

**Section on Library and
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Services for Parliaments
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**Section on Library and Research Services for Parliaments
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CONTENTS

- 1. Introductory Remarks**
- 2. The 17th. Annual IFLA pre-conference, 14-15 August, Ottawa 2001.**
- 3. The 67 International General IFLA Conference and Council, 16-25 August 2001, Boston USA**
 - 3.1 Standing Committee I**
 - 3.2 Joint Conference and Town Hall Meeting of the Section**
 - 3.3 Research Meeting Program**
 - 3.4 Open Meeting of the Section**
 - 3.5 Library Management Workshop Meetings**

3.6 Standing Committee II

3.7 Co-ordinating Board and Information Co-ordinator's meetings

4. Section Finances

5. Announcements

6. The 2002 Pre conference in London and Conference in Glasgow

APPENDIX 1: Strategic Plan 2001-2003

APPENDIX 2: Attendees to Ottawa and Boston 2001

APPENDIX 3: Financial Statement Form 2001

APPENDIX 4: Using the Listserv

APPENDIX 5: Section E-mail and Fax Addresses

APPENDIX 6: Annual report 2000-2001

1. Introductory Remarks

The 17th. Annual International Pre-Conference held in Ottawa, and the 67th. IFLA Annual Conference and Council ended in August 2001. We came back to our regular activities and the preparation of the upcoming meetings, and as we embarked on these, we were profoundly shaken by recent events, with a terrible loss of life, properties and psychological stress. We can only provide our deepest and heartfelt condolences to all of our friends and colleagues, and hope that with time and goodwill we will all heal and look forward to a better world.

This was a year of elections and appointments, and we want to express our gratitude to Richard Paré for his outstanding work as Chair of the Section and host of the Ottawa Pre-Conference, and Jan Keukens for his dedicated work, help and collaboration as Secretary, during these last years; Marialyse Délano stepped down as Information Co-ordinator too.

The preparations for the London Pre-Conference and Glasgow IFLA Conference and Council are underway, and you will find a draft programme under chapter 6 of this Newsletter.

Marialyse Délano S. prepared this Newsletter, as incoming Secretary. It is organised as per meeting, in a chronological order and as we go further into this Newsletter, you will find references to the URL's of the meetings and workshop papers, so you can read them in the IFLA web. The Newsletter is also being sent by mail in hard copy and by e-mail to all attendees. The next Newsletter will be prepared and sent to you in June 2002.

We would like to give a very special thanks to our friends and colleagues who helped in the note-taking during a very busy fortnight in Ottawa and Boston: Moira Fraser, Hugh Finstein, Jan Keukens, Sara Parker, Terrie J. Arnold, Gro Sandgrind.

We hope to keep in touch, and please feel free to reach Margareta, Eleni or myself for anything we could be of assistance.

Marialyse Delano S.

Editor

January 2002

2. The 17th. Annual IFLA pre-conference, 14-15 August, Ottawa 2001.

Host: M. Richard Paré, Librarian, Library of Parliament, Canada

Attendees: 90 persons from 26 countries (see Appendix II for names and e-mail addresses)

Papers available at: <http://www.IFLA.org/VII/s3/conf/preconf01.htm>

2.1 Presentation, Mr. Richard Paré, Librarian, Canadian Parliamentary Library

Mr. Paré welcomes attendees; in his opening speech he describes in a general manner the services and challenges facing the Parliamentary Library at the beginning of the new millennium.

- The Library combines traditional library services with up-to-date information technology, offering a complete range of non-partisan and confidential services, geared to individual needs.
- The clients of the Canadian Parliamentary Library are individual parliamentarians (including Ministers, Speakers of the House and the Senate), parliamentary committees, associations and delegations, and staff of the representatives, as well as party caucus. The Library provides services to the Governor General and senior officers of the Senate and the House of Commons. Additionally, it provides access to library collections, reference and technical services to the Supreme Court and agencies that report to Parliament, investigative commissions, Counsellors, Members of the Press Gallery and personnel of the House of Commons.
- The Parliamentary Library provides services through three branches: a) The Parliamentary Research Service, that provides research, in-depth analysis and information to MP's on legislative subjects, policy issues, and district or regional information. MP's use this service to develop policies and back proposals. This area of the Library provides consultancies, elaborates documents, helps in the selection of experts and witnesses, and produces three types of publications (Background papers; Legislative Abstracts; Brief Papers) b) the Information and Documentation Service provides reference and lends bibliographic material based upon its collection development; it provides information about Parliament to the public c) The division of Public Parliamentary Programs co-ordinates outreach, education and public programs. It is also responsible for the Parliamentary Boutique.
- All services and documents are in English and French
- The Library is undergoing an important physical renovation that requires closing and temporary reallocation of staff, collections and services in other buildings for an estimated three years time. Given the historical building, great efforts have been made to provide visitors with an image or idea of what the Library looks like, as well as continuing services without interruptions.
- The challenges for the next years are: a) dissemination of electronic information b) conservation of digital information c) to face the problem of ageing staff.

2.2 Presentation of keynote speaker, Mr. Peter Milliken, Speaker of the House of Commons.

Mr. Milliken tells that the first initiative for the creation of the Library is the 1871 Parliamentary Library Act. The Speaker describes his relationship to the Library as Parliamentarian and as Speaker of the House of Commons, a role in which he has had to

forgo his partisan activities to represent and lead the Institution. One of the main activities of the Library is towards the citizens by providing seminars, civic education to teachers and in promoting the symbols of Canadian democracy and citizenship, for building national identity and pride. As a Library client, the service he uses most is TIPS: Topical Information for Parliamentarians.

Mr. Milliken indicates that his principal role is presiding the debates, the management of installations and services, and reception of important visitors. Besides, his traditional work as legislator, representative and oversight. He holds an important role in establishing the legislative agenda. As to his office, as parliamentarian he has the help of two people in Ottawa, and two in Kingston, and some seminar students; as Speaker he has more help, including the official residence. Thus, MP's must use the library information and research services because parliamentary offices do not have staff for this. Mr. Milliken uses the e-mail, but not Internet; he reads newspapers but cannot quickly cross-read them on screen; his staff use the Library most.

After the presentation, there is a question and comment period. Mr. Spicer explains the initial difficulties of consolidating non-partisan services in the Library. The attendees from Netherlands ask about Internet and Intranet accesses and the answer is that information is prepared for Parliament and not the public, so as to avoid a slant towards the public. There are information, education and outreach programs specially oriented to the public, and lobby groups publish their information on Internet.

2.3 Presentations of the Parliamentary Libraries of Costa Rica, Brazil and Cuba. Moderator: Marialyse Délano.

2.3.1 Brazil. "The Role and Services of the Information and Documentation Centre of the Brazilian House of Representatives. Cristiane de A. Maia y Marli E. Schreiber.

The Centre is organised in a traditional library services area; an archives and records area; technical services; legislative study and research area, and publishing area. It has approximately 300 staff and the services provided to legislators include research previous to the preparation of a bill or project (the idea of legislating) and during the legislative process, as well as the records and archives of the information prepared or generated.

The Centre has several automated systems such as "Synopsis", for bill tracking; the Virtual Library Network and the library catalogue on Aleph software. The Centre has access to several external databases such as a news clippings service and the Brazilian Legislation Catalogue, which is being automated, health (BVS) and UN databases, as well as records and documents of the House. One of the most innovative services is a Call Centre to handle, from one place, all requests to the Centre. This service replies immediately to quick reference queries and refers more complex questions to the appropriate area.

The Centre provides services only to MP's and House staff, and not to the public. As to publications, 116 titles, 190 posters and handouts, 92 House reports were published during 2000. They are distributed at no cost to government institutions and universities, and are available at the Centre's web. The Centre also has a binding

shop and does conservation and microfilm work. It offers a new arrivals bulletin (Alerta), a Tables of Content publication, Information Dossiers, Documents and special briefs, and the retention schedule for records and archives.

The attendees had questions and comments that were answered as follows: The Centre is accountable to a Legislative Directorate that works as a Committee. It does not have an independent budget and at present does not have management indicators. The 300 staff are distributed in the library area (89), archives (50), service area (35), publications (23), legislative area (40); the research services do not have subject specialists. As to the MPs database, MPs can amend or indicate the information about them that they would like to be included.

2.3.2 Cuba. "The Parliamentary Library as part of the Information System of the National Assembly of Popular Power of the Republic of Cuba". Rita Caridad Hernández.

The National Assembly of Popular Power, unicameral, is the only institution with legislative power. The 601 representatives are elected by direct, proportional and secret ballot, and do not receive salaries for their work. The State Council is the organisation within the Assembly that represents legislative power between sessions, and is the highest representation of the Cuban State. The 31 members of the Council are elected amongst the representatives. The President of the Council is Head of State and Head of Government.

The Cuban Parliamentary Information System is made up of the national information networks, the municipalities and the Parliamentary Library, which was created in 1977. Due to the nature of its collections, the Library is a national research centre. The staff includes specialists in information and in the structure, operations, rules and procedures of the legislative process, to provide for the needs of representatives, which are the principal clients. The library collection is made up of the *Official Gazette* and holds approximately 8000 books available through a bibliographic database, and 200 periodical titles. The Library has a bibliographic database with the documents generated by the Assembly, the Legis database with laws and resolutions in full text. The session bulletins, the biographies of deputies, the Cuban electoral process, and a directory of parliamentary libraries databases, are presently in development. The Library provides SDI services information searches, reading rooms, lending and exchange services.

The Parliamentary Library is part of the National Information System, and thus expands its resources through co-operation, exchange and mutual service provision with other members of the System, including Ministries and the José Martí Library.

2.3.3 Costa Rica. "The Library of the Legislative Assembly, MSG. Sanabria". Olga Castro Gutierrez

The Library of the Legislative Assembly was founded in 1939 and renamed in honour of MSG. Sanabria Martinez in 1990. The presentation describes the structure, services and main clients of the Library, which is open to the general public. The Library is one of the most visited institutions in the country by official visitors. It is the principal provider of information services to parliamentarians, with a high degree of satisfaction. It offers traditional library services as well as: a) Statistical Information

Service that provides Information Capsules (statistics on subjects of interest to Parliament; Parliamentary Chronicle (a report of the daily work of the Assembly), Statistical Reports (for the legislative process) and a Statistical Information Service; b) a Legislative Information and Research Service that provides Research Studies, Minutes and Infopaqs. The library also has a web and provides Internet search services.

The collections are automated with the MetaBase System, with multiple source bibliographic records. The Library participates in GLIN (Global Legal Information Network) a project led by LC to obtain digitised legislation from the official publications.

One important concern is not in access or availability of information, but in the capability of evaluating quality and adequately choosing sources.

2.4 The Parliamentary Libraries of the Canadian States and the Canadian National Parliament.

2.4.1 Presentations of British Columbia, Saskatchewan, New Foundland, Nova Scotia. Moderator: Mary Dickerson.

- **Joan Barton, British Columbia:** 4.1 million inhabitants, 79 members of parliament. It is a remote region with a last frontier atmosphere. It has a library, but does not have a separate research area, since the Library does it.
- **Marian Powell, Saskatchewan:** A region dedicated mainly to agriculture and commerce, with 1.028.000 inhabitants in 3 cities. Parliament has 8 and 4 special Permanent Committees. The Library has a staff of 16 people, holds 500.000 volumes and serves the general public as well.
- **Kimberley Hammond, New Foundland/ Labrador:** The region has 570.000 inhabitants and a high level of unemployment (17 a 19%). Parliament has 48 MP's and there is little committee activity. The Library was created before Parliament, which dating from 1933, is the newest in Canada. They are initiating automation processes.
- **Margaret Murphy, Nova Scotia.** The province has 900.000 inhabitants, high rate of unemployment and three political parties. The Parliament of Nova Scotia was the first elected legislature, in 1758 and also has the first newspaper of the country. The Library was created in 1862. Parliament has 50 staff, and Library has 6. The main problems are budgetary restraints, frozen salaries and staff reductions in Parliament.

In these presentations, the main concerns are the obtention of technologies, human resources and web developments to reach parliamentarians and other clients. They are also concerned about the quality of web available information resources and the need to discriminate in an otherwise "sexy" information resource.

2.4.2 Richard Paré. Librarian. Library of National Parliament, Canada.

The Library provides for 140.000 requests per year, of which between 90% and 98% are from MPs. The services are provided from 6 locations in the Parliamentary buildings and the main library is in major renovation process. From the technology point view, there is a

registration system, PARLREF, (workflow) for following requests and avoiding duplication of efforts. The Library has on line catalogues and TIPS (Topical Information for Parliamentarians), a computer network, CDs, digitised press clippings, electronic reference services, PARLINFO (Information about Parliament) and LEGISINFO with information on legislation.

A present concern of management is the increasing age of the staff, which will cause large numbers of retirements, so preparing and training younger people is an important issue in planning activities.

- **Research Services of the Library of Parliament, Canada. Hugh Finsten, Head of the Service**

This Division of the Library works with 70 researchers in four areas. They provide information services (briefings) to individual members of both Chambers and may even travel with delegations. The Division provides specialists for work in legislative committees and 60% of the time of researchers is dedicated to this work. Staff does research work for individual members as well. In time, an important aspect is the need to permanently adapt products to cultural and behaviour changes in the client. In the eighties, 15 page studies were considered appropriate; in the next years they had to be downsized to 3-4 pages and presently 1-2 pages is the extension required. Thus, products are also concentrated in TIPS, that offers subject information on legislative issues, information capsules and is expanded with links to Library information and other webs or interesting links. This is a new product that integrates traditional library services with research, using Internet technology. It is not available to the general public, mainly to keep the focus of the researcher's work on the Parliamentarian and not on the general public.

- After these presentations there was an active question and comment period. Some of the questions were as to the % of use of the call centre; the tension between new and older services, and if all of the Library Staff participated in Committees. Presently some products such as new arrivals are no longer distributed in paper and some traditional services have been interrupted to better focalise services towards real requirements of parliamentarians. Staff of the research area participates in Committee and is gradually integrating staff from other areas of the Library. One notable aspect was the outreach and education programs of Parliament depending from the Library.

3 The 67 International General IFLA Conference and Council, 16-25 August 2001, Boston USA

3.1 Standing Committee I

Attendees: 65 people from 35 countries. For names and addresses, see Appendix 2.

During each IFLA Conference, two Standing Committee meetings of the Section are held; one at the beginning and another at the end of the Conference. The Standing Committee is made up of members elected by the members of the Section, and co-ordinate activities, conferences, papers and information of the Section, between IFLA and with individual participants. The Sections themselves are co-ordinated in Divisions. Our Section belongs with the National libraries and University libraries to the General Research Libraries Division, which is co-ordinated by a Co-ordinating Board.

Traditionally our Section holds open Standing Committee Meetings, although only the SC members can vote.

In spring 2001 elections were held for vacancies in the Standing Committee. Outgoing members: Joseph, John (India); Grau Guadix, Rosa Maria (Spain); Laaksovirta, Tuula (Finland); Park Young-Hee (Korea); Bannenberg, Nick (Australia) Marga Coing (Germany). Incoming members: Patricio Aranda (Perú); Keith Cuninghame (UK); Choi Moon Hyu (Korea); Eleni Mitrakou (Greece); Gro Sandgrind (Norway), Irina Andreeva (Russia). Reelected: Kulisiewicz, Wojciech (Poland); Nzo Nguty, Bernard (Cameroon), Paré, Richard (Canada).

