

**Section on Library and
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Services for Parliaments
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**Section on Library and Research Services for Parliaments
CIRCULAR NEWSLETTER
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1. Introductory Remarks

It is more true than ever that “The future of the future is changing “(Nicholas Negroponte).

Six months have gone by since our last IFLA meetings and we are at the start of a new year that promises to be stimulating and interesting to all of our members. The plans for the Pre-Conference in Prague and the IFLA Conference in Berlin are well underway.

These last couple of years have intensified the rate of change, and as Libraries and Research Services for Parliaments, we have been experiencing, and at the same time observing, some of these possible changes. Thus, we have held meetings that have looked at e-government and e-legislation as elements that are at present being discussed and experienced by different phora: citizens, researchers, representatives. Continuing with this trend, we are preparing future conferences that provides us with a window of anticipation to the future, and at the same time tools and experiences to share and learn from.

This is a particularly hefty Newsletter, since we are sharing with you more information than usual as well as including the Action Plan for the next couple of years. We are also beginning an election year, so we have included the procedures involved.

I would like to thank the help received in note taking from rapporteurs and friends who provided invaluable volunteer assistance.

On all of the issues considered in this Newsletter, we would be very grateful for your comments and feedback.

And the most important of all – don't forget to sign for the pre-conference, hotel in Prague and bus transfer to Berlin (last date is April 4) and for the visit to the German Bundestag and hotel in Berlin (last date March 1)!

I hope for all a positive and fruitful 2003,

Marialyse Délano S.
Editor

2. The 18th. Annual IFLA pre-conference, Westminster, London, 14-15 August 2002

Participants: E. Afonin; I. Andreeva; A. Aneu; M. Angelova; A. Angelova; D. Bahna; P. Baines; N. Bannenverg; R. W. Bau; G. Bernier; M. Bjernback; R. Blagniene; I. Botocan ,V. Bottazzo; R. Brian; C. M. Brown; M. Brundin; Z. Bufi; C. Calinoiu; C. Caron; B. Cartocci; W. Chalid; M. Hyu Choi; B. Chomvhuen; A. Chomhalaphol; A.R. Cihan; D. Clark; R. Clements; K. Cuninghame; B. Davidson; P. Davis; J. Davies; M. Delano; E. Dietrich-Schulz; A. Dudina; A. Dziubecki; F. N. Erturk; J. Evans; E. Falk; S. Fine; H. Finsten; M. Fraser; B. Gardner; K. Geirsdottir; N. Glavnik; G. Griffin; V. Gukova; J. Han; K. Haraszti; JC Hayoz; H. Holden; G. Hugues; T. Ilyina; G. Insaidoo; M. Jicul; N. Johnston; D. Jones; S. Kalia; A. Kasemets; N. Katayama; K. Kedem; J. Keukens; R.Y. Kim; N. Kimhi; F. T. Kirkwood; A. Kosten; T. Krasovec; J. M. Ku; O. Kumalagov; D.M. Liahut; S. H. Lee; M.A. Lima; J.A. Liindley; E. Loddes; T. Lukarevski; B.Mc Innes; C.

Maia; A. Makata; T. Martins; Z. Mazario; C.A. Mensah; J.A. Milogo; E. Mitrakou; E. N. Molobe; K. Momkhelem; K. Nyambele; R. Paré; S. Parker; A. Perna; S. Perry; K.Pshenko; A. Pujayanti; V. Quarau; H. Rasmussen; W. H. Robinson; I. Romanova; I. Ruvambwa; G. Sandrind; G. Sarku; P. Sauvageau; D. Scheeder; C. Sear; J. Seaton; B. Selemani; R. Shakya; A. Simandjuntak; A. Siplane; S. Smite; K. Sosna; E. Spicer; H. Spicer; T. Spratt; D. Srage; W. Staskiewicz; Tanfield; B. Tiwari; D. Toonstra; R. Ware; I. Watt; R. Winstone; H.M. Woo; E. Wood; A. Yildiz; T. Youngs; A. Zatkalikova.

Report prepared by Keith Cuninghame

Delegates were invited to a tour of part of the Palace of Westminster and to a reception in the Terrace pavilion of the House of Commons on 14th August. They assembled in Portcullis House, the newest part of the parliamentary estate, in the Attlee Suite, for the main part of the conference on August 15th.

Welcome

Delegates were welcomed by Keith Cuninghame, Director of Resources, House of Commons Library.

Opening address from Neil Gerrard, MP

As a Labour MP, Mr Gerrard had spent 5 years in opposition and 5 years in government. His constituency covers a relatively deprived area of East London, at one time represented by Clement Attlee, Prime Minister from 1945 to 1951. He gave his personal view of the role of the library for Members; MPs needs were varied, some wanting only a comfortable chair, others placing many references and research enquiries. Whilst levels of Members' of Parliament staff had risen in the last year, there had also been an enormous change in expectations; correspondence and calls from constituents had doubled in the last ten years and the volume of emails continued to grow. Additionally MPs are bombarded with a constant flow of briefs from their political parties.

Mr Gerrard wished to talk mainly about what information and research MPs need, rather than looking at the mechanics of how this was provided. He added that it is hard to judge the value of information available on the internet and there is now a danger of information overload; the role of the librarian in filtering this information was indispensable.

He emphasized the value of objective, politically neutral information for Members, adding that the Library's reputation is dependent on the objectivity of the research provided. He pointed out that Members have to specialize in chosen subject areas, as it is impossible to be up to date across the board, although constituents expect their Members to have some knowledge in all areas. The main contact Members had with the library was through their staff, and that there were a number of different types of information needed by MPs in their work. Knowledge of current legislation including background material to put issues in perspective; up to date knowledge of policy changes especially in controversial areas; information relating to constituency inquiries which can often be complex, library staff are for instance able to provide guidance using related case law and information about other MPs' speeches, parliamentary questions and political activity.

Rapid technological development would continue to make a difference to the way MPs work. The growth in email had brought an expectation of instant response and most members now maintain a Website in need of constant updating and development. Technology had also changed the way government departments made information available. For him personally dealing with his constituents was the most important part of the job.

Donna Scheeder (USA) asked if there was a need for the library to supply web content for MPs website. NG replied that this was a delicate area, as the library provides objective information whilst MPs want to use their websites for political purposes. There had been some discussion of how to fund MPs websites and NG felt that he would like to be able to use some of the material made available electronically by the library such as speeches and parliamentary questions using links, rather than maintain this himself. *Bob Gardner* (Ontario Canada) asked about the difference in information provided to MPs on different sides of the House. NG replied that MPs of the party in power get more party political briefings than those in opposition, and that direct contact with Ministers was far easier for MPs of the party in power. Being in power or opposition has a direct impact on the type of information needed from the library. *Hugh Finsten* (Canada) asked what percentage of MPs used the library's services and how parliamentary libraries can increase use. NG felt that 90% of MPs use the library in some way, although the type and amount of use varies widely. He felt that perhaps there was a need to target MPs staff more than at present, as not all may be aware of what the library can do. Keith Cuninghame added that the workshop on marketing due to take place in Glasgow would provide a good opportunity to discuss this issue. *Eric Spicer* (Canada) suggested that it would be useful to hold workshops for library users on how to formulate questions to the library, as questions can be very generalized and users do not always ask directly for the information really wanted. NG agreed that this could be useful as Members sometimes make unreasonable demands on the library. *Aurora C Simandjuntak* (Indonesia) asked what type of questions MPs should not be putting to the library. NG replied party political questions, although it was reasonable to ask for facts and statistics without a political slant; MPs should also avoid questions that would generate an unreasonable amount of work. Keith Cuninghame pointed out that the House of Commons Library had recently made efforts to explain levels of service more clearly to MPs and their staff. *Bill Robinson* (USA) suggested that if political information was to be provided, it was helpful to establish conventions to ensure that library researchers knew the purpose for which information was being requested, and that members did not attribute the interpretation of the facts to library staff; CRS had found this approach worked pretty well. NG said this was an interesting point, raising the subject of public money being used for party political purposes. He added that when UK Members referred to information provided by the House of Commons Library in a speech there was an inference that the information was objective and accurate.

