT support be provided from within the library itself or provided to the library by the legislature and how to handle outsourced support. How to get external IT people to recognize the expertise in IT within the library is an issue for some.

Web governance, can the library brand itself up front on the web site, if not how to let clients know what their library is doing for them on the web. The idea that legislators want electronic information that they can post on their own web sites presents both opportunities for the library (enables users to post time sensitive information gathered by the library for a group of users rather than each having to locate similar information) and potential licensing and copyright problems (users post copyrighted information without acknowledgment and without concern for commercial licenses).

The “library” perception issue raised the discussion about whether librarians need to make a paradigm shift from books to digital collection development—there was not agreement on this question.

Developing a strong relationship with ones clients was perceived to be an important mission as libraries offer more electronic services. For some the identification of more than one user group with the need for managing multiple web sites was a preoccupation; determining the level or extent to which the public is served is sometimes an issue.

While the discussions in the two sessions were quite dissimilar, I hope that the information sharing that took place proved useful to individual participants in the context of their own environments.

5. Organisational Structure

Leader: Ian Watt

Rapporteur: Katherine Close

During the course of the two workshops on this subject two definitions were presented in answer to the what and the why questions:

- An organisational structure involves positions and units, between which there are relationships involving the exercise of authority and the exchange of information.
- We need an organisational structure to group 'like' activities together, to provide back-up, efficient and effective use of resources and to avoid duplication.

In order to decide which of the many aspects of this subject to focus on each workshop started with participants stating what they hoped to get out of the workshop, what particular issues they had and whether they had a significant experience to share. In general terms the subject could be split into two broad areas – the place of the library/research service within the overall Secretariat of the Parliament, or the structure of just the library/research service.

The main areas of interest identified by participants were:

1. the relationship between librarians and researchers proved still to be a hot topic, even though it had been discussed last week.
2. how to make changes
3. how to work together across teams and how to avoid 'silo' mentality
4. flexibility
5. political interference in administrative matters
6. pay scales, grading and the status of the library/research service

On the question of how to make changes we had some good and bad examples to learn from, which led to the following broad conclusions on how to make changes:

– all staff should be involved and consulted very early in the process. This allows staff to understand why the changes are needed, rather than just concentrating on what the changes mean for their job – which is what tends to happen if they are presented with the changes late in the process. Staff needs the opportunity to think, ask questions, make suggestions and prepare themselves. If this doesn't happen there is likely to be more anxiety and resistance to the change. If it isn't possible to include all staff in the consultation then representatives from as many groups as possible should be involved.

– However when involving wide participation managers still need to be prepared to make bold decisions in the end. In trying to keep everyone happy there can be a danger of being too cautious.

– Even though the change may appear to be just in one area the effects tends to be much wider. Therefore it's important to consult and communicate with a much wider group – to ensure that all 'downstream' impacts and consequences are considered.

– As a generalisation it seems that different age groups respond differently to change, with younger people likely to be more adaptable and open to change. Just a factor to be aware of.

– Using a pilot project to trial an idea can be helpful in some situations.

Ideas for avoiding 'silos':

- meetings and social events
- detailed induction processes for new staff to ensure they gain a full understanding of all parts of the organisation
- involving as many staff as possible in client facing activities
- managers must communicate the 'vision' for the organisation so everyone is working together towards the same aim
- Project teams involving people from different parts of the organisation.
- value collaborative behaviour.

Flexibility:

A structure needs to allow for flexibility so that responsibilities for new products, services and activities can be properly allocated within the organisation. If this doesn't happen there is the danger that new activities just get added to existing workloads and staff becomes overloaded and chooses for themselves what they give priority to. We also need to think about whether we should stop doing something we have been doing for a long time – even though this is very hard to do. Structure should reflect what is happening 'on the ground'. Should we organise our structure around clients or around function?

Political interference:

The group acknowledged that in some countries the level of political interference is such that the library has little choice in these matters and has decisions forced upon it, which it then has to try to make the best of.

6. Running a small parliamentary information service, report

Leader: Elli Valentine; Pakistan

Rapporteur: Elisabeth Dietrich-Schulz, Austria

The workshop was held twice, once with 15 participants representing 12 different countries (Austria, Chile, Djibouti, Germany, India, Iran, Kenya, Macedonia, Pakistan, Scotland, South Africa, Thailand), at the second time with 8 participants representing 8 different countries (Afghanistan, Austria, Chile, Ghana, India, Kenya, Malaysia, Pakistan).

After a short introduction by the participants and their library and research services for parliaments the workshop leader used a clever educational device to start the work going. A fictional Primaland was introduced: a unicameral parliament with 130 members, a hybrid system (president, prime minister, cabinet), a parliament with a mixed electoral system: 80 members from party lists and 50 members direct elected, with a 4-year-term, 20 committees, a parliamentary staff of 250 persons.

This “game” allowed everyone to give examples from his/her real experience, but also to say what would be ideal for the following fields of interest:

- mission statement
- space considerations
- policies
- budget & resources
- staff
- technology
- collection development
- services
- networks
- marketing.