The new full list of the Standing Committee reads as follows:

1. Aranda Torres, Patricio (Peru)
2. Cuninghame, Keith (UK)
3. Choi, Moon Hyu, (Korea)
4. Mitrakou, Eleni (Greece)
5. Sandgrind, Gro (Norway)
6. Andreeva, Irina (Russia)
7. Angelova, Maragarita (Bulgaria)
8. Bernier, Gaston (Canada)
9. Brundin, Margareta (Sweden)
10. Buzón Carretero, Amalia (Spain)
11. Délano Serrano, Marialyse (Chile)
12. Dudina, Anita (Latvia)
13. Ali Abdel Elah, Wafaa (Egypt)
14. Kulisiewicz, Wojciech (Poland)
15. Nzo Nguty, Bernard (Cameroon)
16. Parker, Sara (USA)
17. Vansteelandt, Bernard (Belgium)
18. Paré Richard (Canada)
19. Scheeder, Donna (USA)
20. Verrier, June (Australia)

Corresponding members: Kunei Etkiera, (Kiribati), Ali S. Sowaine (Saudi Arabia), Isaak K. Songoro, (Kenya), Tembi Chalabase Mtine (Zambia)

1. Opening of the meeting.

The Chairman, Richard Paré, welcomed those attending the meeting.

2 Approval of the Agenda

The draft agenda was approved

3 Approval of the Minutes of the Standing Committee meetings in Jerusalem August 2000

The minutes of the meetings were approved.

4 Officers' report including membership report (Paré) and financial report (Keukens)

Richard Paré reported that the membership of the Section was 115 members from 58 countries compared with 110 in 200. The Section now has 85 institutional members, 16 associations, 12 personal affiliates, and 2 international associations.

The chair reported that he had sent many letters for funding to support section members to come to Boston. As we have many participants in Boston he could conclude that these letters have been successful.

Jan Keukens explained that it was impossible for him to edit the two regular Newsletters in the past year. He has been terribly busy with the preparations for a total reorganisation of the Information Department of his Parliament and he is also Chair of a working group, which studies on the digitalisation of the Dutch parliamentary papers from 1814 onwards. IFLAPARL1 and IFLAPARL2 proved to be a very good alternative for the Newsletter but for the coming years the Section will continue to publish two Newsletters per year.

Jan Keukens gave an overview of the section's finances for the year 2001 to date. As all the publication projects of the section funded by IFLA have been completed, the Section now has only an amount of DG 1350 per year for administrative expenditures. These administrative funds will cover the costs of the workshop in the MIT next week so the balance will be zero at the end of the year.

There is however extra funding of Euro 6.000 from the ECPRD/ European Parliament for Section projects. Plans for Sections Project funded by ECPRD will be discussed under item 9 of the agenda.

5 Roll call of Standing Committee members

Present were : Aranda, Cuninghame, Mitrakou, Sandgrind, Andreeva, Angelova, Brundin, Delano, Dudina, Parker, Vansteelandt, Verrier, Scheeder, Paré, 14 out of 20 SC Members were present.

Richard Paré thanked all the outgoing SC-members for their contribution and support to the Section. He informed the section that Mrs Christine Wellens from the Sate Library of Hamburg would be an official observer to the Section. Mrs Wellens who was present at the meeting introduced herself to the Section.

6 Election of new Chair, Secretary and Treasurer

Richard Paré nominated Margareta Brundin from the Swedish Parliament as the new Chair of the Section and Marialyse Délano, who was the Section Information Co-ordinator for the last two years, as the new Secretary. There were no further nominations so with a big applause the two new officers were elected. Margareta Brundin will also be responsible as Treasurer of the Section.

Margareta Brundin thanked Richard Paré for all the excellent work he had done in the last two years and in particular the splendid pre conference in Ottawa this week. She presented some gifts from the section.

Richard Paré thanked Jan Keukens and Marialyse Délano for their support during the time that he was Chair. He presented gifts to Marialyse and Jan. Jan Keukens thanked Pierrette Landry from the Canadian Parliament who was a special assistant to Richard Paré for all the work she did to support Richard Paré as Section's Chair.

7 Nomination of a new information co-ordinator

The information co-ordinator is not an elected officer but is appointed by the Chair and Secretary of the Section. The new Executive Committee will make the announcement about the new information co-ordinator at SC II.

8 News from the Co-ordinating Board

Richard Paré informed that within IFLA there is discussion that general conferences should be shorter. There will also be more plenary sessions of broad interest and more guest lectures. There are also plan to have one SC in stead of two now.

Donna Scheeder (USA) stressed that the format of meetings within IFLA general conferences is too firm. She would prefer more flexible meetings. If we cannot have our style workshops within the frame of the IFLA conference meetings then we must do that in the pre meetings. There we can set our own standards.

9 Two section project-sponsored by the European Parliament /Dick Toornstra, for the further development of the sections Website and for Frank Kirkwoods project on "democracy building initiatives of parliamentary and legislative libraries"

As Frank Kirkwood could not be present at the meeting a handout with his proposal for the project was distributed. The proposal will be discussed at SCII on Thursday. Frank Kirkwood will get some time to explain his project in that meeting.

Marialyse Délano explained about the project of the further development of the Section's Website. It is her plan as outgoing Information Co-ordinator to extend the Section's website to an extranet. More and more parliaments are producing content, which could be distributed by this extranet with the help of postal filtering.

Patricio Aranda Torres (Peru) put a question about the accessibility of this extranet. Marialyse Délano answered that there will be two access levels, some information is accessible to every one and some is for section member only by a password. Patricio offered his support for the project.

The last Section's project funded by IFLA, the translation of the Guidelines for legislative libraries into Russian was completed last year. The remaining balance of the project money was used for the printing of 150 hard cover copies and for the costs of distribution among libraries which keep a Russian collection

The book, edited by the former Chair of the Section Jennifer Tanfield, about the Parliamentary Library, Research and Information Services of Western Europe, a publication from the European Parliament/ECPRD, will be published this year and distributed among the section members.

10 Details of sectional activities at the Boston Conference.

Richard Paré gave an overview of the sectional activities for this Conference. He expressed votes of thanks to Sarah Parker for the support in organising hotel accommodation for the Section, Donna Scheeder for arranging rooms for the workshop in MIT and Dr. June Verrier for the organisation of the research seminar.

10 Reports on regional activities

APLA (Association of Parliamentary Libraries of Australia)

Rob Brian (Australia) reported about the conference held in Melbourne, July last year where Donna Scheeder was the principal guest speaker. An important success for the Australian Parliamentary Libraries is that they managed to keep their special position under the new copy right law. They keep their right for the distribution of free copies for parliamentary use.

APLAP (Association of Parliamentary Libraries of Asia and the Pacific)

Mrs Takeda (Japan) reported about the last APLAP Conference held in Tokyo, October 2000. Sixteen country papers were read in working sessions, which were devoted to sub-themes: Services for members and Information Technology; development and enhancement of services in the new era and staff in the future.

New executive committee members of APLAP were elected: President Mr. Ramesh Chander Ahuja (India), Vice President Asia; Ms Maria Fe S. Abeleda Robles (Philippines), Vice President Pacific Ms Roslynn Membrey (Australia), Secretary Takenori Horimoto (Japan) and Treasurer Ms Sait Poh "Ruby" Cheah-Khoo (Singapore) re-elected. The next conference will be held in Ankara, Turkey, September 2002. The theme of the Ankara Conference is "The role of the parliamentary library in enhancing democracy in the digital age."

APLIC/ABPAC (Association of Parliamentary Librarians of Canada)

Margaret Murphy (Canada) reported on the 14th APLIC biannual meeting in Halifax, September 2000.

Twenty-three delegates were present and among them Donna Scheeder from the CRS Washington who made presentations at two sessions. The theme of the conference was how to benefit of technology to distribute information in the smallest of Legislatures. In the programme sessions were included on: knowledge management in legislative libraries, how to optimise resources using digital materials; digital resources and cataloguing; newspaper clippings and the future in legislative libraries; developing meaningful measures to educate your library in performance; Government publications on the Internet: access and preservation. Margaret Murphy thanked Mary Dickerson from Ontario State Library, who retired this year, for all her contributions to APLIC. "We have all benefited over the years from her contributions".

APLESA (Association of Parliamentary Librarians of Eastern and Southern Africa)

Gottfried Tsuseb (Namibia) reported on the conference in Lesotho, September 2000. During the conference a new Executive Committee was elected. Chair is Donovan Raliile (Lesotho), Vice Chair Ms Esther Nxumalo (Swaziland), Secretary Simon Engitu (Uganda). There will be an additional member from South Africa

In April 2001 a Conference was held in Botswana. A strategic training workshop was held in Uganda, August 2001 about the development of a strategic plan for APLESA. The next conference will take place in Uganda, April 2002.

The Parliament of Namibia has recently launched its website: www.parliament.gov.na

Richard Paré added that the Work Plan 2001 of APLESA was of a very high standard. In a letter to the Secretary of APLESA he gave advice on finding sponsoring for the Work Plan.

AAPLDA (proposed Association of African Parliamentary Libraries)

Kosi Kedem (Ghana) reported that the proposed meeting of West African Parliamentary librarians in Ghana could not take place. Mr Kedem thinks of adopting the successful sub regional model of APLESA. He is hopeful for the future.

Once again he stressed the lack of continuity in attendance of African IFLA-members. In Jerusalem there were still 6 African members, in Boston 2. He asked for funding by the Section to get more African participants to IFLA Conferences. Richard Paré answered that the Section is aware of this but that IFLA rules are like that and there is no extra sponsoring apart from the IFLA scholarships and the sponsoring by the host country of the General Conference. The reactions and contributions from the floor made clear that a lot of section member support colleagues from developing countries already. The House of Commons Library (UK) will try to support for next year when the pre conference is in London. Richard Paré and Marilalyse Délano wrote many letters to Secretary Generals of Parliaments to underline the importance of the Section and attending the IFLA conferences.

ECPRD (European Centre for Parliamentary Research and Documentation)

Karl Sosna (Czech Republic) reported on the activities of last year. Many seminars of the several working groups and committees were held in 2001: legal issues, IT, macro-economy, information and communication technology, EUROVOC thesaurus. The ECPRD has its own website www.ecprd.org where a lot of information about Parliaments and publications can be found.

Pardoc (Association of French Speaking Parliamentary Libraries)

Jean Antoine Milogo (France) reported on the activities of PARDOC. This year an evaluation of the 1991 programme took place. In the fall of 2001 the new programme will be ready. For that reason Pardoc could not sponsor the attendance of a colleague this year as was done in recent years. Pardoc was founded in 1967 and now has 70 member countries.

NCLS (US National Conference of State legislators)

The annual conference of the NCLS ended last Sunday. Donna Scheeder (USA) informed that there were several sessions on management and digitalisation. In October a professional development meeting will be organised together with the research staff of legislators. NCLS has a new website : www.ncls.org

Kosi Kedem asked if NCLS has funding for African countries. Donna Scheeder answered that she already made a note after his statement about funding, if sponsoring would be possible for coming to IFLA and NCLS-meetings.

Nordic countries

Gro Sandgrind Norway reported on the 48th annual meeting of the Parliamentary Librarians of the Nordic countries in Copenhagen, June 2001. Themes in this informal formal meeting of all female directors were;

- 1) New organisational models established in Finland, Sweden and Denmark last year
- 2) how to deal with private staff members of MP's.
- 3) Electronic libraries, making a joint venture in the future
- 4) training of users in the electronic library
- 5) use of electronic newspapers
- 6) The Danish Parliamentary Information Centre for students and school children
- 7) the seminar on the 150 anniversary of the Swedish Riksdag Library
- 8) The book about the services of the parliamentary libraries of the Nordic countries has been completed; free copies will be distributed.

Sarc (South Asia)

Mr. Rangarao reported that there is not an official Association for parliamentary libraries in South Asia anymore. Informal contacts do exist however.

Latin America

Marialyse Délano explains that there is not an official association in South America. On the Latin American Caucus of today attempts will be made to establish such an association before the IFLA Conference in Argentina in 2004. Representatives of the parliamentary libraries of Peru, Chile, Costa Rica and Brazil are present in Boston.

United Kingdom

Janet Seaton (Scotland) informed about the IIF the Inter parliamentary Information Forum in the UK.

ALESA (South Africa)

Annemarie van Antwerpen (South Africa) reported that ALESA does not exist anymore. Working in clusters has now official support.

3.2 Joint Conference and Town Hall Meeting, Section of Library and Research Services for Parliaments and Section of Government Information and Official Publications. " Research and information services for parliaments and legislatures: new challenges and the public interest".

Participants: 112 attendees from 42 countries. For names and e-mail addresses, please see Appendix 2.

- **Dan Mullholand, Director CRS. "Technological developments and their impact on legislative services".**

Mr. Mullholand presents the CRS, its evolution in time and the present focus within the USA political context. The political environment is characterised by a centralisation of authority on leaders, in the choreography of politics, in ad-hoc legislation and in the reappearance of marked political tendencies. As an example, the term "global warming" is no longer appropriate whereas "global climate changes" is preferred because of the political context implied. This environment is further complicated by an overabundance of production, including information, in the knowledge era. Legislative Assistance provided by CRS offers an initial conceptualisation in the development of a bill or project, assisting hearings, and including comments and considerations from the sessions. CRS offers information services (40.000), confidential memos (2.000), expert witness, web services, distribution of Congress' products, seminars and workshops, background information, reading rooms. The web site holds: a) on-going legislative issues; b) briefs and background publications. The most recent areas of concern are the focus on legislative work; adaptations according to changing needs of Congress; realignment of products towards policy matters and not subjects; interconnection of products; opportunity and quality; attention to security and trustworthiness; strategic planning and collaborative research.

There was an active questions and comments session from Sara Parker, Hugh Finstein, June Verrier, Bob Gardner, Frank Kirkwood, Mary Dickerson, Brit Floistad, Feride Avoglu, Cristiane Maia, Richard Paré.

There is a shared concern for conservation and archival preservation of information in electronic format. It is being studied and worked upon at different levels.

As to copyright, a study at CRS revealed that for parliamentary work, copyright does not apply, but that the work must be protected, specially the confidentiality of the Parliamentarian, to maintain his liberty and independence on aspects still under study and not yet definite. For this reason, research papers are not published in Internet, and this issue is the position of Congress. Only some public domain documents can be published, such as the Bills Digest.

Competitiveness is greater each time, as study groups, foundations and think tanks offer research services, and the CRS is not the only institution focused on the legislative process and parliamentarians.

Confidentiality is well handled because staff has been doing it for years.

New generations of staff are trained with a system of tutors or mentors within the CRS.

CRS co-operates with other areas and organisations, as long as the results are balanced; it is good to know what interest groups and lobbyists are thinking.

Staff assessment is done regularly. It takes time, but contributes to better work with the people. Even though the system is appropriate, it needs further refinement. There is also regular planning to establish new staff requirements, their distribution, etc.

People are trained on methodological aspects, mainly because research work for Congress is substantially different from a paper in a university environment. The CRS researcher must enjoy the work but must not be passionate on the subject to avoid slants in his work.