There were then a series of presentations on the Library of the House of Commons.

Challenges facing the Library today: an overview

Priscilla Baines, Librarian, House of Commons Library, United Kingdom

The House of Commons Commission has recently published their first ever-Strategic Plan. The Library contributes to each of the four core tasks and information management strategy is at the heart of this Strategic Plan. In turn, the Library Business Plan must relate to this Strategic Plan.

Recently, there has been closer working between departments of the House. Barriers still exist, however staff were encouraged to talk to their counterparts in other Departments. IS/IT has become a driver for change and a stimulus for development of a more corporate approach. There is a need to adopt common standards and working practices. We must exploit advances in IS/IT where we can.

There is an increasing emphasis on public accountability. Confidentiality was preserved for the work we do for individual Members of Parliament, but any pre-prepared work we do must now also be available to the wider public. This has been partly driven by the factor of Freedom of Information legislation.

There was a challenge to meet competition from outside sources such as the Internet. Services must meet our users' needs and genuinely add value. Members needs are changing and the Library needed to be able to identify and meet these changing needs and to manage expectations and demands. Deadlines remain short. There is an increasing expectation for ready-made material. The Library needed to ensure it did not under or over provide.

The Library was currently conducting a functional review and needed to find ways of altering the current organizational structure so that it could work in more flexible ways. It was necessary to recruit and retain staff with the skills needed. Skills must be kept up to date. The Library was much more resource conscious than it used to be. We must present value for money and demonstrate that our services do meet Members' needs. The key to our continuing success and the real challenge is that we must continue to retain the support and trust of our users.

The Research Service

Rob Clements, Director of Research Services, House of Commons Library, United Kingdom

The service is an integral part of the Library, which aims to provide a seamless information service, sharing information and common resources, including staff. The Intranet has become an increasingly important means of providing services. Outputs can be divided into two main categories. The majority of the work is re-active (responding to inquiries from individual Members), however the other key output is pro-active work, which is seen as a way of anticipating needs before they become inquiries. This latter category includes the production of Research Papers.

A key issue is managing demand. Developments in IS/IT have provided opportunities in this area. For example, Research Papers are now available over the Internet and Intranet and information can be disseminated to prime customers and to the wider public. Another example is the development of Standard Notes. These are evolving documents, which are updated from time to time and are made available electronically over the Intranet. The Intranet has also enabled us to provide ready made statistics on demand such as our constituency profiles service which uses active server pages technology to provide ready made statistical profiles for constituencies.

Customers are able to find more for themselves. The number of logged inquiries has decreased. This shows we have been successful in managing demands by providing pro-active information. However, users don't or can't find everything ready made so they come to the research service with more complex inquiries and shorter deadlines.

Almost all the work is for individual Members of Parliament. Our support for committees is very limited. Select Committees have always employed their own researchers, despite arguments that the research service could better provide this resource. There was a need to better market services to Select Committees. One way is to improve relations is by arranging secondments for Library staff. The Library has traditionally only provided Research Papers in time for the Second Reading of a bill, however the shift to more pre-legislative and post-legislative scrutiny places new demands on both Committees and the Library.

Other recently emerging challenges include devolution in terms of co-operation and information sharing with research services in devolved assemblies and the emergence of new-pooled groups of researchers set up by political parties at Westminster. The latter development may impact on the role and visibility of the Library's Research Service.

There is a need to 'join up' Library services with the work of other Departments, particularly in the light of the increasingly corporate environment in the House of Commons. Above all, it was vital to continue to engage, inform and serve *all* users in a variety of ways remembering that not all Members are happy to use IT!

Bringing together the Library's work on Parliament and the Constitution: the evolution and philosophy of the Parliament and Constitution Centre (PCC)

Chris Sear, Senior Researcher in the PCC

The successful development of the Parliament and Constitution Centre since April 1999 as a new type of unit within the Library, cutting across traditional responsibilities and conventions, was described by Chris Sear. He gave as examples of the benefits of this approach the reduction of duplication of materials, the coordination of certain types of basic information for the use by all sections, and the provision of a daily current awareness service to all Library staff. The Parliamentary Current Awareness Service, PCAS as it is known, is the 'flagship product' of the Centre and acts as a quick guide to relevant parliamentary questions, statements, and political news articles, with internet links.

The Centre had also been keen as part of its development to forge contacts both with other Departments of the House - such as the Clerk's Department, and the Finance and Administration Department - and outside bodies such as the Hansard Society, the Constitution Unit, and the devolved legislatures. Indeed monitoring developments in the devolved assemblies from the Westminster perspective was one of the regular tasks undertaken by the Centre, in the form of a quarterly Devolution Monitoring Report. The compiling of histories of parliamentary constituencies - something often requested by Members - was another 'product' exclusive to the Centre.

Staffing the newly established Centre had been met with some resistance in the early days: It meant that familiar work practices had to change to accommodate the more flexible regime of bringing in staff from other parts of the Library as and when needed; and the departure from the standard 'head of section' model in the Library had meant teething trouble with staff management. But the Parliament and Constitution Centre had brought together resources and staff from other parts of the Library to begin to develop a centre of excellence on parliamentary and constitutional issues which, with the changes in House procedure and the expansion of Parliamentary Questions and select committee work would be all the more necessary in future.

Reference Information for Members

Helen Holden, Senior Reference specialist, Members' Library

The changing needs of Members of Parliament for parliamentary, reference and legal information were outlined by Helen Holden. The Members' Library was mainly used by Members of Parliament with limited access to certain categories of staff, and she made the interesting point that the proximity of the Members' Library to the Chamber, the Whips' offices, the Tea Rooms and some Committee Rooms had some bearing on the use made of the resources by MPs. This physical closeness affected the day to day business of the Library, which was also affected by the phenomenon, not perhaps so widely felt in other parliaments, of 'Members on the move' in search of quickly available answers and material. Sixty four percent of enquiries from Members were made in person.