Space considerations: the vicinity to the plenary hall is important. The closer the library is to the plenary hall, the better used and known it is. If the library is far away (sometimes in a different building) there is a definite need for a small information centre close to the plenary hall. The disadvantage of such a solution is the need for extra staff. The question of the reading room is quite ambiguous. Scotland has no reading room, in Austria the reading room is not only an architectonic treasure of the building, but also the central identification symbol. Many parliaments offer several reading rooms, e.g. for audio-visual items, for discussion groups or for user education.

Services: in general the librarians and researchers prefer

face-to-face services to answering telephone enquiries or e-mails. Often the services concentrate on the legislative process. Fact sheets are well known and used, SDI-services either as routine or on demand. A special service is the “who is who”. Some parliaments accept the biographies prepared by the members or their assistants following a set questionnaire, others compile the biographies themselves. Some parliaments use the photos submitted by the members, others employ their own photographers. The questions of newspapers turned out to be quite complicated. There are big differences between pro-active services and services which just answer the requests of the members. The choice of newspapers and journals also depends on the question whether the parliamentary libraries are depository libraries or not. Some parliamentary libraries use a circulation scheme; some allow reading of newspapers and journals only in their rooms.

Collection development: “Work out the needs of the MPs” is a good piece of advice. Of course it counts how much money and space the services have, but they should also take the level of the electronic system of the House into account. Some parliaments have their collection development policy (e.g. South Africa), some house special collections (e.g. a collection of the publications of the members), some turn to library committees for the decisions of purchasing relevant material. “New acquisition lists” are a good idea in print and/or electronic form. The time and the capacity of reading of MPs is limited. How many languages are spoken in a country is very important for the collection development. The access to the internet is very different in the individual parliaments. E.g. in Afghanistan the access to the internet is only possible in the library, in other countries every MP has access to the internet and only turns to the library and research services when Google or other search engines don't help. Copying and scanning services are important. If parliamentary administrations receive gifts, especially IT-equipment, there might be a problem about the technical service. Better are money gifts, because the technical equipment should follow one standard.

Marketing: “Make your unit visible!” There seems to be a tendency for corporate design, which makes it hard to distinguish the individual providers of information. It's much better if the units can design their publications and products themselves, make e.g. use of the @-sign in their logos following an IFLA-campaign.

Networks: Who are the partners in the networks? Answers: libraries and research institutions of your country, other parliamentary libraries of your continent and outside, the liaison people in the ministries and their library and research units, the embassies of Primaland and of foreign countries, NGOs. Don't forget to meet the expectations of your network friends. Use e-mails as tools of your network.

Budget: How much? In-house budget and/or project money from outside parliament? What happens to savings? Questions of fees!

Policies: Opening hours in the various parliaments differ a lot from 5 to 7 days per week. There is a tendency to open the parliamentary libraries to the general public, because a lot of parliaments consider this opening as part of their transparency policy. Lending and research services are only provided for MPs and their staff.

Thank you to all participants for their contributions! Primaland's parliamentary information service has a good chance of success with all this knowledge in the background.

NEWS FROM THE SECTION

Congratulations to Karel Sosna and Eva Malackova

The Standing Committee is very pleased to inform that the paper presented by Karel Sosna and Eva Malackova "The Joint Czech and Slovak Digital Parliamentary Library" has been approved for publication by the Editorial Committee and will be published in IFLA Journal Vol. 33, no. 3, September 2007.

News from the Kiribati Parliament:

Antonio Karurua is new parliamentary librarian in the Kiribati Parliamentary Library. His mail address is karurua@yahoo.com.

News from the Italian Parliamentary Library:

The two Italian parliamentary libraries have been integrated in one unique structure, with coordinate services, free circulation of documents and users, looking forward to integrate catalogues (by July 2007) and coordinate acquisitions (by 2008).

A ceremony took place on February 12, 2007, with the presidents of the two chambers to celebrate the event. From February 13 the Italian Parliamentary Library Center will be working.

The united Library of the Italian Parliament maintains a double administrative structure in relation with the two chambers of the parliament, and has therefore two chief librarians. The names of the two chief librarians, cooperating in their work, are Antonio Casu, for the Camera dei Deputati, and Sandro Bulgarelli (ad interim), for the Senato della Repubblica.

News from the Finnish Parliamentary Library

Ph D. Tuula Laaksovirta, Director of the Finish Parliamentary Library will retire on 1 April 2007. The new director will be Sari Pajula, earlier First Information Specialist of the Library. Sari Pajula can be reached at sari.pajula@riksdagen.fi.

News from Australia: Update from down under by Roxanne Missingham

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It has been a great experience to rejoin the Australian Parliamentary Library and a great privilege to be in the role of Parliamentary Librarian. When Donna suggested I write an article for the newsletter I thought it would be a terrific opportunity to report on some recent developments in the region.

Association of Parliamentary Libraries of Australasia (APLA): The Association includes of the libraries of the Australian parliament and all state and territory parliaments as well as the parliaments of New Zealand and Papua New Guinea. Meeting annually, the associations members are committed to encouraging cooperation and supporting each other in many practical ways. The Annual conference and meeting of APLA was held in Brisbane in June 2006 hosted by the Queensland Parliamentary Library. Among issues discussed were the development of an Australian national licence proposal for full text electronic resources, potential APLA consortia purchasing, and benchmarking. The annual conference, held in conjunction with annual one day conference which in 2006 had the theme Parliamentary Heritage and History :The Role of Parliamentary Libraries.