The training program for staff of research services of other countries has been interrupted because Congress considered that the principal focus should be towards their own work.

Phone follow ups are made to obtain feedback. Information request patterns are observed to do anticipatory studies.

- **Paul Anderson, Liaison Officer, Scottish Parliament, Edinburgh.**

The Scottish Parliament has partner libraries that provide information to the people, about the recently reinstated Parliament. It generates focal points in local communities, with 80 stations in the districts, It is an open, accessible and participative network. They provide Parliament publications, information requests and train people. The philosophy behind this network is to improve the understanding of Parliament and its activities by the people; that Scotland be well informed about their parliament, which is accountable to the people. The partner libraries are in Main City (4), other city (19), town's (43), rural (10), islands (4). Of these 80, 13 of them do not offer access to Internet, and 67 of them provide free Internet services. They also provide collections such as Parliamentary publications, promotional material and others. In the future, a wider participation of communities is expected, including private sector and community groups, and increase partner libraries, do polls, and offer new publications.

- **Frank Kirkwood, Reference Librarian, Canadian National Parliamentary Library. Town Hall Meeting.**

Discussion panel with: Donna Scheeder (CRS), Lilia Vasquez (NU), Paul Anderson and Sandra Fine (Israel Democracy Institute), with questions and active participation of Robinson, M. Waafa, Glen Mc Dougal, Keith Cunninghame, M. Seaton, Ellen Sheedy, Bruno Gnassi.

This type of association (partner libraries) contributes to building democracies and in explaining complex issues to the public. The Russian case is mentioned, where government publications are distributed in more than 200 centres in the country, to provide for a better access of information. Scheeder indicates that the role of CRS in promoting democracy is by providing balanced services and products and in helping MPs inform their constituencies. Responsibility for disseminating parliamentary information is considered a contribution to the democratic process. For the UN, access to information is of primary importance to democratic processes, and is met by the UN web and the document depository programs.

In the discussions, a tension is observed between confidentiality of products and transparency and information towards citizens. There is a difference between consolidated democracies and parliaments, and new ones that must teach the people.

All institutions are responsible for promoting democracy and distributing their information, some more than others according to cultural differences.

Another aspect discussed is the trend towards electronic government and including government processes in respective web pages. The role has been changing and there is a deeper felt obligation of providing information. In some cases, the concept of confidentiality is related to charging for the products (they are not free public domain, but can be bought).

In most institutions information is kept in paper as well as in electronic format. There is a shared concern for availability of historical documents, the archival and repository aspects in an electronic environment.

Another aspect for consideration, is the predominance of English as language for finding and using information resources, especially over the Internet.

In the context of information, democracy and parliaments, a subject that is gathering importance is electronic government and direct democracy.

3.3 Research Meeting

Papers available at: <http://www.ifla.org/VII/s3/conf/conf00.htm>

Chair, M. June Verrier, Head Library and Research Services, Australian National Parliament

- **Presentation, Ms. Verrier**

M. Verrier introduces the research meeting. The presentations will explore, with a SWOT outlook, the creation of different types of research services, and the influence of historical, geographical, financial and cultural influence on the services they provide.

The Australian context is equalitarian and everyone is served the same way, being it restaurant or an information need within the parliamentary environment. There is also an increasing collaboration between research and library staff, whereas there are also areas or institutions where some tensions occur.

Australian service produces research and study papers, publications, "Digests" (bill abstracts with the legal and technical context). There is an important emphasis on quality control and products that public domain are of top quality, balanced and impartial. There is anticipation of emerging affairs as the result of a biannual strategic planning exercise for project identification and resource distribution. There is also a "Follow up sheet" that indicates the time frame for production and potential user for this "anticipation". Workshops are held to discuss and work on these products.

Quality control of individual services for MPs is more complex, and whenever possible researchers request a second opinion for the works they prepare and seek support for verbal briefings.

The criteria for staff recruitment are professionalism, understanding the political and parliamentarian environment, particularly MP sensitivities. The processes are designed to detect slants in staff during recruitment. Although the right to participate in politics in a

democratic society is recognised, as well as freedom of expression and association, to maintain the credibility of services, staff are expected not to have evident commitments with political parties or to represent or speak in name for those parties while working at the Library.

As in all parliamentary libraries, there are some difficult clients. Nevertheless MPs are committed, rushed, ambitious, active, impatient and articulate. They have a strong sense of self, which means they obtain some advantages from the aura and status generated by society. For him or her, everything is urgent. This means that staff must develop skills for interacting with parliamentarians and clarifying the boundaries of the services provided. Furthermore, top staff must back their personnel with difficult clients. Some difficult requests, beyond Library policies include: personal information about other members; legal assistance; excessive searches for information or citations beyond reasonable efforts; help in projects, school or university projects, requests from their electors. There are also some difficult requests because of their political content, which means the context and perspective must be considered to provide a balanced answer.

Information and research service providers must not consider the trust received as a given; they must be alert to requirements that come from a mercurial environment.

First Panel – How Parliamentary Research Services Have Evolved; How They Were Created; To Whom Do They Report; And How Their Charter Has Changed.
Stavroula Vassilouni, Greece; Lyn Chiwandamira, Zimbabwe; Brit Floistad, Norway

- **Brit Floistad – “Establishing a Research Service in the Norwegian Parliament : Why the Right Time was Now”.** The Norwegian parliament recently established a Research Service, in 1999. Amongst other aspects, the existence of similar services in other Nordic countries contributed to the decision in Norway, as well as the context of an election process and the political situation at that moment. On one side, legislative subjects had become increasingly complex, and MPs requested study and research services and further levels of analysis and aggregation of information with experts, that the Library could not provide. A Research Service with 7 researchers was established, with a mandate for impartial work. At the onset, not all parliamentarians knew of the service, so researchers invited themselves to legislative commissions. The present challenges are: a service in development with an informal structure in a maturation process, and the establishment of quality controls.
- **Dr Stavroula Vassilouni “The role of the Directorate of Studies in the Legislative Work of the Hellenic Parliament”** (Paper presented by Eleni Mitrakou). Greece has a unicameral parliament and established a research service to work in Cupertino with academic organisations. Each project goes to the Directorate, at the Hellenic Parliament, and then goes to the Director of Studies. In the study area, the jurisprudence, EU laws, national laws, the specific subject and compared laws are researched for the projects. The Director of Studies can be called to work directly in the floor, and some users and projects are given more priority.
- **Ms Michiyo Takeda “Challenges and Opportunities to deliver Research Services in the Japanese Diet”** The research service at the Diet is a complex operation, and presently is undergoing changes. The Service offers research services

and products in a model similar to CRS. It has considerable information resources and databases, and 160 people provide the services.

- **Ms Lyn Chiwandamira, “Effectiveness of an Integrated Information Delivery Service for Parliament” (Zimbabwe)** The situation at the Parliament of Zimbabwe is different, given the diverse educational levels and sometimes documents must be briefed orally to parliamentarians. The Library has received consultancies and assistance from Australia, to provide better services. At present there are 4 departments, co-ordinated with IT. Some weaknesses are: management of change process, lack of IT skills and knowledge; high Internet expectations; heavy workload. Strengths: positive indicator results; the services are cost effective; there are no mini libraries in Parliament; well defined products (background papers, digests and research documents). Some problems: the provision of non partisan services with pro-contra studies; on occasions, if the library does not include a slant, it is accused of favouring the other faction.

Second Panel: Moira Fraser, New Zealand; Donna Scheeder, CRS USA.

Moira Fraser, New Zealand. The Parliament of New Zealand is unicameral, with 120 MPs; women are in a strong position, including the Prime Minister. On the subject of research services and organisational structures, structures themselves are theoretical since people do not always fit. After taking over the management of the Library, a couple of years ago, there has been an on going work searching for an organisational structure adequate to the services to be offered, but after initial difficulties, the best option has been to focus on relationships rather than a formal structure. A one-stop information service is being established, and an expert based service, balancing between answering requests (pull), and the preparation of proactive research papers (push). The working teams are organised by out-put and in team works; this generates some authority and skill conflicts, since not all people are proactive. There are some criteria for decision taking, considering better services and administrative concerns. It is important to understand information needs information use, lack of information by the client, and how to provide for them. For this, in meetings it is important not to spend time and effort talking about the Library and how wonderful it is, and instead hear the client in what is evident as well as the subtext, remembering that MPs operate in an oral environment. The tension between traditional library services and research is quite natural given the kind of work.

Donna Scheeder, CRS USA. The presentation describes the scope of services of CRS, that covers from a simple reference to the complex analysis of alternative solutions on subjects of public policies faced in Congress. The CRS is in a reorganisation process, and traditional library services such as reference are provided by the Information Research Division. Ms. Scheeder refers to the former paradigm that separated research from analysis, and which is now considered as a continuous process. Even though each activity requires different skills, it addresses the change in the role of librarians and professional competencies now required. People and the organisation should be aligned in the same direction. The services currently provided consider a) anticipation studies; a volume of background information, b) customised according to needs; c) working in multidisciplinary teams that distribute work amongst them.

Third Panel: Kosi Kedem, Ghana, Dr. Giovanni Rizzoni, Director of Research, Chamber, Italy, and Rosemary Crowley, Senator, Australia.

Kosi Kedem, Ghana. M. Kedem considers the particular situation of the special clients of Parliamentary Libraries, legislators. There is a weakness in parliamentary librarians in that they assume that all parliamentarians have the skills to face information overexposure and excessive offer. Legislators cannot handle excessive information; they are aggressive, do not appreciate services, and are confused and not motivated upon using the library and information resources.

Rosemary Crowley, Senator Australia. One of the best things about being a Senator in Australia, is the Library in Canberra, with its research capabilities and the ability to produce data previously examined and analysed in a critical and comparative way. There is a close relationship between parliamentarians and the Library. In this complex world, the comparative advantage is that they are always courteous, friendly, willing to help, are good at writing and to cater for the needs of parliamentarians, very rapidly. It is expected to be so. The Senator indicates that she is passionate about objective documents, but parliamentarians have thought processes oriented to oral information and neither she, nor any other MPs read documents of more than 3 pages, because they have to read the daily newspapers, partisan matters, personal matters, etc. Today's life does not allow for more, so they have to work with the Library and the Research Services.

Dr. Giovanni Rizzoni, Director of Studies, Chamber Italy Paper presented by Dick Toonstra, EU.

Parliaments have traditionally been encyclopaedic bodies. The epistemological basis for their activity was a closed circular system with a common humanistic base, not related to other types of knowledge; the type of cultural background of political leaders of the 19th and 20th. Century. These concepts are being questioned by open and unlimited information systems. Thus, how can Information and Research Services for Parliaments face this new information environment? Maastricht and the EU were a leverage for change, redesigning services to avoid death in the shelves. In Italy, research is focused on legislative commissions, with a vertical integration between the Commission and the Research Service.

Following the presentation of papers by each panellist, the following DISCUSSION took place:

In response to a question from Mme Wafaa (Egypt), Ms Floistad reported that her service has handled some 450 requests since it started in October 1999. Some were quick responses; others were more extensive. Responses may simply involve sending an article or writing up a few notes; most are 2-3 pages. In some cases several researchers work together on a response.

Bill Robinson (CRS) referred to the issue of promising too much and not being able to meet expectations. He asked if the Norwegian service intended to get involved in committee work. Ms Floistad indicated requests are received from committee secretaries or the person in charge of an issue; the research work is distributed to all committee members. The service has also done several briefings for committees and a number of study tour contributions. The Committee of Finance requested a researcher for a short

time period. It was a good experience for the committee and the researcher and a good start for the service to get involved with committees.

Senator Crowley (Australia) asked how the panellists deal with clients requesting politically partisan material. Ms Chiwandamira indicated it was easy to be objective when one party dominates the legislature. MPs do not feel threatened. The question is how political Research Services can be. It is up to the client to decide how to use the material; what he/she wants to do with the paper. There are facts and these cannot be changed. It is in the interpretation that bias can come out. Researchers have their own feelings about the issues but they provide objective responses. Ms Akeda responded that her bureau is non-partisan. She gave an example of a request dealing with comparative political reform. MPs asked the service to indicate which system is the best. Researchers give the facts, the pros and cons but are not prepared to indicate which system they feel is the best. In Greece, Eleni Mitrakou said, the service objectivity protects everyone and everyone expects objectivity. In Norway the Special Commission Report establishing the service laid out that the service was to be objective. It is important to know who is asking the question, what is their opinion, what type of information they want. One needs to ensure what is wanted since it is their request. Ms Verrier indicated that the public papers are balanced but the individual requests assist Members to make their arguments. The paper will often caution them on the arguments on one side and point out their weaknesses.

In response to a question from Elizabeth Beatrice-Schultz concerning to whom the request is directed. Ms Floistad responded that MP's go to the library with reference questions and to her service with research questions. There is no problem mixing up the two at the moment but if the number of requests increase considerably there will have to be more co-ordination with the library. In Greece requests are submitted in writing and are registered. The Director then assigns it. It is a similar situation in Zimbabwe.

Kosi Kedem (Ghana) felt it was crucial not to compromise on objectivity despite pressure from Members. He gave the example in Ghana of the Institute for Economic Affairs, which employed 40 researchers. One researcher was a party activist. No one would trust the research service to keep questions confidential. because of this. He cited a publication from the Canadian Parliament on the Value Added Tax. It had no political bias in it. Members can take decisions based on such reports and the service gets respect and confidence in its work.

Lyn Chiwandara quoted Philip Laundry that "parliamentary business by its nature is political". The information provided by an objective service becomes political. She also mentioned that it is difficult to know when and how to say no.

Questions reported and prepared by Hugh Finstein, Library of Parliament, Canada

3.4 Open Meeting of the Section

Papers available at: <http://www.ifla.org/VII/s3/conf/conf00.htm>

Participants: 94 attendees, from 43 countries. For names and e-mail addresses, please see Appendix 2.

Dick Toornstra, Director ECPRD, EU. In the context of the electronic parliamentary library, at the EU there is a considerable complexity given the multiple political and legislative environments, institutional factors, national parliaments facing the EU, and

management aspects such as resource allocation and the impact of electronic enterprises. The electronic library has been slow to start. One of the interesting aspects is the "trend monitoring" done, to provide information services.

Karl Min Ku, Director, Library and Research Services for Parliament, Yuna, Taipei, Taiwan. Mr. Ku presents a document on the electronic library, the concepts behind it, and the different areas such as browsing zone, search zone, dissemination, reference and recreation zones in the context of Internet.

Moira Fraser, New Zealand. On line services and a new management trend to develop collections on demand and not "in case". There is an emphasis on the importance of knowledge management, that has to do with people, sharing knowledge and knowledge infrastructures.

Following each presentation, the following questions were asked:

For Karl Ming Ku, Head, Library and Information Service Legislative YUNA Taipei Taiwan-
"The Web Site Library and its Parliamentary Information and Dissemination Services."

Hoekstra, Canada-Are the commercial databases available on the desktops for parliamentary members?

Response: They are mounted on a LAN/intranet for open access.

Colin, Canada- For SDI services how were the profiles for parliamentarians developed?

Response: These were developed through a site where members' interest could be recorded. From that a dictionary system was compiled with a thesaurus for controlled vocabulary. The profiles are well used and are available to researchers.