Although the use of the Oriel Room (the main enquiries desk) of the Library rose by 15 per cent last year (an election year) in general the trend for enquiries from Members and their staff was down. Several significant factors were changing the use made of the Library by Members. In particular: the

large Government majority in the 1997 and 2001 elections; the greater time spent by Members in their constituencies, and the increase of constituency work over parliamentary-related enquiries; Opposition tactics which focussed in recent years on the relative performance of Members within the House, requiring analysis of voting patterns, contributions to debates etc; the greater use of electronically available material, including legal sources and press databases, over hard copy; and the complexity of some enquiries which required specialist or in-depth answers as opposed to immediate responses. There had been a drop in requests for standard materials 'on site' although books and other hard copy were still used in approximately 50 per cent of enquiry work.

The Library was responding to these changes by anticipating Members' questions and tailoring the answers – as with voting participation for example, giving guidance to Members on the use of electronic/on-line sources, providing more IT facilities to Members in the Library (there are now 6 PCs in one reading room) and ensuring IT 'trouble-shooters' among the staff are available. Developing staff skills was ongoing as was greater cooperation and collaboration and sharing of knowledge and expertise within the Library and between departments of the House.

Morning question and answer session

(with all speakers from the House of Commons Library).

Richard Ware (Head of the Office of the Clerk, House of Commons, formerly Director of Research Services, House of Commons Library) chaired the session. He noted that he was now in a position to bring something of an external perspective to the work of the. He did not need to use the Library much any more, but he did use a great deal of Library information.

Kosi Kedem (Ghana) noted that some parliamentary libraries had neglected constituency work but happily this was not the case in the House of Commons Library. He asked what kind of constituency questions the Library received and what information was available. With reference to the Parliament and Constitution Centre, he was surprised to hear references to a constitution in Britain. *Helen Holden* said that the Library tried to support staff working in constituencies and that a great deal of Library material was available on the Intranet. *Rob Clements* noted that there was a distinction between constituency cases (individual social security, schools etc cases) which demanded an individual response and constituency issues such as hospital building for which ready made material could often be used. *Chris Sear* pointed out that there was a British constitution, but not a written one: this sometimes made life difficult.

Elizabeth Dietrich-Schulz (Austria) asked about proactive provision of information and the anticipation of needs. *Rob Clements* said that things might be in the legislative programme and that much could depend on researchers having their ear to the ground. *Chris Sear* said that the PCC had regular discussions on this. A questioner asked how to measure if needs had been met in the case of information provided proactively. *Rob Clements* said that this was a difficult issue and there was no single means of feedback, but surveys, interviews and other measures used. *Priscilla Baines* noted that the Information committee was intended to be a user group but was not always effective in this respect as far as Library services were concerned. *Richard Ware* noted the difficulties of measurement in this area.

Eduard Afonin (Ukraine) commented on the changing nature of libraries as a result of IT developments and asked about the development of a corporate approach. *Betty McInnes* said that there was a current project to define the standards for information retrieval. There was a need for originators to recognise that other users needed access to their information. There was a need to look at parliamentary information like Parliamentary Questions in terms of their complete life cycle.

Richard Ware noted that there was now a strategy which sought to direct resources in a flexible way. *Priscilla Baines* noted that these issues needed to be seen in the particular context of the slow moving British parliament.

Katalin Haraszti (Hungary) asked for further information on the comment that, although enquiry numbers had fallen, enquiries were more time consuming. *Helen Holden* said that much information was now easily found on the Internet so more complex ones came to the Library.

A delegate asked who could amend the constitution. *Chris Sear* said that the constitution evolved continuously. Changes might be driven from a variety of source: the government, parliament, the people.

Afternoon Session

The afternoon session was devoted to looking at Intranets in a number of European parliaments

Services of the House of Commons Library Intranet, a brief overview

Edward Wood

The Library's Intranet Planning Group (LIPG) is the body that makes recommendations to Library Management on Intranet content and style. It vigorously pursues a policy of making as much material as possible available to end users on a 24/7 basis via the Intranet. This is both reference material and external databases and the Library's own research material.

A redesign of the pages led to the research output of the Library being arranged by subject area rather than following Library structure. There have been some issues about the broad nature of some of the top level subject headings and how intuitive they are to find. A new taxonomy for the pages based on the in-house Library thesaurus is due to be launched soon. This would have a more useful hierarchy of narrower, broader and related term relationships between subjects and will link more accurately to the underlying indexing of the material.

The need for a good search engine was reinforced as even with the best architecture some items are best retrieved by a keyword search rather than navigation. This is particular true for reference material and resources/databases the user may be unaware of.

As the Intranet continues to develop it is hoped there will be more automatic indexing and publishing of material to free up time for staff to undertake other tasks. Other developments, such as limited access to LEXIS NEXIS for end users, will continue to be pursued with the end user's needs in mind.

The Intranet in the Norwegian Parliament

Gro Sandgrind

The Intranet site was first published in 1996, but resources were directed mainly to the Internet site initially. The Intranet has expanded but remained largely unchanged in design. The first major redesign is being undertaken and is based around a web portal solution that will allow personalisation and alert services for MPs and their staff and also allow document management. Although design important the driving force will still be content and usefulness to end users.

Other features of the site include Internet links selected by librarians to other resources such as other sites and databases and Web site development for the Storting's Standing Committees. These include useful links to news and other agencies, research institutions and related government sites. News updates can be personalized on behalf of the Standing Committee by librarians. News is an important feature. As well as news print and wires, MPs can have access to radio and TV broadcasts that have been digitized and stored by agreement with the broadcasters. These are delivered direct to MPs via the Intranet.

The future of the Intranet lies with the web portal technology that allows more personalisation and control by end users and gives them 24/7 access to a virtual library. Using better monitoring techniques the librarians can adjust services as required.

News and Newspapers in the intranet of the Swedish Riksdag

Margareta Brundin

Margareta's presentation centred on the provision of electronic news material. The first news service in the Swedish Riksdag was a telegram service arranged with the press agency, Tidningarnas Telegrambryå, and introduced in 1992. Since then news from all the major Swedish newspapers, local press, press cuttings, radio clips and television transcripts are delivered daily to the Riksdag intranet. The material is stored in their Lotus Notes system for a year. The service has proved very popular with Members, particularly the SDI feature whereby users can set up their own profiles to store frequent searches – the results are delivered by email as often as they want. The library is currently in negotiations with Swedish radio and television companies to include digital radio and television programmes.

The Intranet in the Latvian Parliament (Saeima)

Anita Dudina

Anita's presentation considered the cultural and technological issues raised in setting up an electronic media service. The Latvian parliamentary information service was set up in 1990 and they are still in the early stages of IT and intranet development. Not all of their 100 Members have PCs, and use of IT is not widespread among the Latvian public which means that training and user education is needed to encourage people to use online services. Saeima's intranet was set up in 1997 and provides information on 6 areas – Members, Legislation, Sitings of Saeima, News services, 'Actualities' (agendas, what's on today etc), and information about Saeima staff. In conclusion Anita felt that establishing common standards such as indexing was important, that content management should be made easy to maintain, and that training for users *and* content producers was necessary.