On 2 February 2007 a Media workshop was held, following on from a media workshop in 2006. Presentations included one from the Australian broadcasting Commission on their digital archiving of television and radio programs. A survey of APLA members was undertaken on television, radio and newspaper monitoring. The results will be published on the APLA web site shortly. The next conference will be held in Canberra in mid 2007 and focus on collaboration.

Developments in libraries in 2007 generally focused on electronic services.

The Parliamentary of Victoria launched a new biographical web site – re-member in 2006 (<http://www.parliament.vic.gov.au/re-member/about.cfm>). The biographical database contains summary biographical information about all Members of the Parliament of Victoria since 1851. It is based on information drawn from two publications:

Thomson, K. & Serle, G., A Biographical Register of the Victorian Legislature 1851-1900, Australian National University Press, Canberra, 1972

Browne, G., Biographical Register of the Victorian Parliament 1900-84, Melbourne Government Printer, 1985
Records for members elected since 1984 have been created from the information contained in Parliamentary Handbooks.

The Parliament of New Zealand launched a new web site in August 2006 (<http://www.parliament.nz/en-NZ>).

Moira Fraser, New Zealand Parliamentary Librarian was the project manager and the web site includes a completely new search service for parliamentary resources. The site is simple and clear and a testament to good design. It makes a significant set of resources more easily accessible to all through the World Wide Web.

At the Australian Parliament development of online services is focusing on searching and content management. Tenders were released in December for a replacement of the Parlinfo and Bills systems.

Provision of access to parliamentary information is made through the ParlInfo system, which includes records of the work of the Parliament, material relating to the operation of the Parliament and also databases which support the work of parliamentarians. ParlInfo is a powerful tool that provides a common service to support the authoring, collection, management, retrieval and presentation of information that is of interest to the Parliament of Australia, government departments and the public in general. The current ParlInfo needs to be replaced with a system that better meets the business needs of the Parliament.

The Bills system is a key parliamentary information management system used by the Department of the Senate and the Department of the House of Representatives (the chamber departments) to manage the processing and publishing of bills and associated documents. The Bills system is a key authoring system for ParlInfo. The Request for Expressions of Interest (EOI) was released in parallel with the release of the ParlInfo replacement EOI.

In addition the Library issued a tender for News services including:

- (a) full text searchable digital press clips with associated photos, graphics and metadata, drawn from a wide range of Australian national and regional newspapers, for addition to Parlinfo;
- (b) an online news wire service providing real time access to breaking Australian and international news; and
- (c) access to one or more news service databases which provide current and archival full text searchable Australian and international news articles.

The Library has also continued to develop its RSS services adding a feed for the Monthly economic and social indicators (MESI) series in January 2007 (see <http://www.aph.gov.au/library/rssinfo.htm>).

The Library is also undertaking two Continuous Improvement Reviews – one of the Research Branch and one of the Information Access Branch. The reviews are looking at efficiencies and also seeking to address issues identified by the review groups, such as the aging workforce. Further information will be provided when the reviews are completed.

In South Australia a review was undertaken of the

Library service by an external consultant. The report was presented to the Joint Parliamentary Services Committee of the Parliament of South Australia and should strengthen the role of the Library in addition to providing some new directions. A new Parliamentary Librarian was appointed and has commenced in 2007 – Dr Coral Stanley.

In New South Wales Greig Tillotson, who has for many years worked in the Parliamentary Library as deputy, was appointment as State Parliamentary Librarian.

In Queensland a review of the Parliamentary Library is underway with a 3 member review group comprising 2 staff of the Parliamentary Service and one officer from the State Library.

Overall Australia, New Zealand and other Australasian libraries continue to be vibrant and committed service delivery organisations. We are stimulated by many other Australian libraries implementing instant messaging for reference, collaborative virtual reference services (such as Ask now), collaborative resource discovery services (such as Libraries Australia and PictureAustralia), wikis and large digitisation project. Technology developments seem to offer some great opportunities for our next round of service delivery initiatives.

News from the National Diet Library, Japan:

The CDNLAO Newsletter is published every four months to carry information from national libraries and other institutions in the Asia and Oceania region.

This newsletter is edited and distributed by the National Diet Library of Japan on behalf of the members of the Conference of Directors of National Libraries in Asia and Oceania (CDNLAO).

You can find CDNLAO Newsletter No.57 at <http://www.ndl.go.jp/en/publication/cdnla0/057/57ind.html>

The following articles can be found in this edition:

- Special topic: Rare Books and Their Management --
- Result of Questionnaire Survey on Rare Book Collections
- Questionnaire response from Australia, Japan, Mongolia, Philippines and Taiwan
- [Japan] Rare Book Collection and its Storage in the National Diet Library
- News from member libraries and about the [Singapore] 10th IFLA International Interlending & Document Supply (ILDS) Conference 2007, SINGAPORE