Bishop, Canada - Would you speak further on staffing and training?

Response: It is very important to send professionals to attend conferences, for example, those of special libraries and the American Library Association. Fewer seminars are done in the library. There is much interest in the digital divide and setting up a good library system to combine digital and virtual libraries. The intent is to design for users.

Brundin, Sweden-Would you address costs? How has this been funded and is it easy to get the money?

Response: This library was the first. There is considerable negotiation over the price.

Dietrich-Schultz, Austria-Do you have statistics about how many accesses per year and the percent that goes to the "leisure zone" in comparison to the others?

Response: This depends upon the information. People want to be able to use the commercial areas.

Dick Toornstra, Director of Parliamentary Documentation and International Cooperation, European Union, Brussels Belgium, -"Toward the Electronic Parliamentary Library in the Context of the European Union".

Landry, Canada-Would you say more about information services to clients? Do you serve people who are not part of the Parliament?

Response: Yes, including press and visitors, which are sometimes treated separately. Work is being done on one system with one set of meta data. The committee structures

and the Section on Research Documentation and Reference have co-operative agreement.

Verrier, Australia-To what extent is personal service done? Can analysts provide direct service? How much oversight and control is there?

Response: If the Parliamentary member can't get the answer off the screen, help is given. People live and work in two cities - both Brussels and Luxembourg. Staff travels between these cities. They also use video conferencing but this is not the real answer.

Members may not know what they need to know. An individual member may work directly with the staff. They have single access through a work-in-progress system. All research goes through this. The administration decides if there is an immediate answer.

There is the need to collect statistics and manage the system. Flexibility is needed. Members and researchers still have personal relationships, for example, speaking the same language or a person receiving information ask others. For quality control, eight out of ten requests go through without oversight. Senior staff reads that which is politically sensitive and very complex. This may be a team effort.

Floistad, Norway-Does one need user ID and password and if so, why?

Response: The database is in two parts - a public section and a private section, which is the membership section. It is the private section, which has the questionnaires.

Sillajoe, Estonia-What kind of general information policy is there? Response: There is a public site for the European Parliamentary Union. Member parliaments also maintain sites. Toomstra's section contributes to the public site and resources will be pushed to this site.

Moria Fraser, Librarian, Parliament of New Zealand, Wellington, New Zealand-"The Role of the Parliamentary Library in New Zealand in the Knowledge Age".

Gardner, Canada-does one worry too much about theory? Should one just experiment? For librarians and researchers, should librarians have access to research files? Yellow pages don't seem to work.

Fraser: Yes, it is good to experiment and move on from failures.

Members of the audience asking questions expressed appreciation to all three presenters and remarked on the impressive accomplishments, which the presenters had made for their parliamentary libraries.

Question rapporteur: Terrie J. Arnold, Administrative Assistant III, Missouri State Library

3.5 Library Management Workshop Meetings

Participants: 74 attendees (36 countries). For complete names and e-mail addresses, see Appendix 2.

- **Workshop 1: Managing the political environment.**

The sensitivities and difficulties that occur in a highly charged environment when working with members from all parties. Case studies and discussions on the Information and Research Services in some parliaments.

Leader: June Verrier

Rapporteur: Hugh Finsten

This workshop considered aspects in which the library can handle the political environment for its work. After Ms Verrier made her presentation, the following **DISCUSSION** took place:

Services During Elections -- Margaret Murphy (Canada) asked whether services continue to be provided during an election. June Verrier replied that they were although this gave an advantage to candidates who were members in the previous parliament and could use the service.

Attending Partisan Social Functions. The issue of keeping one's distance from the political process particularly in terms of partisan social functions was raised by Gail Dunston (Australia), Ms Verrier argued in favour of attending these functions as part of her approach in talking to clients as much as possible; getting feedback, promoting services, etc. Others suggested that it is dangerous to be seen at partisan events even social ones.

Politically Oriented Products. Bill Robinson indicated the CRS uses stationery with the words "Directed Writing" embedded in it. If a member presents it in the Chamber as a CRS paper, the CRS will ask the member to retract the statement. If there is no retraction, CRS takes it to the Library Committee and requests that a statement be made on the floor of the House correcting the record. With pro and con papers, CRS encourages staff to use colourful language on both sides of an issue so Members can take what they want from it. Mme Wafaa (Egypt) indicated that her staff feels guilty about preparing arguments only on one side. June Verrier indicated that she cautions members about the weaknesses in the arguments on one side of an issue and asks them not to attribute the paper to the research service.

Special Clients. Mrs Verrier indicated the Speakers, front bench and committee chairs are special clients. Others commented that they treat everyone equally.

Briefing New Members. June Verrier said she organises informal social meetings initially then six months later when members know what they need, she holds sessions to promote the service. Bill Robinson said that CRS organises off site sessions, which are privately funded. CRS brings in experts to discuss national policy issues but the sessions are chaired by CRS staff. June also mentioned inviting members to staff meetings a few times a year to indicate to staff how clients actually use their projects and products, and info in their work.

Conflicts of interest. On this issue Ms Verrier gave several personal examples including her own appointment. The service also received a request in which her husband was involved; she excluded herself from the process. Another issue concerned a researcher from a minority group who indicated she could not work for a member from a party with extremist views. The service worked around this matter and the member continued to receive all entitlements. June also gave the example of a researcher who wrote a letter to a newspaper supporting a point of view on an issue and signed the letter indicating he

worked for the research service. June discussed the issue of personal opinions and the non-partisan role of the service with the person concerned. Staff in Australia is able to hold office in political parties and be seconded to Members' and Ministers' offices.

Political Interference. The issue of our colleague from Peru was raised. Senator Crowley (Australia) recommended the section take some action in support of the former librarian.

- **Workshop 2: Change Management and the selection of good staff.**
How to carry your staff with you on the roller coaster of change. What some Parliamentary Libraries are doing to achieve this goal. The selection process including staff profile, interviews and other ways of testing competency and suitability of staff.

Change Management Workshop

Facilitator: Rob Brian, New South Wales, Australia

Reporter: Bob Gardner, Ontario, Canada

Process

Rob provided an excellent framework for discussion: among introductory issues he emphasised were the value of an open style of management, involving staff in identifying and solving key problems, creating a climate where good ideas are springing up everywhere within the library, encouraging staff to bring forth ideas and then acting on them (part of this is figuring out how to deal with bizarre and impractical ideas), exposing staff to external ideas and experience, and not judging issues in change management too quickly. We quickly moved to a general discussion of the complexities of organisational change and there was a great deal of free flowing participation from most of the room.

Prevailing Themes

The first theme that arose was the importance of both a clear vision of the changes needed and the flexibility to adapt as you go to address the inevitable difficulties in implementing that vision. It was important not to veer from problem to problems, and to build on current best practices and values. All recognised that trying to get the right balance between an inspiring long-term vision and effective implementation was a crucial challenge.

The second theme was to involve staff to the maximum. There were several concrete suggestions to involve staff in the change process. Pilot projects were seen to be effective ways to build support for change; many people feel safer with projects with a fixed timeframe and goal, and that will be evaluated at the end. Another was to make flexibility and openness to change one of the personal capacities we are looking for in staff and one of the criteria we use to evaluate performance.

Good strategic judgement is vital to identifying which issues are really important and where change efforts have to focus. A central question is what service or organisational changes are really going to make the biggest differences to our clients – to add the most value to what we provide our clients. And, of course, we all work within limited resources. So we must carefully allocate those finite resources to projects that will have the most significant impact. Participants also highlighted looking for change projects that not only deliver better services, but also transform the way we do things and how we think and work

together. This is really about looking for particular issues that can be a catalyst for broader organisational change.

Another theme was that there are inevitably going to be compromises and adjustments needed in any change process. As important as staff involvement is, managers have to take leadership responsibilities to make the difficult decisions. Sometimes you have to stick to a course despite internal opposition or resource difficulties. Again, people felt that judgement was the key thing: when to compromise when to hold to the course? A useful touchstone may be to go back to the mission and values of the library: what do our core organisational values tell us about the particular difficulties we are facing in the change process? How will this change process benefit clients?

Finally, it was emphasised that a great deal of organisational change is essentially about culture. The challenge is creating a climate of innovation and creativity, a climate in which all staff will contribute. We returned to an earlier theme: not only are we looking for projects that are going to deliver better services and that are going to transform the organisation, but we want to develop projects that will also help to shape a more innovative and collaborative culture. We are looking for projects in which people will learn how to work together in more effective and beneficial ways.

Overall Environment

Another element of strategic judgement is to know your environment. How open are our parliaments to fundamental change? As we know, most parliaments are very slow to change and are conservative institutions. There are inevitably mistakes made in any change process, and learning from these mistakes can be very valuable. But parliaments are very risk-averse institutions.

Who are the main stakeholders? Who are the main agents for change within our library, within the parliament as a whole, and within our client groups. What are the partnerships that may work best in facilitating change within the organisation? At the same time, what are the main obstacles for change? We highlighted the importance of good communication on the goals and process of change –with our staff, key partners and stakeholders within the legislature, and with clients.

A key part of our environment is the wider world of information services and technology, all of which is moving incredibly rapidly these days. Our external environment is moving at e-speed, however slow our parliamentary environment may be.

- **Workshop 3: Managerial Decision making workshop. Establishment of policies related to library employment and collection development. Performance indicators as a way of ensuring high quality services.**

Leader: Donna Scheeder
Rapporteur: Gro Sandgrind

This workshop with Donna Scheeder, CRS started out with two empty blackboards. We were invited to participate in this workshop on a brainstorming basis. What came out of this was a good discussion on what do we need of information in order to make our managerial decisions.

Information must be:

- Gathered
- Evaluated

In order to be acted upon.

How do we gather?

The process to be used should depend on what we are measuring:

- Listen to peoples stories. Stories can often be more powerful than plain data (modern these days!). Lyn Chiawandamira / Zimbabwe referred to their method of taking a grounded approach. She told us that they had learnt a lot by taking such an approach and began to see a pattern in information needs amongst their users.
- Traditional surveys on a regular basis are done in many parliaments.
- In-depth interviews. E.g. ask customers where they go for information. Then ask them why they use this information. Do not ask them what they think of the library's services. In Peru they had good experience using a dedicated person to interview all MP's about their information needs.
- Chats with MPs
- Tracking complaints can also be useful. To find out how many complaints, what type etc. is important. But be careful to come to the conclusion that this is the pattern.

Evaluation

The impact of services can be measured in different ways.

- Cost comparisons - how much would it have cost if... comparison of internal and external costs e.g.
- Content comparisons.
- "Closure studies". Stop doing something to see what happens.

Plan and act

So how do we act and go on? We discussed the need for having:

- planning programs with project deadlines
- a mission, vision and goals for our library

We discussed:

- The staff challenge – how is staff involved and how do they react?
- How can we use push technology to reach our clients with updated information?

Our aim was not to conclude on this topic, but I think we managed to highlight quite a few of our Challenges. There were more questions than answers.

- **Workshop 4. Towards the Electronic Parliamentary Library Workshop. What can be done with limited resources: case studies. Electronic access to information (Internet and Intranet), Electronic dissemination to users; making sources available to users and allowing them to be interrogated; striking a balance between old and new technologies.**

Leader: Keith Cuninghame

What do we mean by electronic library? Which are the elements for our clients? Which are the elements for our staff? Which are the elements of resources? Where do we want to go and how do we get there?

These elements were discussed, and participants reached consensus in the meaning of an electronic library as the provision of access, services and contents through the personal computer.

Taking this definition, CRS greatly reduced paper delivery of documents, and parliamentarians must use their personal computers. The electronic library is a combination of external and internal information resources available over the networks.

For users, the concerns are of handling a hybrid environment, with and without paper, electronic and at the same time personal. Other aspects have to do with language barrier, skills to handle computers and technological infrastructure. Information should be organised considering the user and not the traditional way in which libraries have done so.

For staff, the problem of change is important. On the other hand, staff may not feel comfortable with users that prefer oral to written information. For staff, the same barriers can be considered, and the complexity of adapting to changes in user needs (in content, breadth, style, etc.), the difficulty of obtaining on the spot support, the need to include staff in the planning process, and successive technological changes.

As to resources, there are new needs for staff, training, technologies, support, information resources, etc.

- **Workshop 5: Parliamentary Library Committees. The functions of Library Committees and their impact on the operation of Parliamentary Libraries; should we encourage their establishment where they don't exist?**

Leader: Elise Holt

Parliamentary Libraries have committees with different roles. In the UK, the Library Committee is an advisory board. In Australia, the committee is involved and supports Library decisions. In Denmark there is a Standing Committee that takes budgetary decisions, and a bicameral committee that constitutes the Library Committee; it meets on a set date, twice a year. In Queensland, the Library Committee helps in obtaining support from parliamentarians, receive feedback from other committees and members of parliament. At the EU, there is a Committee that meets 2-3 times a year, but has no say in executive or budgetary decisions; it provides ideas and feedback to the Library. There is some competitiveness because some powerful committees think that in the electronic age there is no need for libraries, and simplistically observe the phenomena. In Canada, the Library Committee permits a proximity to parliament and shift parliamentarians to be friends of the Library since it is impossible for the library to know or lobby each MP. In Ghana, the Committee serves as bridge between the library and the MPs, helping in following and achieving policies, and it also helps the MPs understand the library. In Netherlands, there was a bad experience because external councils were brought in, that have not delivered the expected results. Senator Crowley indicated that Libraries should be more attractive to their clients.

This workshop showed the different models and relationships with Library Committees, and that they should always be used to obtain strategic partners for the Library. And, that the Libraries should do their best efforts to become attractive and useful operations.

3.6 Standing Committee II

Participants: 62 attendees from 35 countries. For names and e-mails, see Appendix 2.

The Second Standing Committee was presided by Margareta Brundin as new chair, and Marialyse Delano as Secretary.

- Ms. Brundin welcomed the audience and thanked the out-going Chair, M. Richard Paré, Secretary, M. Jan Keukens and Information Co-ordinator, M. Délano.
- Roll Call, SC.Members present: Aranda, Cuninghame, Mitrakou, Sandgrind, Andreeva, Angelova, Brundin, Delano, Dudina, Parker, Vansteelandt, Verrier, Scheeder, Paré.
- M. Brundin presented the 2001-2003 Action Plan, the goals and actions for the next two years. The Action Plan was discussed and received input from attendees, and it was approved unanimously (See Appendix 1).

Some of the concerns and input received about the Action Plan and IFLA were:

Goal 1: To exchange training plans, marketing experiences (Donna Scheeder). To provide scholarships for young people to attend IFLA, and make the opportunities available known. Nancy Pettis Robinson indicated that there are funds for travel grants and with US funds we could build an endowment for IFLA attendance and use the interest for travel grants. Ms. Pettis offers her help with this. Anita Dudina indicates that there are donations an aid for young people from the European Parliaments. Bob Gardner adds that we could exchange information on international programs and have some listings of opportunities. J. Verrier signals that the funding aspect is very relevant as a goal. Kosi Kedem considers that one of the problems is to know how to write, present and implement projects.