During the discussion the issue of copyright was raised – particularly within the context of users copying electronic news material from the Parliamentary intranets and storing it for use on their own sites etc or for creating a "personal electronic library". The copyright agreements are arranged with the external service providers. They are expensive and in the Swedish Riksdag the material cannot be used elsewhere. The provision of a tailored news alerting service was discussed. Like the Swedish Riksdag, the Norwegian intranet also provides access to an external news service which supplies material on customized searches.

The Information system of the National Assembly of the Republic of Slovenia

Tatiana Krasovec and Natasa Glavnik

The early development of computerisation in the National Assembly was based on the use of DisplayWrite5 in DOS. Initially confined to staff and the Chairmen of working groups, the *Computerisation of the legislative procedure project*, undertaken during the second half of the 1992-96 term, built a computerized information system based on the use of Lotus Notes. In autumn 1996, this became a compulsory framework for the production, entry and use of documents prepared during the progress of legislation.

Many documents are now circulated electronically, and members are able to plug-in laptops in the plenary Chamber. In particular, the minutes of plenary sessions and working bodies meetings are only available electronically. The Intranet, available since the second term in 1996, is used by MPs, the staff of the National Assembly and accredited journalists, as well as the second chamber, the National Council. A large number of documents are available in the Intranet, including the session records of the Assembly of the Republic of Slovenia from 1986 to 1992, and the records of the National Assembly since 1996. The National Assembly's sessions are broadcast on the internet.

The Documentation and Library Department acts as the information centre for users of the system, as well as citizens of Slovenia. The Department has access to a number of databases, including the national library system COBISS, a dedicated press review, based on lotus notes and, more recently, scanned articles. All users of the Intranet also get copies of articles about the National Assembly every morning at 8am. The Eurovoc thesaurus has been translated into Slovenian and is also available on the Intranet.

Discussion on afternoon presentations

Chaired by Betty McInnes, Director of Information systems, House of Commons Library, with all the speakers

Betty McInnes stressed the similarities of the difficulties/situations, faced by each of the parliamentary libraries. This led onto various points of discussion and specific questions to the panel.

Achieving the correct balance between research and library/information services formed a central part of discussion. The afternoon's theme of the internet, generated questions as to whether a blurring of the roles of research and library/information staff, was helped, or made worse, by the introduction of intra/internet sources. The general response was that it did not help the clarification of roles. These responses led onto discussions concerning whether the intra/internet services, should exist primarily for staff, or MPs use.

Also under discussion were best possible methods of evaluating the use of intranets and the services they provide. Various examples were given from delegates, such as, targeted interviews, working groups, general surveys and the monitoring of usage levels. The problem of specific and individual requests as a result of surveys was significant, leading onto a questioning of their general usefulness.

Delegates expressed an interest in the Lexus-Nexis service provided by House of Commons. Questions specifically focused on issues of cost and copyright. Potential problems and advantages arising from the publication House of Commons research papers on the internet, were also discussed.

The Conference closed at 5.30pm. Delegates assembled for an evening reception at the Tate Britain art gallery.

3. The 68th International General IFLA Conference and Council, Glasgow, 16-24 August 2002

3.1 Coordinating Board Meetings I and II

Friday 16 August, 14.00-18.00, Rockall

Participants: Cristóbal Pasadas, Chair CB (bibpsi01@ucartuja.ugr.es); Marialyse Délano, Secretary, CB (mdelano@bcn.cl); Fernanda Campos (fcampos@bn.pt); Alix Chevallier (alix.chevallier@bnf.fr); Sue McKnight (suemack@deaking.edu.au); Margareta Brundin (margareta.brundin@riksdagen.se); Frances Groen (groen@library.mcgill.ca);

Opening of the meeting

The chair of the CB opens the meeting.

- **Adoption of the agendas for CBI and CBII**

The participants approve the provisional agenda for the Glasgow CB I and CB II meetings. The Chair and Financial Officer gives handouts of the financial report 2002 and informs of the brainstorming meeting to be held by the IFLA President Elect, Ms. Kay Raseroka during the Glasgow Conference. He also stresses the importance of following the red thread, as a conceptual framework for the subjects and contents of the Conference. IFLA Core Activities will be discussed as point 4.a in the agenda.

- **Minutes of the CB meetings in Boston 2001**

Due to different problems, the minutes of the Boston CB meetings have not been available until very recently; so the minutes are approved with the provision that every CB member should check their records for Boston and make a final proposal for amendments if need be.

- **Report from the Professional Committee and Governing Board**

Points specially highlighted:

- Due to re-organization within IFLA, there will be no more Round Tables and they are gradually being incorporated as Sections. As to the SC meetings for Berlin, the Chair informs that there will be two SC during the IFLA Conference, but the second one will be shorter. For future Conferences the issue is under discussion.

Mme. Chevallier considers that the issue is not only the length of the meetings, but having to accommodate 7 or 8 more Sections within an already crowded Conference Agenda, with a very limited availability of space and time slots for workshops. There is general discussion on the length of the IFLA Conference and the difficulties for some colleagues to attend for such an extended period.

- The Chair gives an overview of the Professional Committee meetings held in December01 and March02, and the complexity involved in approving the strategic plans, of which two were not approved. The Chair reminds as well that SC are required to revise actions plans for Berlin and start discussing strategic plan and action plans for next 2004-2005 so as to make the process easier.

- Satellite Meetings will be charged an IFLA overhead for using the IFLA logo and should submit the participants' list. The context of this is that pre, post conferences and satellite meetings could detract participants from the IFLA Conference. This idea was generally rejected by CB members and Ms. Margareta Brundin indicated that the issue must be taken up with the Standing Committees for further discussion. The Chair reminds that the proposals for workshops for Glasgow were too many as compared with accommodation available, and that PC had to take a decision; Ms. Brundin indicates that this could be solved with offsite venues. The concern submitted was about non-paying, non-registered people who nevertheless participate in the Satellite Meetings, not controlled by IFLA. Ms. Brundin indicates that this is not the case with the Libraries and Research Services for Parliaments' Section and it would not detract participants from the main IFLA Conference but attract more people to the main venues, acting as an added plus.

- The deadline for providing IFLA HQ the satellite meeting information is March 15

-The Chair informs that a Liaison person to Div. VIII, Regional Activities, must be chosen at the SC meetings; at least one person must be chosen as liaison to Division VIII. In the case of Libraries and Research Services for Parliaments, there are regional activities so each area should liaise with the corresponding Region. As an example, M. Délano usually participates in the Latin American Section, providing there are no meeting collisions in the tight Conference schedule.

-The Officer's Handbook has been sent and is available on IFLAnet, including calendars and deadlines; this is important for all SC members to know.

-The 2003 Conference in Berlin will be time for new strategic plans within the two years cycle planning, and the action plans must be updated after Glasgow and presented in Berlin. They must include an evaluation of the implementation of former plans. Open Sessions will be of two hours' length in Berlin.

-The Rotnac/Intamel issue is pending and Mr. John Day has to meet them and reach a solution during Glasgow.

- The problem with Core Activities is one of financial constraints, and Mme. Chevallier comments that if so, why are there so many new Sections since this leads to more space and cost requirements and thus to shorten meetings. There is a consensus that the meetings would become even more fragmented and for participants it would be difficult to organise full density schedules in their areas of interest. The risk is that the Conference would not provide full value for the expenses committed by the attendants.

At this point, Mr. Walravens from Germany greets the participants and offers his help as liaison of the NOC to Division I for the upcoming Berlin Conference.

- **Core Activities**

All Core Activities have Strategic Plans by the Governing Board, with the exception UBCIM, which will not continue as such. There was a division in two activities and Portugal accepted acting as host for the UNIMARC Core Activity. A strategic plan was prepared, and IFLA will have to decide on the strategic plans for both activities. Portugal's Mme. Fernanda Campos considers that UBC and MARC International are fundamental as a set of concerns.

The issue is that there is a fixed budget for all core activities and a single one like UCBIM cannot take up more than 50% from the whole budget. Negotiations will continue on this aspect. Core activities in

general are under discussion; Mme. Chevallier considers that sharing responsibilities with more Sections would be a more fruitful way of doing things. Mme. Brundin agrees and states that Core activities should be reviewed and taken up by SC members.

- **Review of Division and Section finances**

The CB is provided an allowance of EU 317. Ms Brundin reports about problems with payment for an invited speaker to the Open Meeting, since IFLA is requiring him to pay a registration fee. The Chair will be taking this to the PC for further consideration. The CB agrees to pay the fee out of CB admin money. For Ms. Brundin the problem is the concept, which would require a revision of the policies.

Mme. Chevallier asks how is the Newsletter of the Sections paid for, and Ms. Brundin indicates that the Swedish Parliament pays for it. There is a suggestion accepted by the CB that the rest of the CB money be divided equally among the three sections to provide for the Newsletter mailing and other expenses.

- **Section programmes for Glasgow 2002**

National Libraries: the programme goes according with strategic and action plans. Apart from an Open Session and a Workshop there will be joint activities with other Sections and with PAC regarding disaster planning.

University Libraries. The programme is developing according to the published schedule and plans. Libraries and Research Services for Parliaments. The programme is running as scheduled, including a pre-conference at the House of Commons, that attracted more participants to the main IFLA conference, according to attendance figures.

As Division, there should be more Cupertino and joint activities between Sections. We could have a programme of our Division, and even an Open Meeting on issues such as assessment, remote reference, web services, and others. But, of course, this is always difficult to achieve. And then IFLA is not only an annual Conference but also work and activities all the year round as significant and relevant as the open sessions and workshops.

IFLA Booth assignments and other relevant issues for Officers

CB members are reminded of their IFLA booth assignments and other specific meetings.

- **2003 elections**

The Berlin Conference will be election year and due importance must be given to this, since renewal of SC membership as well as election of SC Officers for the 2004-2005 period will take place.

COORDINATING BOARD MEETING II Friday 23 August, 12.20-14.00, Rockall

Participants: Cristóbal Pasadas, Chair CB (bibpsi01@ucartuja.ugr.es); Marialyse Délano, Secretary, CB(mdelano@bcn.cl); Alix Chevallier (alix.chevallier@bnf.fr); Frances Groen (groen@library.mcgill.ca); Margareta Brundin (margareta.brundin@riksdagen.se)

Sue McKnight apologises for not being able to attend. Fernanda Campos apologises for not being able to attend.

Meeting is opened by the Chair.

- **Plans for Berlin 2003 and revision of strategic plan (Appendix 2, guidelines for strategic plans).**

The Chair thinks that arrangements of programmes for every conference should begin earlier than strict IFLA deadlines, to make sure they are met. Strategic plans / action plans for 2003-2005 must be submitted and discussed in Berlin.

Strategic and Action Plan of Parliamentary Libraries will be prepared by Ms. Delano and submitted to the SC of the Section, before taking it up with the PC. They will be restructured to be more operational, considering the Berlin and Buenos Aires Conferences, and the importance of networking. For the Berlin Conference, the Libraries and Research Services for Parliaments, the Latin American Section and the Government Publications Section are planning a meeting on the subject of e-government and publications in a digital environment.

As for National Libraries, Mme. Chevallier suggests considering in her plans something to do with developing countries and the implementation of disaster plans, and raising the profile of National Libraries to obtain more support. The National Digital Library issue comes across to all libraries: there is a follow up on the Role of National Libraries as to archiving electronic material, citing the case of The Netherlands and Elsevier.

University and Research Libraries Section will have an open session on the need for an international information literacy certificate and a workshop on the Scholars' Portal as the main features for Berlin.

The Chair suggests considering issues brought up by the President Elect, Kay Raseroka, for the preparation of the strategic plans. The PC expects to have the revisions of strategic plans by the end of the year, when these strategic documents from. The President-elect will be available as well. The possibility of a membership survey was discussed, and taking advantage of the evaluation forms were mentioned as a way of keeping the activities focused.

Liaison persons for Div VIII will be: for National Libraries Mr. Ramachandran from the National Library of Singapur; for Parliamentary Libraries the Liaison will be according to regional areas (Ms. Delano for L. America); and University and Research Libraries will set up a working group which will take care of the Section's relationships with several IFLA bodies, including Division VIII: Niels Mark (Denmark), Barbara Ford (USA), Alice Bulogossi (Kenya), Heinz Fuchs (Germany) and Alexander Plemnek (Russian Federation).

- **Plans for Buenos Aires**

The Buenos Aires Conference has been reconfirmed as the venue for IFLA 2004 Conference and the red thread is "Libraries as tools for education and development".

For National Libraries, planning along the following lines is being done: a) educational role of National libraries b) preservation and conservation issues c) access to cultural heritage and scholarly publications; d) discussion of role of National libraries in archiving e-material; e) disaster planning, blue shield.

Parliamentary Libraries are making contacts with Latin American Parliaments and searching for Argentinean contacts, to co-ordinate meetings, workshops and other activities, via the Argentinean organisers (A.M. Peruchena).

University and Research Libraries will focus on the first-year experience (what the library does for first timers); and a special collaboration with National Libraries would be most welcome in focusing on the share of responsibilities for long-time preservation of scientific literature.

- **Projects**

The Chair reminds that projects extending for two years must go to the CB and the Professional Board for approval.

As responsible for the project, the Chair reports that the "Information Literacy in Spanish" project running 2001-2002 is already finished in a 90%; the only task left is the development of a basic scenario and script for a model of an Information Literacy Programme to be adapted to local contexts. But due to late local and technical developments, it seems that the aims of the project could better be served with the translation/adaptation into Spanish of a manual of web-based instruction for librarians. The University and Research Libraries Section have accepted this as well and he could go forward to PC and IFLA HQ for approval. The CB agrees to.

- **Evaluation of Glasgow Conference**

Libraries and Research Services for Parliaments: the conference was successful and the programme completed as scheduled, with an unusually high attendance. Unfortunately some rooms were insufficient, such as those provided for the SC meetings and the venue at times lacked some facilities. The Conference included a visit to the Scottish Parliament, during which the working sessions took the form of a parliamentary discussion and a round table.

National Libraries: A very good Conference, with open Section and Workshops; the Section also supported other workshops; the rooms were full and the presentations of good quality.