Goal 2: The actions considered in goal 2 could be part of a website work and building web pages with an Extranet outlook, to share information resources. This extranet could be linked to our IFLA web pages as "useful information". Sara Parker suggests that we could have a flea market for software in use in libraries. Donna Scheeder additionally suggests that software and technology questions could be posted on the list and uses our listserv more extensively. Bob Brian asks if people are subscribing to it and Richard Paré answers that it includes the names of people who are members of the Section. Patricio Aranda uses it, although there are few instructions as to the way to go about it. Moira Fraser considers this information could be included in the Newsletter with instructions as to how to sign up. Jennifer Tanfield and Rob Brian would also like more information and include more addresses of libraries that could belong. Donna Scheeder asks Richard Paré if new members are notified by IFLA, and the answer is yes.

A habitual concern is that IFLA Conferences are too long and costly, including the Pre conference. Erik Spicer indicated that the first pre conference was held in Paris, and that it went very well. It would not make sense to take advantage of the opportunity of meeting, unless there was an overwhelming need to avoid it. Frank Kirkwood suggested that the Pre conference be on a Thursday or Friday, and change SC

meetings of Fridays. Keith Cuninghame said that the main day of the Pre conference at the House of Commons would be Thursday. June Verrier and Gro Sandgrind suggest that we should have a common sense approach according to the country, the venue, etc. Moira Fraser considers the issue important, because there are two days without much to do, and maybe have instead a post-conference. P. Aranda agrees that it is very expensive. Kimberley Hammond responds that it is easier to meet at the Conference. Frank Kirkwood and Bill Robinson consider that we should have programmes with other Sections and have events every day of the Conference. Anita Dudina considers that we should think about eliminating the Pre conference and activating the Informal Meeting. Nick Bannenberg is concerned that our programme grows every year and our participation in the general IFLA Conference is less each time; that an informal meeting would take up even more time from the Conference. Donna Scheeder considers the underlying support important, for the opportunity to meet the library such as Bangkok. Chris Maia backs Anita. Erik Spicer indicates that the first discussion for the pre conference was at the Commonwealth Parliamentary Library Association, and we could tap into other organisations. Frank Kirkwood states that leaving IFLA is not in question or debate and that the structural integrity of our Section has allowed us to get away with our plans and activities. M. Delano informs that the general structure of the conference is in revision and will be shortened gradually, as was informed by Winston Tabb in the CB Meeting. One proposal is that when the main conference is in the capital city, then we should not have a Pre conference.

The representative from Cambodia requests that the priority for underdeveloped countries since they do not have resources to attend, M. Brundin indicates that the subject was previously considered. Patricio Aranda is concerned about sharing and building patterns for others to use, including the Library of Argentina, who was not present at the meeting.

Goal 3. Patricio Aranda asks for funding for Spanish translations in Glasgow. Frank Kirkwood says it is a tradition for the Section of Government Publications to hold a seminar in the local language, focused and targeted to the needs of that region, but it is not in the context of the IFLA Conference. Brit Floistad requests information about the twinning programme, what is happening: Mary Dickerson has retired and Tembi is not present, so that leaves so far M. Délano alone in the twinning programme: it has not been as helpful or easy to implement and it has been considered better to have one on one relationships (66th. Conference). Anita Dudina suggests using IPU guidelines for websites. Richard Paré indicates that IPU could be interested in participating at the Conference.

Goal 4 : Kosi Kedem suggests the provision of guidelines for parliamentary library services over the web. Another issue is electronic collection development, and M. Délano and E. Mitrakou are teaming up on this, and web issues.

Goal 5: No comments.

In general: Frank Kirkwood considers the goals well lined up with IFLA goals. Lyn indicates that we should have information on results appended to the goals for next year.

Future Conferences (for further information see chapter 6)

Priscilla Baines describes the preliminary program for the Pre-Conference at the House of Commons, and the arrangements being made, such as lodging suggestions, visits and location information.

Janet Seaton is inviting the Section to a one-day visit to the Scottish Parliament during the IFLA Conference. Wednesday is decided.

Donna Scheeder asks for schedule compatibility so as to attend the keynote speakers of the Conference. Frank Kirkwood questions if we are acting as an independent conference and if it is a fair expectation for the assumption of the agenda. Elise Holt suggests an informal meeting at the beginning and an informal SC, to shorten the Conference. Keith Cuningham indicates that for Glasgow, there are already two SC meetings. Donna suggests a "buddy" system for newcomers or first timers. Bill Robinson seconds Elise's proposal of only one SC, at the end of the Conference. June Verrier suggests we do not forget the Section Dinner.

Margareta Brundin makes a call for papers and ideas. Moira Fraser suggests two workshops: a client liason program and small workshops on system planning, presentation improvement. June Verrier suggests relations with committees. Donna Scheeder suggests a workshop on how to improve and better relations with the IT department. Anita Dudina suggests a workshop on how to evaluate and choose library software. Lynn suggests a workshop for librarians in underdeveloped countries. Nick Bannenberg suggest a workshop on resource sharing. Frank Kirkwood suggests we work with the Section on Technologies. Patricio Aranda suggests marketing for libraries.

As to the conference in Berlin, Margareta Brundin indicates that there is a possibility of having the Pre conference in Prague. Sara Parker suggests that it is less expensive if tickets are with stopovers.

ECPRD Project

Frank Kirkwood presents a draft questionnaire / survey for a proposed project financed by ECPRD funds. The project is "Democracy Building Initiatives". There was a discussion as to the manner in which the project was decided upon. Donna Scheeder indicates that the Library of Congress would provide another set of answers than the CRS, and that the questions are being answered in these meetings without requiring a survey. The project would be more of the same with no concrete usable outcomes; that a paper outcome is of no use. Bill Robinson indicates that it is not relevant to what we are doing. Priscilla Baines indicates that there is information for the public from other sources than the Parliamentary Library. Patricio Aranda suggests that the subject of the project be discussed. Donna Scheeder agrees in that it is an appropriate discussion group, as it is a project for the Section. It is not necessarily part of the strategic plan already presented previously and there is a shared concern to take up priorities for the section.

Richard Paré explains the history of the project, that the ECPRD is providing 6.000 Euro for this project and for development or web information. (3.000 each, plus a further 3000 for publication of the research on the second year).

There is a shared opinion (Scheeder, Singh, Dietrich Schulz, Robinson, Brian, Parker, Kedem) that the project should be reconsidered and maybe refocused on developing an extranet with information resources useful to members of the Section. Sara Parker suggests a search for best practices, and F. Kirkwood replies that the project is precisely focused this way.

Conclusion of the discussion: the two alternative projects will be taken up by e-mail with the SC members.

3.7 Co-ordinating Board and Information Co-ordinator's meetings

- **Co-ordinating Board/ Division of General Research Libraries.** During the 67th. IFLA Conference, three co-ordinating board meetings were held.

New Officers of the Co-ordinating Board: Cristobal Pasadas, from Spain, replacing Wiston Tabb as chair of the Division. Margareta Brundin, representing the Section of Libraries and Research Services for Parliaments; Marialyse Delano as Secretary of the CB.

New IFLA policies were informed: Shorter, two year strategic plans / General organisation of the Conference under consideration for possible shortening and restructuring / closer supervision by IFLA HQ of local production to meet IFLA requirements / web hosting and housing moving from the National Library of Canada to The IFLA HQ.

- **Training of new IFLA officers and the new Information Co-ordinator M. Brundin, M. Delano and E. Mitrakou** attended a training session in which their job, responsibilities, timetables and procedures were explained. Eleni Mitrakou received instructions as to the role of Information Co-ordinator, which is the liaison person to update IFLAweb information of the Section.

4 Section Finances

Financial report 2001

(Amounts are in Dutch Guilders (DG))

Expenditures and income 2000/2001

31/10/92000 - Administrative funds	100,25		
Pro 3 translations of guidelines	<u>00,72</u>		
balance	100,97		
23/01/2001 administrative funds	1250,00	August 2001 administrative costs	1400,-
30/09 interest	15,03		
31/12 interest	13,23		
31/03 interest	9,68		
30/06 interest	5,48		
interest balance	43,42		
	<u> </u>	August 2001 balance	<u>- 5,61</u>
totals	1394,39		1394,39

The administrative allocation for the Section is DG 1350 per year. As we had a balance of DG 100,97 in 2000 ; the amount of DG 1250 was transferred for 2001.

The administrative costs for this year will be about US\$ 570 (about DG 1400) and cover the costs of the workshop in the MIT on Wednesday 22 August

The relative big amount of interest is from the balance of a project sponsored by the European Parliament: the update of Dermot Englefield's book on the Parliamentary Libraries and Information Services of Western Europe. The editor of this new publication is Jennifer Tanfield. The budget money from this project is on the Section Account.

12 August 2001

Jan Keukens, Treasurer of the Section

In September 2001 the section received Euro 6000 from the European Parliament for funding of the section projects discussed in SC I en SC II.

Financial Statement Form 2001: See APPENDIX 3

5 Announcements

Jennifer Tanfield, former Secretary and Chair of the Section, edited a book "Parliamentary Library, Research and Information Services of Western Europe" The book covers the services of 18 Western European countries plus Turkey. The book was published in November 2001 by the ECPRD/European Parliament and will be distributed among the section members in February 2002. The section likes to thank the co director of ECPRD Dick Toornstra very much for making this publication possible and for the distribution of free copies.

Our long standing and very active Section Member Nick Bannenberg who was the first Information Co-ordinator of the Section and the founding father of the Section Website retired in November 2001 after 41 years of service as head of the Parliamentary Library of Queensland Australia. He commenced his career with the library in 1960 and became Head of the Library in 1972. When he took over in 1972 there was a staff of 10. Despite recent reductions the current establishment is 33, and the services offered are many and varied, including research, extensive media monitoring, and a parliamentary education and training service.

You will not be surprised that Jennifer Tanfield and Nick Bannenberg , now that they are both of duty found the time to set a date for their wedding in Brisbane in October 2002. We like to congratulate Jennie and Nick very much on their wedding, we wish them luck and happiness and a very long and relaxed life together after so many years of hard professional work.

6 The 2002 Pre-conference in London and Conference in Glasgow

PRELIMINARY PROGRAMME

The 18th. Annual Ifla pre-conference, 14-15 August, London, 2001.

Wednesday August 14th

Pre conference. Registration, House of Commons.

5pm Tour of the Buildings.

6:30pm Dinner reception

Thursday, August 15th.

Pre conference, House of Commons

Subject: Services for Parliaments and Intranets.

Organised by: Library, House of Commons, Priscilla Baines and Keith Cuninghame

The 68th International General IFLA Conference and Council, 15-24 August 2001, Glasgow

Friday, August 16th.

IFLA Co-ordinating Board, Glasgow

Saturday, August 17th.

Standing Committee I,

Section Dinner

Sunday, August 18th.,

Research Seminar.

Organised by Bill Robinson

Monday, August 19th.

Open Meeting

Tuesday, August 20th

Management Workshop

Suggested subjects:

1. Client Liaison program
2. Evaluation and selection of Library Software and system planning
3. Electronic Collection Development
4. How to obtain funding, Project design, proposal, implementation
5. Workshop oriented to libraries in less developed countries
6. Marketing of parliamentary Information Services

Wednesday, August 21st.

Scottish Parliament " presentation of the Library Services of the Scottish Parliament The Parliament of Wales and Northern Ireland

Thursday, August 22nd. Standing Committee II

Friday, August 23rd Co-ordinating Board

Section's Action Plan for 2001-2003.

IFLA Section on Library and Research Services for Parliaments

Action Plan 2001-2003 linked to Goals 2001- 2003

Goal 1

Promote understanding and co-operation between legislatures of the world and their knowledge and information services, recognising the ever growing need for legislators to have access to up-to-date and accurate information about developments world wide, but also the financial constraints which apply to every parliament in some degree.

Action

1.1

Provide workshops on information resources and collection development in an electronic and networked environment, on budget planning, performance indicators and other library management issues. Workshops can be regional workshops as well as workshops arranged in connection with IFLA conferences and pre-conferences.

1.2

Provide workshops on marketing of library and research services. This can be done on regional levels as well as workshops during the IFLA main Conference arranged together with IFLA: s Section for Management and Marketing.

1.3

Promote training of staff by identifying core competencies for parliamentary libraries and research services and by arranging seminars, for instance on training needed to make staff successful in an electronic environment, etc. The members of the section should be open to exchange of staff for longer or shorter periods.

1.4

Whenever possible, examine the partnerships within parliaments and legislatures with regard to Library, Research and Information Services.

1.5

Provide future plans and priorities for the Sections' work by selecting a working group with the task to create a survey directed towards the members of the Section. The survey should try to pinpoint the most important needs and issues for the work of the Section during the period 2002 – 2006. The working group should present the result at the IFLA meeting in Glasgow 2002 and arrange a SWOT analysis workshop with the objective to form a strategic plan from the result of the SWOT .

1.6

Keep updated, with the participation of the Section members, a list of parliamentary assistance organisations, which could provide training or financial support to parliamentary and legislative libraries.

Goal 2

Promote fruitful relations between the parliamentary libraries and research services of the world and encourage the organisation of regional conferences and other forms of regular contact between parliamentary information services operating in particular world regions.

Actions

2.1

Share the British experience in August of the year 2002 for the benefit of IFLA Section Members attending the 68th General International IFLA Conference in Glasgow in 2002.

2.2

Present a paper for the Glasgow 2002 Open meeting of the Section on the topic of Intranets and Customer Liaisons.

2.3

Continue the task group on electronic publications to explore how electronic publications and research papers could be made more available to all IFLA Section members. Links to parliamentary e-libraries should be made available via the Section's website.

2.4

Create an electronic «flea market» of ideas and tips for all sort of questions within the management of a parliamentary library.

2.5

Continue to hold a Parliamentary Libraries Conference before the main IFLA Conference each year and to organise a workshop session and an open meeting with agendas which are of interest to both librarians and researchers at the Parliamentary Libraries Conference and the main IFLA Conference. The 2002 Parliamentary Libraries Conference will be held at the House of Commons in London.

The IFLA Conference year 2003 will be held in Berlin, Germany; 2004 Buenos Aires, Argentina; 2005 Oslo, Norway; 2006 Seoul, Republic of Korea.

Goal 3

Provide advice, assistance and shared experiences for the establishment of new parliamentary libraries and the development of comprehensive parliamentary information systems throughout the world. In the context of new and emerging democratic legislatures, it is important to encourage library and research services to help sustain democratic development. The Section works with bodies such as the European Parliament and IPU to encourage bilateral and multilateral assistance and development programmes and acts as a clearinghouse to further such help.

Actions

3.1

Promote and support twinning projects.

3.2

Examine the possibility of providing workshops held in a language other than English at the General IFLA International Conferences to better reflect the SC membership; for instance to

encourage the participation of the Francophone, Spanish– and Russian–speaking etc. countries that are members of the IFLA Section on Library and Research Services for Parliaments.

3.3

Keep updated, with the participation of the Section members, a list of parliamentary assistance organisations, which could provide training or financial support to parliamentary and legislative libraries.

3.4

Organise the 18th Annual International meeting of Parliamentary Librarians in House of Commons, London, prior to the 68th General International IFLA Conference in Glasgow in August 2002.

Goal 4

Encourage programmes to foster the adoption of the latest information technologies, including the Internet, by parliamentary information services and promote liaison with other libraries and research services so as disseminate knowledge about new systems and databases.