University libraries: Very successful the pre-conference workshop had an attendance of 25 people and the discussion groups 80-120 people. The Open Meeting had 350 participants. The workshop held together with Faife and Latin America got some 30 attendants. For the first time there was an evaluation form that will be shared with the rest of the Division for further use.

A recommendation for the publication of a paper by Professor Tanaka is presented.

As to the organisation and Conference schedule, there were collisions and in Thursday, a competition between library visits and Edinburgh visits. There were at times "holes " in the Conference as well as superposition of meetings. Transportation to and from the venue was a problem; the venue had second-rate accommodations including occasional lack of toilet papers; the receptions were too crowded and queue interminable; hotel accommodations were second rate for the expense and in general UK was an all too expensive choice. Volunteers and technicians and PC facilities were excellent. Translations insufficient, particularly if more members and participants from different regions are interested in attending IFLA.

Any other business No other business raised.

Adjournment The meeting was adjourned.

3.2 Standing Committee I and II, Library and Research Services for Parliaments Section

Opening of the meeting

The meeting was opened with the presence of 64 members, representing 40 countries, including 16 SC members.

Participants: M. Brundin (Chair); M. Delano (Secretary); E. Mitrakou (I. Coordinator); J. Seaton; R. Shakya; M. Angelova; I. Andreeva; R. Paré; B. Vansteelandt; E. Mohabe; S. Parker; A. Kosten; T. Lukarevski; B. Chomhuen; D. Chomphalaphel; N. Kimhi; K. Harazti; P. Aranda; S. Perry; E. Dietrich-Schulz; M. Fraser; T. Mtine; R. Brian; K. Cuninghame; A. Kasements; A. Siplane; R. Blagniene; A. Dudina; S. Smite; H. Finsten; A. Zatkalikova; N. Katayama; P. Baines; G. Sandgrind; E. Mitrakou; P. Tingela; D. Scheeder; A. Pujayanti; J. R. Verrier; E. M Kamav; I. Rugambwa; J.A. Milogo; A. Makata; B. Gardner; G. Griffin; H. Holden; B. Swartz; D. Clark; K. Sosna; W. Kulisewik; B. Davidson; J. Keukens; A. Hubert; G. Sarku; C. A. Mensah; K. Kedem; M. Choi; J. Han; S. H. Lee; S.M. Ali; A. Abhari; E. Afonin; N. Bannenberg; B. Robinson; N. Pettis.

Approval of the Agenda

The agenda for the SC meeting was approved.

Ms. Elisabeth Dietrich-Schulz from Austria announces the publication of: History of the Austrian Parliamentary Library, 1869-2002.

Approval of the Minutes of the Standing Committee meetings in Boston, August 2001

The Minutes of the SC meetings in Boston were approved.

Officers report (membership report, financial report).

- The Libraries and Research Services for Parliaments has 115 registered members.
- Ms. Margareta Brundin gave the financial report for the Section: the Section received 610 EU, which are used for renting the venue for the management workshop.
- The full financial report is going to be included in the Newsletter, for the fiscal year January – December 2002.

Roll call of Standing Committee members -- SC members present:

- Angelova; Brundin; Delano; Dudina; Paker; Scheeder; Vansteelandt; Verrier (1999-2003)
- Andreeva; Aranda-Torres; Cuninghame; Kulisiewicz; Mitrakou; Moon Huy; Paré; Sandgrind (2001-2005)

Future elections in 2003

The year 2003 will be election year.

Mrs. Margareta Brundin, chair of the Section is sending letters to the members. She emphasized that it is desirable that a broad spectrum of countries and people participate that it means an important load of voluntary work and assistance to IFLA Conference, so the support of each parliament is thus recommended. It was suggested to the members to review the Officer's handbook, available at the IFLA website, and the IFLA Directory.

News from the Coordinating Board

The report from the Coordinating Board was provided to the Section, and is included in 3.1. The subjects informed, amongst others, were: The change from round tables to sections; revision of action plans; that satellite meetings would have to leave an overhead for IFLA, if made under IFLA name and using IFLA logo; that open meetings should last 2 hours and that workshops should last half a day only; the importance of 2003 as election year; the availability of the officer's handbook and the IFLA Directory (red book); that the second SC could be shorter than the first.

The SC members indicated their concern about the length of the IFLA Conference, which made it difficult to have more members participating, because of the expense involved, as well as the long absence from work.

Proposal of the project, sponsored by the ECPRD.

The proposal for EU on creating webpages of information resources for Parliamentary Libraries, including the World Directory and research on democracy building initiatives was approved, and the ECPRD is kindly providing funding for this, of 7.740 Euro. The project proposal was included in the previous Newsletter of the Section.

Reports on regional activities:

European Centre for Parliamentary Research and Documentation (ECPRD), report by Karel Sosna

ECPRD continues in its still very diverse activity. Four meetings and seminars were held up to this time – meeting of the Executive Committee in Copenhagen; Parliaments on the Net V in Helsinki; Macroeconomic Research Group in Prague; Digitization of Parliamentary Information and Archives in Brussels – and six meetings and seminars that will be held until the end of this year: Meeting of the ICT Working Group; ICT as an instrument between politics and citizens in the Hague; Seminar on Parliamentary Procedures Law Making and Parliamentary Control over the Executive in Skopje; Meeting of the Executive Committee in Strasbourg; Annual Meeting of Correspondents in Athens; Macroeconomic Research Working Group in Strasbourg; Annual Meeting of Correspondents in Athens; Seminar on Thesaurus Eurovoc in Brussels.

The Annual meeting of Correspondents in Athens, in October, will be more festive because ECPRD is celebrating its 25th anniversary this year.

ECPRD has published or will publish in the near future publications such as:

ECPRD Directory 2002

ECPRD Activity Report 2000 – 2002

Study on European Affairs Committee

Comparative Study on Parliamentary Remuneration and Allowances

Comparative Survey of Parliamentary Research and Analysis Organizations in Europe

Revised Edition of Guidelines for Seminars

Commemorative publication: “25 Years of ECPRD”.

Mr. Sosna would like to draw attention to the ECPRD website, at www.ecprd.org. There have been efforts made to prepare a new web portal, to make the website user-friendlier and provide more added value.

Association of Parliamentary Libraries of Australasia: APLA Report, Bruce Davidson

At the end of July 2002, Rob Brian at the New South Wales Parliament hosted the APLA General Meetings. At the meeting, the following aspects were discussed:

- Exchange arrangements
- Procedures and policies for disposal of books
- Preservation and storage of e-documents
- Updating the website
- Reintroducing the publication of an APLA Newsletter

The meeting formed a subcommittee to investigate the possibility of consortium purchases for APLA libraries.

APLA now has a bank account, and all member libraries contribute a small annual fee, most of which is used so that the association can pay as member of IFLA.

In the President's report last year, Ros Membrey reported that she represented APLA at the Peak Bodies Forum in February 2002 in Canberra, organized by the National Library of Australia.

APLA members are currently working on a submission to a parliamentary committee enquiry, being conducted by the Australian Senate, on the role of Libraries in the online environment.

Finally, at the meeting in Sydney, President Ros Membrey noted that our long time colleague Nick Bannenberg, had retired last year after 28 years as the Queensland parliamentary Librarian, emphasizing his remarkable career and his contribution to the PALA and the library profession in Australia. He was a founding member of APLA, and the SV and Secretary of this Section. His recently appointed successor, Mary Seefried, attended the Apla meeting in Sydney and is looking forward to meeting the Section in Berlin.

The next APLA Biennial Conference will be held in Wellington, New Zealand in March 2003, just before Easter; for more details you can reach Moira Fraser.

APLIC / ABPAC Canada. Report by M. Richard Paré.

During the period 2001-2002, there have been some "changes of guard". Mr. Gaston Bernier, who as the Chair, has retired and has been replaced by Mr. Phillippe Sauvageau, at the Direction of the Library. Mr. Francois Le May, the Secretary and Treasurer of APLIC for the last 8 years, has retired from the Library of Parliament. Ms. Lynn Brodei of is Director of Collections, will become the new Secretary / Treasurer.

The next conference will be held in Quebec City in September, on the occasion of the 200th year anniversary of the National Assembly Library, founded in 1802. To mark this anniversary, the 2-day conference has been extended by a full day seminar on the history of Parliamentary Librarians.

APLAP Report. M. Noboko

Ms. Noboko reported that the next APLAP meeting would be held in October, in Turkey.

APLESA, representative from Uganda

A strategic planning workshop was held. The headquarters of Aplesea rotates from country to country and a secretariat has been established.

AAPLD, report M. Kosi Kedem

The West African Parliamentary Library Research Institute will hold a meeting on September 30 – October 2, with the assistance of Margareta Brundin. It will encourage the activities of a regional group, inspired on Aplesea.

Obs: the report of M. Brundin wil is included in the Newsletter

PARDOC, report M. Francois Milogo

The Pardoc programme, plans for 10 years was completed in 2001. There are 30 beneficiaries and is projected with new objectives. It includes all aspects of parliamentary work and a programme of support to francophone parliaments. A new name has been coined, NORIA, (Information Flow, Organization, Assamblees)

NCLS, report Ms. Donna Scheeder

Ncls met in July in Denver, Colorado. Some of the subjects covered were Standards for legislative databases to search across them; workshops with management issues; awareness for best practices by state libraries.

Nordic Countries, report by Ms. Gro Sandgrind

The annual meeting was held in June, in Oslo. The subject was the future of parliamentary libraries, action plans and programmes.

Future Conferences

There was a general concern about the length of the IFLA Conferences, as well as the issue of the Pre-conference which has been a tradition for the Section. (Mrs. June Verrier and two other participants). One suggestion was to hold the Pre-Conference within the frame of the IFLA Conference.

Yet, D. Scheeder said that the London Pre-Conference had been particularly good, and that if it were held in the main venue, it would be a very heavy load on the organization group.

M. Fraser seconded the London Pre-Conference, and indicated that it was an opportunity to get to know other parliamentary libraries and parliaments.

K. Cuninghame agrees, as most, that the conference is too long, and that maybe it should be

Gro Sandgrin comments that in the case of a separate conference, travel can become three times more expensive in addition to local regional activities and meetings.

An alternative proposed could be that Pre-Conferences be held every other year.

D. Scheeder posed the question as to what is more valuable for the Section.

A discussion ensued on the value of being in IFLA, (Verrier) but the synergy of the full Conference (Delano), the organizational aspects, and the belonging to a larger body as important as IFLA was also indicated as an asset, and that there is a benefit in belonging, for smaller countries (Brundin, Kedem and others). As to the Pre- Conference, M. Brundin stressed that it was voluntary and did not detract participants from attending the full IFLA Conference, and it was an opportunity to share with other parliamentary libraries.

Dudina and E. Holt also commented on the subject.

There was a shared feeling that the frame provided by IFLA was not flexible enough for the Section, and for example, the room provided for the SC meetings was not large enough for the Section (people sitting in the floor, etc.).

IFLA 2003, Berlin

The IFLA 2003 Conference in Berlin will have a Pre-Conference in Prague, hosted by Karel Sozna. The Secretary General and Speaker of the Chamber has confirmed his presence. And the meeting will be on "Parliamentary libraries and research services of Central Europe"

Accommodations are being coordinated, as well as the possibility of travelling by bus from Prague to Berlin, via Dresden.

M. Brundin informs the Section that Berlin preparations are well under way.

IFLA 2004, Buenos Aires

The IFLA 2004 Conference in Buenos Aires was confirmed, as well as the Preconference to be hosted by the Chilean Library of Congress.

Subjects of interest for future conferences

During the SC meeting, the Section's SWOT analysis during the workshop and coordinating meetings, the following subjects of interest emerged:

- Windows of opportunity
- Information literacy
- Globalization
- Organizational structures
- Recruitment
- Getting the request out of the user
- User education
- Impact of Libraries and Research services on legislative outcome.... better laws, for example
- Parliaments and anticipation: one step before or one step behind societal, cultural and technological changes

- Change management: users, environment and ourselves
- Consortia and cooperative acquisitions
- Training: what makes a good researcher
- Knowledge management in a parliamentary environment
- Collaboration with other parliaments and their services
- The other side: integrating executive and legislative information
- Special collections management

Other Issues and useful information for present conference

During the SC meeting, the Section was visited by Elizabeth Ramos, IFLALAC representative. She invited people to participate in regional activities and to encourage joint projects with the Section.

Following this, during the IFLA Conference, the preliminary groundwork was done for a project of holding a pre or post conference to the Buenos Aires meeting. The LA regional Section, the Government Publications Section, the Public Libraries Section and our Section would share this project. The subject of the meeting would be along the following lines: “ e-government, direct democracy and the impact on the above areas of information.

IFLA booth schedule

The IFLA booth was agreed, would be attended in the time slot for the Section, by Mrs. Eleni Mitrakou and Mr. Patricio Aranda.

Coordinating Board Minutes

As an additional information to our members, the Minutes of the Meetings of the Coordinating Board of the General Libraries and Research Division are included.

3.3 Research Seminar

Organized by Bill Robison

Participants: M. Brundin; M. Delano; R. Blagniene; K. Sosna; M. A. De Lima; A. Perna; B. Geers; J. Keudens; F. Van Dijk; N. Kimhi; K. Harszti; A. Siplane; E. Mitrakou; D.M. Liahut; T. Turja; K. Puttman; C. A. Mensah; G. Sarku; C. Kyomuhangi; H. Cappdechia; E. Afonin; H. Holden; D. Clark; G. Griffin; K. Cuninghame; T. Lujarevski; T.C. Mtine; R. Brian; A. Mombase; A. Kosten; U. Zeh; W. Kulisiewicz; R. Barry; D. Scheeder; S. Perry; B. Davidson; B. Vansteelandt; A. Kasemets; J. Verrier; R Shakya; C. Maia; D. Raliile; P. Baines; J. Seaton; J. Power, H. Finsten; B. Gardner; S.M.A. A. Abhari; A. Yildiz; A.R. Cihan; M. Khlemhan; W. Chalid; P. Aranda; K. Kedem; I. Andrevia; T. Fonseca; B. Chonchuen; A. Chomphalephol; E. Falk; A. Makata; F.N. Erturk; M. Risk; S. Smite; I. Rugamwa; M. Angelova; E. Dietrich-Schulz; S. Parker; V. Bottazzo; N. Murray; F. Mcgratr; S. Kalia; B. Tiwari; G. Sandgrind; B. Robinson; W. Satskiewicz; A.A.Al-Mukhaini; N. Bjernback; A. Zatkanhekeva; E. Mohobe; E. M. Kamov; M. Fraser; A. Dudina; D. Toonstra; O. Kumalagov; D. Sprag; M.III Diallo; P. Timplengar; N. Katayama.