Actions

4.1

Continue the development of the Section's web site. Developing the electronic meeting possibilities for all members of the Section. All relevant information, research papers etc. should be made available via the Section's web site.

4.2

Create a group for preparing electronic core collections for parliamentary libraries and research services. The suggestions of the group will be presented at the Section's web site.

4.3

Provide a workshop on the creation and development of Intranet solutions and/or a workshop on the idea of creating an extranet amongst the parliamentary libraries at the 68th General International IFLA Conference in Glasgow in 2002. The extranet could be a sort of special portal with centralised access or links to useful information resources.

Goal 5

Promote membership of, and active participation in, the Section to encourage the development of active libraries and research services for parliaments throughout the world.

Actions

5.1

Present the Section and its work at an IPU meeting of the Secretary-Generals.

5.2

Provide a forum for discussion and comment by including present and former members of the Standing Committee of the IFLA Section on Library and Research Services for Parliaments as well as all Section members and other participants in the listserv (IFLAPARL2) and enable them to participate in the Standing Committee discussions on an advisory basis and keep them abreast of SC decisions.

5.3

Continue to promote the membership, activities and participation in the IFLA Section with information provided on IFLANET and IFLAPARL and IFLAPARL2 to encourage the development of active libraries and research services for parliaments throughout the world.

APPENDIX II

NAME	COUNTRY	EMAIL	Otta.	SC I	Joint	Rsch	Open	Wsho	SC II
Abdel-Elah, Waafa	Egypt				X	X	X	X	
Abera, Tesfaye	Ethiopia	national.parliament@telecom.net.et	X	X			X		
Akello, Jurdith	Uganda						X		
Al-Buraki, Abdullah	Oman	smastic@iri.org	X		X	X	X	X	
Al-Manwari, Fahad	Oman	smastic@iri.org	X		X	X	X	X	
Al-Markiby, Saeed	Oman	smastic@iri.org	X		X	X	X	X	
AL-Mukhaini, Mohammed	Oman	smastic@iri.org	X		X	X	X	X	
Al-Oraimi, Faiez	Oman	smastic@iri.org	X		X		X	X	
Anaba, Chinyabaeva	Kyrgyzstan						X		
Anderson, Paul	Scotland			X	X	X			
Andreeva, Irina	Russia	andreeva@duma.gov.ru	X	X	X	X	X	X	X
Angelova, Margarita	Bulgaria	mangelova@nt14.parliament.bg		X	X	X	X	X	X
Antolig, Brovkin	Ukraine				X	X			
Aranda, Patricio	Peru	patricioaranda@hotmail.com		X	X	X		X	X
Asvapoositkul, Pramee	Thailand	para@alpha.tu.ac.th							X
Axelius, Birgitta	Sweden				X				
Baeta, Ana Cristina	Brazil	serfe.cedi@camara.gov.br	X						
Baines, Priscilla	UK	bainespj@parliament.uk	X	X	X	X	X	X	X
Bannenberg, Nick	Australia Qu.	nick.bannenberg@parliament.qld.gov.au	X		X	X	X	X	X
Barton, Joan	Canada	joan.barton@leg.bc.ca	X						
Bedhaso Roba, Guthema	Ethiopia						X		
Bedhaso, Guthema	Ethiopia	national.parliament@telecom.net.et	X				X		
Berglind, Birgitta	Sweden				X				
Bernier, Gaston	Canada	clorrior@assnat.gc.ca	X						
Bishop, Sue	Canada	subishop@gov.mb.ca	X	X	X	X	X	X	X
Bottazzo, Violetta	Slovenia	violetta.bottazzo@mf-rs.si	X	X	X	X	X	X	
Brian, Rob	Australia	rob.brian@parliament.nsw.gov.au	X	X	X	X	X	X	X
Brodie, Lyne	Canada	brodil@parl.gc.ca	X						
Brundin, Margareta	Sweden	margareta.brundin@riksdagen.se	X	X	X	X	X	X	X
Brydon, Dianne	Canada	brydod@parl.gc.ca	X						
Cabrera Portillo, Evangelina	Peru						X		
Caldeira, Cesar Tadeu	Brazil	cobib.cedi@camara.gov.br	X						
Caldeira, Kenya	Brazil	cobib.cedi@camara.gov.br	X						

Castro Gutierrez, Olga	Costa Rica	jvolio@congreso.aleg.go.cr	X		X				
Chang Hsu, Chi	Rep.Ch.Taiwan						X		
Cherif, Mary	USA						X		
Chiwandamira, Lyn	Zimbabwe	lchiwandamira@hotmail.com	X	X	X	X	X	X	X
Cihan, Ali Reza	Turkey	acihan@tibmm.gov.tr	X	X	X	X	X	X	X
Crowley, Rose Marie Anne	Australia					X		X	
Cunninghame, Keith	UK	cunninghameky@parliament.uk	X	X	X		X	X	X
Da Conturbia, Sandra	USA				X				
Delano, Marialyse	Chile	mdelano@biblioteca.congreso.cl	X	X	X	X	X	X	X
Dickerson, Mary	Canada	mary-dickerson@ontla.ola.org	X	X		X	X	X	
Dickson, Antwi	Ghana	antwi67@hotmail.com	X	X	X	X			X
Dietrich-Schulz, Elizabeth	Austria	elisabeth.dietrich-schulz@parlament.gv.at	X	X		X	X	X	X
Dijalo, Iaguva	Guinea Bissau						X		
Dubey, M.K.	India	mkdubey@sandsad.nic.in	X	X	X	X	X		X
Dudina, Anita	Latvia	adudina@sarima.lv	X	X	X	X	X	X	X
Dunkley, Kate	Canada	dunklek@parl.gc.ca	X						
Dunston, Gail	Australia	gail.dunston@parliament.vic.gov.au	X		X	X	X	X	
Ehardsson, Monika	Sweden				X				
Eroglu, Feride	Turkey	feroglu1@ottnet.net.tr library@tbmm.gov.tr	X	X	X	X	X	X	X
Farrell, Michele	USA						X		
Figueira, Kim	Canada				X				
Fine, Sandra	Israel	sandraf@idi.org.il	X		X	X		X	
Finstein, Hugh	Canada	hfinstein@parl.gc.ca	X	X	X	X	X	X	
Floistad, Brit	Norway	brit.floistad@stortinget.no	X	X	X	X	X	X	X
Fon Shiao, Chi	Rep.Ch.Taiwan						X		
Fraser, Moira	New Zealand	moira.fraser@parliament.govt.nz	X	X	X	X		X	X
Frischknecht, Ernst	Switzerland	ernst.frischknecht@pd.admin.ch	X	X	X	X	X	X	
Gardner, Bob	Canada, Ont.	gardner@		X	X	X	X	X	X
Gnassi, Bruno	Canada				X				
González, María Isabel	Spain				X				
Graham, Mike	Canada	graham@parl.gc.ca	X						
Hammond, Kimberley	Canada, NF	kimberleyhammond@mail.gov.nf.ca	X	X	X	X	X	X	X
Han, Jong-Seon	Korea	goodmom@nanet.go.kr	X	X	X				
Haraszti, Katalin	Hungary	haraszti@ogyk.hu	X	X	X	X		X	X
Haugeto, Anne Lise	Norway				X				
Heikkila, Marjatta	Finland	marjatta.heikkila@edus-kunta.fi	X	X	X	X	X	X	X
Hoekstra, Cynthia	Canada				X		X		

Hoffmann, Caroline	Luxembourg						X		
Holt, Elise	Denmark	elise.holt@ft.dk		X	X	X		X	X
Hoon, Chang Se	Korea	cfast@nanet.go.kr	X	X	X				
Hubbertz, Andrew	Canada				X				
Hubert, Albert	Netherlands	hubert@tk.parlement.le	X		X	X	X	X	X
Hung, Ta Ba	Vietnam						X		
Irawan, Ferry	Indonesia				X				
Kedem, Kosi	Ghana	hohoesouth@parl.gh	X	X	X	X	X		X
Keukens, Jan	Netherlands	jc.keukens @tk.parlement.nl	X	X	X	X	X	X	X
Khlemchan, Nomkhlem	Cambodia	khlemchan@yahoo.com					X		X
Kirkwood, Frank	Canada	kirkwf@parl.gc.ca	X		X	X		X	X
Koren, Maria	Netherlands				X				
Kristbergdottir, Halldora	Iceland				X		X		
Land, Brian	Canada	brian.edith.land@sympatico.ca	X						
Landry, Pierrette	Canada	pierretelandry@sympatico.ca	X	X	X				
Larsen Olin, Elisabeth	Sweden				X				
Levin, Nadia	South Africa	nlevin@parliament.gov. Za			X				X
Lima, María	Brazil	maria.lima@camara.gov.br	X				X		
Liu, Peggy	Rep.Ch.Taiwan						X		
Lukarecki, Todorche	Macedonia	l.toni@assembly.gov.mk	X	X	X	X	X	X	
Mac Dougall, Colin	Canada				X	X	X	X,	
Maia, Cristiane	Brazil	cristiane.maia@camara.gov.br	X	X	X	X		X	X
Mansfield, Jerry	USA				X				
Margiatis, Yida	USA						X		
Mastic, Scott	USA	smastic@iri.org	X					X	
Mckell, Sandra	Switzerland				X				
Meléndez, Nélica	Peru						X		
Melo, Suely	Brazil	serfe.cedi@camara.gov.br	X						
Membrey, Roslynn	Australia	roslyn.membrey@aph.gov. Au	X			X	X	X	X
MEWN, Jane	Canada,FAO UN				X				
Milogo, Jean Antoine	France	jamilogo@aipf-fr.org	X	X	X	X	X	X	
Mitrakou, Eleni	Greece	mitrakou@parliament.gr teoelli@otenet.gr	X	X	X	X	X	X	X
Moise, Claudette A.	Canada	cmoise@gov.nu .ca	X	X	X	X	X	X	X
Moon Hyu, Choi	Korea	chief@nanet.go.kr	X						
Muehlfeld, Kalina	Germany				X				
Murphy, Margaret	Canada,NS	murphymf@gov.ns.ca	X	X		X	X	X	X
Norberg, Anders	Sweden				X		X		

Ntunja, Albert	South Africa	anuntja@parliament.gov.za			X				X
Paesa, María	Spain				X		X		
Paré, Richard	Canada	parer@parl.gc.ca	X	X	X	X	X	X	X
Parker, Sara	Usa	parkes@sosmail.state.mldis		X	X	X	X	X	X
Peltonen, Iria	Finland						X		
Pereira, Renata	Brazil	seces-cedi@camara.gov.br	X						
Perry, Sandra	Canada, Al.	sandra.perry@assembly.ab.ca	X	X	X	X	X	X	X
Pettis, Nancy	USA	pettis@voiceinternational.org	X						X
Porter, Jean	USA				X				
Powell, Marian	Canada, Sask	mpowell@legasassembly.sk.ca	X	X	X	X	X	X	X
Premont, Jacques	Canada		X						
Quider, Liana	Palestinian leg.	lianaa@pal.plc.org		X	X	X	X	X	X
Rabina, Debby	Israel				X				
Rangarao, G.	India	grangarao@lycos.com	X	X	X	X	X	X	X
Raschke, Vera	Canada, NWT	vera.raschke@gov.nt.ca	X	X	X	X	X	X	X
Robinson, Bill	USA; CRS	wrobinson@crs.loc.gov	X	X	X	X	X	X	X
Romano, Catherine	USA						X		
Ryan, Patrick	UK						X		
Saayman, Lynne	west.cape	lsaayman@pawc.wcape.gov.za	X	X	X	X	X	X	X
Sandgrind, Gro	Norway	gro.sandgrind@stortinget.no	X	X	X	X	X	X	X
Sarku, Gloria	Ghana	gloriasarku@altavista.com	X	X	X	X	X	X	X
Sauvagean, Philippe	Canada						X		
Schaubman, Debbi	USA				X				
Scheeder, Donna	USA, CRS	dscheeder@crs.loc.gov	X	X	X	X	X	X	X
Schreiber, Marli E	Brazil	cobib.cedi@camara.gov.br	X	X	X	X	X	X	X
Sears, Debra	USA				X	X	X	X	
Seaton, Janet	Scot.Parl.	janet.seaton@scottish.parliament.uk	X	X	X	X	X	X	X
Shaaban, Marian	USA						X		
Sharma, S.K.	India		X					X	
Sheehy, Helen	USA				X				
Shinohara, Mika	Japan				X				
Shreve, Catherine	USA				X				
Sillajoe, Siiri	Estonia	siiri.sillajoe@nigit.ogu.ee			X	X	X	X	X
Singh, N.K.	India	nagsingh@hotmail.com	X	X	X	X	X	X	X
Sook, You MI	Korea	nomad@nanet.go.kr	X	X	X	X			
Sosna, Karel	Czech Rep.	sosna@psp.cz		X					X
Spicer, Erik	Canada	ejsmhs@istar.ca	X		X	X	X	X	X

Sundholm, Elisabeth	Norway				X	X			
Takeda, Michiyo	Japan	mwan@ndl.go.jp	X	X	X	X	X	X	X
Tanfield, Jennifer	UK	jtanfield@hotmail.com	X		X	X		X	X
Tilliette, Pierre Alain	France				X				
Toornstra, Dick	European parl.	dtoornstra@europarl.eu.int	X		X	X	X	X	
Tsuseb, Gottfried	Namibia	gotsuseb@parlement.gov.na	X	X	X	X	X	X	X
Ujigo, Tauyoshi	Japan				X				
Van Antwerpen, Anna Marie	west.cape	avantwer@pawc.wcape.gov.za	X	X	X	X	X	X	X
Vansteelandt, Bernard	Belgium	bernard.vansteelandt@lachambre.be			X	X	X	X	X
Vasquez, Lilia	USA				X				
Verrier, June	Australia	june.verrier.grah.gov.au		X	X	X	X	X	X
Voskanyan, Emma	Russia				X		X		
Watt, Ian	European parl.	iwatt@europarl.eu.int			X	X	X	X	X
Wellems, Christine	Germany	christine.wellems@bk.hamburg.de	X	X				X	X
Williams, Norm	USA			X					X
Yrjola, Hellevi	Finland				X		X		

FINANCIAL STATEMENT FORM - 2001

(To be completed by Section/RT Treasurers and sent to the Division Financial Officer)
 (Labels A-I correspond to items on project and administrative report forms, Annex A and B)

Date:
Currency of bank account:

(All amounts are to be reported in the currency of the bank account except column H, I and J which are to be in NLG)

Section / Round Table:

Description	A Opening balance '01	B Income from HQ '01	C Other income	D Total income at report date (A+B+C)	E Expenditures to date	F Balance at report date (D – E)	G Bills to be paid by year-end	H Amount remaining (F - G) in NLG	I Amount reserved at HQ for '01 in NLG. (Only for Projects)	J Request for funding for 2002 (NLG)
1. Administrative funds	100,25	1250,-		1350,25	1473,44	-----	-----	-----		1350,-
2. Project No:										
3. Project No: Name:										
4. Project No: Name:										
5. Project No: Name:										
6. Project No: Name:										
Totals	100,25	1250,-		1350,25	1473,44	-----				1350,-

Bank Details

Name and address of Bank: ABN-AMRO Bank _____

PO-Box 165

2501 AP The Hague

The Netherlands

Administrative money for 2002 must be transferred to the bank account of the new treasurer, Margareta Brundin.

Bank Number: _____

Account number: 42.10.67.217 J.C. Keukens inzake Section on Library and services for { _____

Name the bank account is in: _____

Comments: On the sections bank account an amount of NLG 16.156,73 is reserved for several section projects sponsored by the European Parliament. The deficit is partly covered by the interest on this amount.

The balance of this account will be transferred to the new Chair and treasurer of the Section Margareta Brundin, Sweden.

Please use the Sheet with Brief Instructions for more comments.

Signature of Treasurer of Section/RT _____

Signature of Divisional Financial Officer _____

APPENDIX 4: INSTRUCTIONS FOR USING THE LISTSERV

Prepared by: Pierrette Landry, Parliamentary Library, Canada

IFLANET moved from the National Library of Canada to another host in France.

IFLANET's first Mirror- site became IFLANET's host. The Institut de l'Information Scientifique et Technique (INIST) in Vandoeuvre-les-Nancy in France, which is also hosting IFLANET mailing lists.

The software being used is "Sympa" which accepts HTML coded, Mime messages and attachments also. All messages are checked for viruses by Sophos.

Here are some general information on using IFLAPARL and IFLAPARL2.

- **IFLAPARL** list is reserved uniquely for currently active Standing Committee members.
- **IFLAPARL2** list was created at the request of former members of the Standing Committee of the IFLA Section on Library and Research Services for Parliaments to allow them to act in an advisory capacity and keep them up to date on the Section's activities.

Both lists are **closed lists**. Please send subscription request to the List Manager by

E-mail: LandrP@parl.gc.ca

To unsubscribe or change your own e-mail address, List Members will need to use the Web interface at:

<http://infoserv.inist.fr/wwwsympa.fcgi/info/iflaparl> (IFLAPARL)

or

<http://infoserv.inist.fr/wwwsympa.fcgi/info/iflaparl2> (IFLAPARL2)

Please log in and follow the instructions on the screen.

SENDING A MESSAGE

To send a message to all the people currently subscribed to IFLAPARL list, send an E-mail to iflaparl@infoserv.inist.fr

To send a message to all the people currently subscribed to IFLAPARL2 list, send an E-mail to iflaparl2@infoserv.inist.fr

TO RECEIVE A LIST OF COMMANDS:

Send the message "help" to ifla.listserv@infoserv.inist.fr

NOTE: Ms. Pierrette Landry has kindly offered to continue as listserv manager.

APPENDIX 5

SECTION E-MAIL (and FAX) ADDRESSES

IFLA HQ, The Hague, Netherlands	ifla@ifla.org	fax: 31-70-3834827
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The following is an alphabetical list of colleagues who have attended recent Conferences or were in contact with the section recently. The information is included to assist continuing contact. Most will also appear under the country listing on the Section's Home Page. If you are able to correct or update any of these entries, please send an e-mail or fax to Marialyse Déllano

Chair:

Margareta Brundin	Riksdagenbiblioteket Stockholm, Sweden	Margareta.brundin@riksdagen.se Fax: 46-8-7865871
-------------------	---	---

Secretary:

Marialyse Déllano Serrano	Biblioteca del Congreso Santiago, Chile	mdelano@biblioteca.congreso.cl Fax: 56-2-270-1747
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Information Co-ordinator:

Eleni Mittrakou	Library of the Hellenic Parliament Athens, Greece	mittrakou@parliament.gr Fax: 30 1 51 54 460
-----------------	--	--

Abdel Elah, Wafaa	Research Service People's Assembly Egypt	Wafaa@hotmail.com Fax: 20-2-633-3295
-------------------	--	--

Abeleda- Robles, Maria Fe S I	Congressional Library Philippines	Fax: 632 931 5566
----------------------------------	---	-------------------

Afonin, Eduard	Rada of the Ukraine	Afonin@rada.gov.ua Fax: 380 44 2262145
----------------	----------------------------	---

Ahmadi Abhari, S.M.A.	Iranian Consultative Assembly	Abhari@www.majlis.ir Fax: 9821 3124339
-----------------------	--------------------------------------	---

Andreeva, Irina	Russian Federation Library Moscow	Andreeva@duma.gov.ru Fax: 7 095 2087907
-----------------	---	--

Angelova, Margarita	National Assembly Library, Bulgaria	Mangelova@nt.14.parliament.bg Fax: 3592 981 3131
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Aranda Torres, Patricio	Member of SC. Former Head of Parliamentary Library, Peru	Patricioaranda@hotmail.com Fax: 511-2248146
-------------------------	--	--

Backlund, Sven	Parliamentary Documentation Centre European Parliament	Sbacklund@europarl.eu.int Fax: 32-2-2849063
----------------	--	---

Baines, Priscilla	House of Commons Library United Kingdom	bainespj@parliament.uk
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Bannenberg, Nick	Retired Librarian Queensland Parliamentary Library, Australia	Nickb@gil.com.au
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		Fax and phone : 617 3286 7918
Bernier, Gaston	Bibliothèque de l'Assemblée Nationale, Québec, Canada	Gastonbernier@assnat.qc.ca Fax: 418 646 4873
Blagniene, Renata	National Parliamentary Library Inf Analysis Group, Lithuania	Reblag@rc.lrs.lt Fax: 370-2-224543
Borocan, Ioana	Parliamentary Library Romania	Borocan@dias.vsat.ro Fax 40 1 3124406
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Brian, Rob	Parliamentary Library, NSW Sydney, Australia	Rob.Brian@parliament.nsw.gov.au Fax: 61 2 9231 1932
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Cihan, Ali Riza	Library Grand Nat Assembly Ankara, Turkey	Acihan@tbmm.gov.tr Fax: 90-312-420 7548
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Kasemets, Aare	Chancellery of the Riigikogu Estonia	Aare.kasemets@riigikogu.ee Fax 372 6 31 6504
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Keukens, Jan	Information Services , Second Chamber The Hague, Netherlands	jc.keukens@tk.parlement.nl fax: 31 70 318 5606
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Kimchi, Neomi	Library of the Knesset Israel	Sifria2@netvision.net.il Fax 972 2 5662733
Klipii, Igor	Informative-Analytical Centre Parliament of Moldova	Fax 373 2 233012
Kohl, Ernst	Retired Chair of the Section, Germany	???
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Kulisiewicz, Wojciech	The Sejm, Warsaw, Poland	Wojciech.kulisiewicz@sejm.gov.pl Fax: 0-22 694 1778
Laaksovirta, Tuula H	Riksdag Library, Helsinki. Finland	Tuula.h.laaksovirta.@eduskunta.fi Fax: 358 9432 3495
Lamaro, Emilia	Camera dei Deputati. Italy	Lamaro-e@camera.it Fax 39-6-6786886
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Liahut Baldomar, Dulce Maria	Parliamentary Library Mexico	Liahut@info.cddhcu.gob.mx Fax: 52-5-628-1316
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Lukarevski, Todorche	Assembly of the former Yug. Republic of Macedonia	I.toni@assembly.gov.mk fax 389 91 111675
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Paré, Richard	Parliamentary Librarian, Library of Parliament Ottawa, Canada	parer@parl.gc.ca fax: 613 996 7092
Parker, Sarah	Missouri State Library USA	parkes@sosmail.state.mo.us fax: 1-573-751-3612
Pashkovsky, Vitaly	Parliamentary Library Ukraine	vpash@logrus.rada.kiev.ua
Pries, Dr Anne	Leiden University Netherlands	a.pries@law.leidenuniv.nl fax: 31 71 527 77 32
Purser, Pleasance	Parliamentary Library Wellington, New Zealand	pleasance.purser@parliament.gov.nz fax: 64 04 471 1250
Quider, Liana	Library Palestinian Legislative Council	liana@pal-plc.org fax 972 2 2958895
Rautava, Antti	Head of Research, Riksdag , Helsinki, Finland	antti.rautava@eduskunta.fi fax: 358 9 432 2180
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Scheeder, Donna	CRS, Library of Congress Washington, USA	Dsscheeder@crs.loc.gov fax: 1 202 707 1833
Seaton, Janet	Library of Parliament Scotland, UK	janet.seaton@scottish.parliament.uk
Seng Sowatha, Mrs	National Assembly Library Cambodia	fax 855 23 217768
Sillajoe, Siiri	Chancellery of the Riigikogu Estonia	Siiri.sillajoe@riigikogu.ee fax 372 6 31 6504
Simandjuntak, Aurora	Indonesian Parliament	fax: 62 21 5731319
Sosna, Karel	Parliamentary Library, Czech Republic,	SOSNA@psp.cz fax: 420 2 539406
Spicer, Erik	Librarian Emeritus, Canada	ejsmhs@istar.ca
Sraga, Daniela	Library Croatian National Parliament	daniela@nippur.irb.hr fax 385-1-4550-192
Tanfield, Jennifer	Retired Chair of the Section UK	Jtanfield@hotmail.com
Toornstra, Dick	European Parliament Co- Director ECPRD	dtoornstra@europarl.eu.int fax: 32 2 2849005
Tsukamoto, Takashi	National Diet Library Japan	ta-tsuka@ndlmail.ndl.go.jp fax: 81-3-3595-3802
Tsuseb, Gottfried	Library of Parliament Namibia	g.tsuseb@parliament.gov.na fax: 26 461 226899
Umeda, Hisaé	Research & Reference Bureau, National Diet Library Japan	fax: 81 3 3595 3802
Visockaite, Nijole	Research Section, Lithuanian Parliament	nivisio@rc.lrs.lt
Vansteelandt, Bernard	Parliamentary Library Brussels, Belgium	Bibliotheque.parl@lachambre.be fax 32-2-5499497
Verrier, June	Parliamentary Library Canberra, Australia	June.Verrier@aph.gov.au fax: 06 277 2528
Volio, Julieta	Dept of Library Services Costa Rica	jvolio@congreso.aleg.go.cr fax: 506 331656
Wellems, Christine	State Library of Hamburg, Germany	christine.wellems@bk.hamburg.de
Zatkalikova, Anna	Parliamentary Library Slovak Republic	zatkanna@mail.ncsr.sk fax: 421 7 5318203

September 2000- September 2001
IFLA Section on Library and Research Services for Parliaments

SCOPE STATEMENT

In accordance with the mission and objectives of IFLA, the **Section on Library and Research Services for Parliaments** recognises the central role that information must play in the effective functioning of a democratic legislature. In representing parliamentary libraries, the Section encompasses parliamentary and legislative libraries that provide information and documentation services to Parliamentarians and also those that include a research and analysis service. These services are provided to national legislatures in unitary states, and to both national and regional legislatures in countries with a federal system of government. The activities undertaken by those who provide library and research services for parliaments range from the identification, location, interpretation, synthesis, and timely delivery of information to in-depth analysis and development of choices for the legislature.

In addition to the library skills of acquisition, indexing, reference work and the use of information technology, there is often a need for subject and disciplinary expertise, significant presentational skills and an understanding of legislative procedures and official publications. The concept of service to members of the legislature, the primary clientele, is fundamental to parliamentary libraries and research services.

Standing Committee Executive 1999-2001

Chair: Richard Paré, Parliamentary Librarian
Library of Parliament, Parliament of Canada
Ottawa, Canada
e-mail: parer@parl.gc.ca
fax: (613) 996-7297

Secretary/Treasurer Jan Keukens
Library of Second Chamber
The Hague, Netherlands
e-mail: jc.keukens@tk.parlement.nl
fax: 31-70-3185606

Information Co-ordinator: Marialyse Délano Serrano
Biblioteca del Congreso Nacional de Chile
Santiago, Chile
email: mdelano@biblioteca.congreso.cl

fax:

56-2-698-5121

MEMBERSHIP

The Section had **115** members representing 58 countries as of 1 September 2001. There are 85 Institutions, 16 National Associations, 12 Personal Affiliates, and 2 International Associations. I would like to take this opportunity to welcome Janet Seaton of the Scottish

Parliament Information Centre (SPICe) as a new member of the Section. Also, I welcome Christine Wellem's of the Buergerschaft, Free and Hanseatic City of Hamburg as a "German Observer" on the Standing Committee.

In addition to the institutional membership of the Scottish Parliament, the following 3 institutions have joined our Section in 2001: The Library Assembly of Euroasia (LAE) in the Moscow Russian Federation, the Assembleia da Republica in Lisbon Portugal and the Indian Journal of Library and Information Science in Kerala, India.

Library Assembly of Euroasia (LAE)
c/o Russian State Library, 3/5 Vozdvizhenka,
MOSCOW Russian Federation
Email: irgb@glas.apc.org
Code: RU-8001

Assembleia da Republica
Biblioteca, Palacio de Sao Bento
1249 Lisbon
Portugal
Email: jlt@centro.parlamento.pt
Code: PT-1012

Indian Journal of Library and Information Science
Kaiparetu House, Uzhavoor PO, Kottayam District
Kerala 686 634
India
Email: editorijlis@hotmail.com
Code: IN-1025

IFLAPARL2

Communications continue by way of the IFLAPARL2 listserv for all Section members including Standing Committee Members. Close to 800 messages had been registered on the listserv from August 2000 to August 2001. Peak periods were noted pre and post IFLA conference. As of August 2001 the listserv had more than 90 members, as opposed to 80 members in August 2000. In 2000-2001, all new members of the Section were added to the Section's listserv IFLAPARL2. The listserv is being used more and more for comparative information and research purposes. Data that is provided gives accurate and -up-to-the-minute information on what Library and Research Services are being offered in well established as well as in new Parliamentary and Legislative Libraries all over the world with the distinct comparative and analytical research value that such information can provide to members for their own planning and management purposes. We believe that this activity has an important role with regard to IFLA's mission of collaboration and cooperation among similar libraries all over the world.

Sponsorship

For IFLA 2001, the Section prepared letters of request for support for approximately 50 members of the Section including some Standing Committee members. The Section is grateful to Mr. Dick Toornstra and the European Union for the financial support that the EU provided to the Section for specific projects including Web site enhancement. Also, on behalf of the Section, I was happy to provide an evaluation of a business plan prepared by Mr. Simon Engitu of APLESA and suggested the support of the Africa Fund. Information on this fund is available at <http://www.theafricafund.org>. For further information contact:

The Africa Fund
50 Broad Street, Suite 1701
New York NY 10004
Tel: 212 785-1024
Fax: 212 785-1078
[E-mail: africafund@igc.org](mailto:africafund@igc.org)

CONFERENCES

17th Annual International Conference of Parliamentary Librarians

Prior to Boston 2001, the Section held its 17th Annual International Conference of Parliamentary Librarians on 14-15 August 2001 in Ottawa, Canada. The attendance was impressive with 103 people from 39 different countries. This conference was hosted by the Library of Canada's Parliament as a pre-conference in conjunction with the 67th Meeting of the International Federation of Library Associations and Institutions (IFLA).

Ottawa conference overview

The first evening of the conference on 14 August 2001, after the registration and reception portion of the Conference, tours in French, English and Spanish of the Centre Block and the Library took place.

The theme of the pre-conference on 15 August 2001 guided the content of panel discussions and presentations:

Parliamentary and Legislative Libraries on the Cutting Edge of Information - Striving together to support the role of parliamentary libraries in society; to promote resource sharing and to address libraries in the technological marketplace.

Les bibliothèques parlementaires et législatives à la fine pointe de l'information - pour appuyer le rôle des bibliothèques parlementaires dans la société; pour promouvoir le partage des ressources et pour entamer la question des bibliothèques à l'aire du marché technologique.

As host of the 17th international conference of Parliamentary Librarians, I was honoured to open the conference. We were delighted to have as keynote speaker, the Honourable Peter Milliken, Speaker of the House of Commons. He responded with much expertise and accuracy to many questions from the audience on the role of the Speakership at the House of Commons and to his interesting exposé on the Library of Parliament. Jan Keukens, the Section Secretary thanked the keynote speaker in his usual eloquent and professional manner. Representatives of the Libraries of the Parliaments of Cuba, Costa Rica and Brazil, of several of Canada's Legislative Assembly Libraries and of Canada's Library of Parliament made presentations, which were followed by questions and answers from the audience.

As Chair of the IFLA Section on Library and Research Services for Parliaments, I would also like to offer a special word of thanks to the different presenters. Our South American delegates formed the first panel of the day. I would like to thank Cristian Maia supported by Marli Elisabeth Schreiber (Brazil), and Olga Castro Gutierrez (Costa Rica) for their presentations on their respective Legislative Library Services. We are also indebted to Mrs. Marialyse Delano for not only giving a summary of the Cuba presentation by standing in for Rita Pages Hernandez but also for acting as moderator for the South American panel at the Ottawa conference.

As for the next panel, Mary Dickerson of the Ontario Legislative Assembly very proficiently led the panel discussion of representatives of Canada's Legislative Library Services on the theme *Evolving Toward the Electronic Sphere*. The participating panellists -- Joan Barton of British Columbia, Kimberley Hammond of Newfoundland and Marian Powell of Saskatchewan are to be gratefully thanked for their interesting and lively presentations.

I also want to personally thank Canada's Parliamentary Library representatives for their most interesting delivery and comments on Canada's Library of Parliament and its Services, namely: Hugh Finsten, Kate Dunkley, Alain Guimont of the Parliamentary Research Branch, and Mike Graham, Lynn Brodie from the Information and Documentation Branch and Dianne Brydon from the Parliamentary Public Programs.

The following papers were circulated at the pre-conference and are available on the IFLA Section Web site at: <http://www.ifla.org/VII/s3/conten-e.htm#7>

The Honourable Peter Milliken, Keynote speaker
Speaker of the House of Commons - *Role of the Library of Parliament*

Mr. Richard Paré
Parliamentary Librarian, Library of Parliament - *The Library of Parliament at the dawn of a new century/ La Bibliothèque du Parlement à l'aube d'un siècle nouveau*

Mrs. Cristiane de A. Maia and Mrs. Marli E. Schreiber
Documentation and Information Center, Brazilian House of Representatives, Brazil - *The role and services of the Documentation and Information Center of the Brazilian House of Representatives*

Mrs. Olga Castro Gutiérrez
Dpto. Servicios Bibliotecarios, Documentación e Información, Costa Rica - *The role and services of the Library of Costa Rica's Legislative Assembly, in the context of a comparative view of the activities of the different parliamentary and legislative libraries in the Americas*

Mrs. Rita Caridad Hernandez
Asamblea Nacional Del Poder Popular, Cuba - *The role and services of the Library of Cuba's National Assembly, in the context of a comparative view of the activities of the different parliamentary and legislative libraries in America.*

Ms. Pierrette Landry
Office of the Parliamentary Librarian, Library of Parliament - *The Library of Parliament Today/La Bibliothèque du Parlement aujourd'hui*

On the evening of 15 August, I was very proud to be host to 100 or more delegates from different parts of the world at the Mackenzie King Estate. Luckily, the late summer weather was wonderful and allowed us to enjoy the final portion of this conference. I want to express my appreciation to all attendees for making this conference a great success. I hope your experience at the 17th Annual International Conference of Parliamentary Librarians will be a memorable one.

Conference: 67th Meeting of the International Federation of Library Associations and Institutions (IFLA).

IFLA Program Highlights for the 67th International Annual IFLA Conference

- Three Open Meeting papers were made available in English, French, Spanish, German and Russian on the Section's website prior to the conference.
- Eight Research Seminar papers were made available on IFLANET and on the Section's website in English prior to the conference.
- For the benefit of Section Members, and thanks to Mrs Donna Scheeder of the Library of Congress, the Section made provisions for six workshops on Library Management that were held at MIT during the Boston 2001 conference.

Programs in Boston included:

Saturday, 18 August 2001

Standing Committee 1 (65 attendees - 35 countries) Jan Keukens, the outgoing IFLA Section Secretary, is preparing the minutes of the Standing Committee meetings, which will be made available to all Section members in December 2001. Elections for the new executive were held. Margareta Brundin, Chief Librarian, Parliament of Sweden, was unanimously elected Chair of the Section on Library and Research Services for Parliaments. Marialyse Delano, Chief Librarian, Library of the Parliament of Chile, was unanimously elected Secretary of the Section. Eleni Mitrakou, of the Library of the Hellenic Parliament accepted to replace Marialyse Delano as Information Coordinator of the Section.

Sunday, 19 August 2001

Joint Conference and Town Hall Meeting of the Section on Library and Research Services for Parliaments and the Government Information & Official Publications Section. (112 attendees - 42 countries)

Theme:

Information and Research Support to Parliaments and Legislatures: New Challenges and the Public Interest

Keynote Speaker: Dan Mulhollan: The Developments in Technology and the Possible Implications for Legislative Services.

Presenter: Paul Anderson: Library Partnerships Bring Information to the People from the Newly Restored Parliament of Scotland.

Moderator: Frank Kirkwood: ParlGovInfo.Speak: Wherein our International Panel Faces a Town Hall Meeting

Comments were very positive on this joint session. Most agree that this type of collaboration between sessions should be encouraged. Further, collaboration of this nature not only creates room for thoughtful reflexion but also supports the IFLA Coordinating Board mandate in supporting collaboration and information sharing between IFLA Sections.

As for feedback, some were of the view that as we are evolving as a Section, and that increasing contacts between sections are being encouraged, it is suggested that we plan well in

advance to develop a joint frame of reference, in order to provide and to receive input on format and content of joint sessions for future conferences.

Monday 20 August 2001

A special full-day meeting on Research Services (94 people, 43 countries)

This meeting was successfully co-ordinated by June Verrier, Head of the Australian Parliamentary Information and Research Service, Parliament of Australia. This year we were able to obtain an extension of the timetable to a full-day Research session. This format allowed for a broader range of topics and geographic representation as well as the point of view of the parliamentary client. Comments on the whole were very positive on the content and format of the Research Meeting. As a strategic planning and facilitating tool, the Strength – Weaknesses – Opportunities – Threats (SWOT) analysis approach to presentations seems to have contributed to more interaction between panellists and audience. June Verrier's excellent coordination of this session gave wonderful results. Panels were well conducted and questions and answers led to productive discussions. Some felt that the full-day format, although very beneficial in many respects, does make it difficult to attend other IFLA sessions. The following Research Seminar papers are available on IFLANET at: <http://www.ifla.org/IV/ifla67/pprog-e.htm#4> and on the Section web site along with other 2001 conference papers at <http://www.ifla.org/VII/s3/conf/conf00.htm>

Panel 1: *'How parliamentary research services have evolved: how they were created, to whom do they report (then and now) and how their charter has changed'*

[Establishing a research service in the Norwegian parliament: why the right time was now](#)

BRIT FLØISTAD (Head, Research Service of the Norwegian Parliament, Oslo, Norway)

[The role of the Directorate of Studies in the Legislative Work of the Hellenic Parliament](#)

STAVROULA VASSILOUNI (Research Fellow, Directorate of Studies, Hellenic Parliament, Athens, Greece) (Presentation made by Eleni Mitrakou)

[Challenges and opportunities to deliver research services to parliamentarians in the Japanese Diet](#)

MICHIYO TAKEDA (Legislative Reference and Information Resources Division, Research and Legislative Reference Bureau, National Diet Library, Tokyo, Japan)

[Integration of Information Services in the Parliament of Zimbabwe](#)

LYN CHIWANDAMIRA (Head, Parliamentary Information Provision and Analysis Service, Parliament of Zimbabwe, Harare, Zimbabwe)

Panel 2: *'The Case for and the Case against Separate Parliamentary Library and Research Services in the Context of the Continuum debate'*

[Friends or fences: relationships matter more than structures](#)

MOIRA FRASER (Parliamentary Librarian, Parliamentary Library of New Zealand, Wellington, New Zealand)

[Essential information for post-encyclopaedic parliaments: the Italian case](#)

GIOVANNI RIZZONI (Chamber of Deputies, Rome, Italy) (Presentation made by Dick Toornstra)

Functioning of the Bureau of Research as a Separate Unit of Parliamentary Services: Obstacles and Challenges

DONNA SCHEEDER (Deputy Assistant Director, Congressional Research Service, Library of Congress, Washington, USA)

Panel 3: *'The comparative advantage of parliamentary research services in changing political contexts and a competitive information environment'*

[The "disadvantaged" or "special" legislator client: the parliamentary research service's challenge](#)

KOSI KEDEM (Member of Parliament, Parliament of Ghana, Accra, Ghana)

[One of a kind: parliamentary information and research services for parliamentarians – an Australian Senator tells](#)

ROSEMARY CROWLEY (Senator, Parliament of the Commonwealth of Australia, Canberra, Australia)

Tuesday, August 21, 2001

Open Meeting (94 attendees - 43 countries)

Three members of the Section presented papers on topics of interest to all IFLA Section members; a question and answer period followed each presentation. I wish to thank Sara Parker from the Missouri State Library for acting as rapporteur for this meeting. The papers have been published by IFLA and are available in Russian, German, Spanish, Polish, French and English on IFLANET and on the website of the Section at:

<http://www.ifla.org/VII/s3/conf/conf00.htm>

The Open Meeting Papers carried the theme: *Parliamentary and Legislative electronic libraries in co-operation*

[Toward the electronic parliamentary library in the context of the European Union](#)

DICK TOORNSTRA (Director of Parliamentary Documentation and International Cooperation, European Union, Brussels, Belgium)

[The web-site library and its parliamentary information and dissemination services: case study of the Parliamentary Library of Taipei, Taiwan, China](#)

KARL MIN KU (Head, Library and Information Service, Legislative Yuna, Taipei, Taiwan, China)

[Making a difference in the knowledge age at the New Zealand Parliamentary Library](#)

MOIRA FRASER (Librarian, Parliament of New Zealand, Wellington, New Zealand)

Wednesday, August 22, 2001

Parliamentary Library Management Workshop (74 attendees -36 countries)

The Section's Library Management workshops were held at the Massachusetts Institute of Technology (MIT). For the third consecutive year, workshops covered topics requested by Section members. Though attendance was quite high in some workshops, they were productive and interesting. It is the view of most people that delegates should register for these workshops well in advance of the IFLA General conference to ensure better logistics.

Workshop topics included:

Managing the political environment: Leader **June Verrier** – Rapporteur **Hugh Finsten**

The sensitivities and difficulties that occur in a highly charged environment when working with members from all parties

Case studies and discussions on the Information and Research Services in some Parliaments

Change management and the selection of good staff: Leader **Rob Brian** – Rapporteur **Bob Gardner**

How to carry your staff with you on the roller coaster of change
What some Parliamentary Libraries are doing to achieve this goal
The selection process including staff profile, interviews and other ways of testing the competency and suitability of staff

Managerial decision-making: Leader *Donna Scheeder* – **Rapporteur Gro Sandgrind**

Establishment of policies related to library employment and collection development
Performance indicators as a way of ensuring high quality services

Towards the electronic parliamentary library: Leader **Keith Cunninghame** – **Rapporteurs Nick Bannenberg and Anita Dudina**

What can be done with limited resources: case studies
Electronic access to information (Internet and Intranet)
Electronic dissemination to users
Making sources available to users and allowing them to be interrogated
Striking a balance between old and new technologies

Informing the public about parliament: Leader **Christine Wellems** – Rapporteur **Roslynn Membrey**

Electronic storage and the pressure of making information available to the wider public
The role of parliamentary libraries and information services in the Internet presentation of parliaments
The issue of an informed public

Parliamentary Library Committees: Leader **Elise Holt** – **Rapporteurs Eleni Mitrakou and Mary Dickerson**

The functions of Library Committees and their impact on the operation of Parliamentary Libraries
Should we encourage their establishment?

Evening at the Massachusetts State House

The evening proved to be a remarkable farewell event for our Section's conference activities. Dr James H. Billington, Librarian of Congress, and the Hon. Jane Swift, Governor of Massachusetts, are to be thanked for a most enjoyable and interesting evening for all members of the Section. Thanks also to Donna Scheeder for forwarding this lovely invitation to all Section members.

Thursday, August 23, 2001

Standing Committee II (attendance 62 countries 35) The minutes of Standing Committee II will be available in December 2001. Margareta Brundin as new Chair of the Section presided over the second Standing Committee Meeting with Marialyse Delano, the newly elected Secretary of the Section.

Annual Reports and Section Leaflets

For information purposes, the September 2000 annual report from the Chair covering the period 1999 2000 is available on the Section's web site at <http://www.ifla.org/VII/s3/annual/rep01-e.pdf>

Also, please note that the Section's information leaflets were updated and made available in four English, French, Spanish, Russian and German at the Section's information kiosk during Boston 2001. Approximately 20 copies of each version of the leaflets were handed out in response to information requested on our IFLA Section. Copies are available from the Information Co-ordinator. We suggest that an electronic copy of the leaflets be put on the Section's web site.

Concluding Remarks

According to comments from all the Section members in attendance, IFLA 2001 - both Ottawa and Boston - was very successful and very profitable to our members. I'd like to thank the team at the Library of Parliament for the organisation of the conference in Ottawa. As for Boston, the excellent work of Donna Scheeder at the Library of Congress and Sara Parker at the Missouri State Library was very much appreciated.

As far as the Section's program is concerned, I would like to add that this year, thanks to the IFLA Conference Organising Committee, we were successful in shortening the Boston sessions so that members could leave after the second Standing Committee meeting on Thursday 23 August. We were happy to respond to a wish that had been expressed by the Section delegates at the Jerusalem Conference in 2000.

As outgoing Section Chair, I offer sincere thanks and appreciation to Ross Shimmon and his team at IFLA HQ for the help and support that they provided with the organisation of the Section's program. Feedback from the Section's members indicates that the program of the Conference as a whole, and specifically the program of the Section, proved to be most interesting and valuable. Of course, I would like to thank very sincerely Jan Keukens, the Section's Secretary whose advice and counsel was so important to me during my mandate as Chair, and Marialyse Delano whose input as Information Co-ordinator always proved to be very useful to me. Without the commitment and the dedicated efforts of many individuals, the Section's activities would not have been so successful. Congratulations and best wishes to the new IFLA Section executive, Margareta Brundin, Marialyse Delano and Eleni Mitrakou in carrying out the Section's mandate and activities for the next term of office.

Prepared by: Richard Paré
Past Chair, IFLA Section

The annual report is also available at:

<http://www.ifla.org/VII/s3/annual/rep01-e.htm>