Budget analysis for parliaments: Is Budget Analysis in place in a small parliament? Paper by Wieslaw Satskiewicz. Comments: Anna Zatkanikova; Marianne Bjernback; Ahmed Ali M. Al-Mukhaini

The paper on budget analysis presented by Mr. Satskiewicz addresses the transformations in Poland since 1989, and the impact of Parliament on the national central budget. Parliament has had few

instances of modifying the national central budget, (0,5%). From an optimistic point of view, there could be major changes that will increase participation in the annual budget; the pessimistic view considers that Parliament has few possibilities of improving a draft for a central budget.

A Budget Studies Division was set up in 1995 that enabled the parliamentary budget services to become an equal partner in relationship with the government services. The Division staffed and closely working with the University has had decisive influence on decision-making concerning controversial budgetary issues and has obtained recognition and respect amongst the representatives. Some the reports and services provided are: Analysis of material submitted by the Government; preparation of written opinions on the textual part of a budget bill, individual parts of the budget and macroeconomic aims; participation in all sittings of Committees and Subcommittees; formulation of proposals of amendments, organization and training seminars, as well as other services. The Budget Studies Division services over 300 requests a year.

Mr. Satskiewicz indicates some of the benefits and risks related to the services provided, particularly referring to new democracies, and the challenge of building a good working team, of an appropriate size and good training, considering insertion within parliament, level of advice and services provided, political independence of the group.

Many factors external and internal, worldwide and local, influence the model of parliamentary research services and in some cases a trial and error approach must be made, as establishing services is at times an evolutionary process. Human relations must be considered too.

Anna Zatkalikova, from the Research Department, Parliamentary Institute, National Council of the Slovak Republic, shares her experience:

The National Council of the Slovak republic is a small parliament with 150 MPs, with an inadequately small staff dealing with parliamentary tasks. The Parliament has a small analytical (research) department of 13 staff members. There is no special budgetary analytical team, though budgetary work plays and has always played rather big role in the activities of the research department.

The duties of the analytical services are mainly to help formulate, calculate, shift and combine the proposals of MPs, participate in the debates in committees, work out the common report of the committees, to complete the proposals brought by individual members during the debate on the floor so that the voting can be realized smoothly, to control the results of the voting, incorporate them into the final version of the law, to check it with the Ministry of Finance, to control the clean copy with the Collection of laws so that it can be published in time. Also to inform members as well as the officials of different branch ministries about the lot of their proposals.

For the future, a team consisting of three specialists would be desirable and fair. Mrs. Zatkalikova preferred the position that such a team should be created within the research and analytical department rather than within the finance and budgetary committee. Besides all other arguments she stressed the assumption that the committee staff tends to be more partisan than the research staff.

Marianne Bjernback, from Sweden, indicates that the Research Service has a budget office to support parliamentarians with more than 500 requests a year, although many requests are made through the parliamentarians' secretaries.

Ahmed Ali Al-Mukhaini, from Oman, indicates that the Shura is a bicameral congress and thus has

two of everything: library, research services, and there is no special budget analysis area. Budget is reviewed quarterly as a routine, annually and every five years and there is a general audit office. There is no party system and representatives are independent.

A lively discussion period ensued. Some alternatives shared were A general accounting office where parliamentarians can request information on economic and financial matters. In the USA, the Congressional Budget Office, with more than 270 people, do the budget analysis and can change in a major way the programmed project (Scheeder, Robinson). In India, there are two separate budgets: the central budget and local budgets. In Poland, the central budget is a low budget with fixed expenses since post-communist countries have little resources.

Gloria Sarku questions if the budget analysis service makes changes; will it be considered as opposition? It depends on the political structure. In the case of Oman, the Sultan cannot make decisions independently from the tribes, so it is not interpreted as opposition. In other cases, (Bill Robinson), there are independent analyses, compatible with the budget proposal. In Poland, they cannot include the opinions, only the research studies. In the US, (Bill Robinson), they can provide the opinions without being charged with a political leaning. The researchers can also work on a personal and confidential report for the parliamentarian.

Cheap and Effective Needs Assessments. Roundtable: June Verrier, Bob Gardner, John P. Power.

The Australian Commonwealth Parliament's Department of Parliamentary Library has established needs assessment procedures and permanent evaluation of the services, developing a set of work practices and informal feedback mechanisms to identify unmet need as it arises. Accountability requirements include conducting an external evaluation of information and research services once every three years. The two completed qualitative evaluations have contributed centrally to the big picture of strategic planning and direction in the information and research services.

The 'bouquets and brickbats' database is a client feedback database volunteered to the service. Feedback included arises from written and oral qualitative comment on services provided and references to work, which appears in Hansard, press, academic journals and peer recognition.

Outreach is a systematic and opportunistic tool to seek any and every opportunity for dialogue with clients. It includes seeking a meeting with every Senator or Member once in the life of parliament. Staff is encouraged to visit MP's offices to discuss complex requests, to provide oral briefings or deliver the job done. Outreach also includes co-ordination with the Contact Officer network and assistance to the staff of MP's in constituent inquiries.

Client forum(a) have been organised to hear from clients and how they think the Information and Research Services is doing its job, and how it could be done better, as well as MP's meetings with staff, and work with the Library Committee.

All MP's want quality, timely, impartial, tailored, confidential parliamentary aware information and analysis. The common denominator is parliamentary value added; if you are providing the same kind of library service as public, national or university libraries, or writing long and complex research papers comprehensible only to specialists, you are not doing your job.

Evaluation is built into the work permanently; it is something independent, involving key

stakeholders, clients and service staff. Evaluations are open and outcome oriented, cost-effective, ex post-facto.

Bob Gardner, Ontario Legislative Library

In Ontario, there is an in-built assessment in the design of services and products. But, it is important to be prepared to act on results, thinking strategically, methodologically from simple to complex. Mr. Gardner suggests:

- Capture anecdotal information
- Be proactive to look for anecdotal information
- Have suggestion boxes and feedback buttons on all web products.
- Systematically canvas clients. For example, phone calls to ask a few clients some simple questions.
- Statistics, but strategically used: a great product is offered but nobody uses it... drop it.
- Always do a pilot project and measure its demand and usability with clients. For example, sit with a client while he or she looks for information to gauge how easy the system, web or tool is for the user to exploit.
- Interview clients, for example having people from the service to work for a stage with parliamentarians.
- Checks with key stakeholders.
- More intensive and comprehensive interviews with outside consultants. For example, use of an electronic newspaper database, time on line, newspapers requested.

John Power, Northern Ireland Assembly

After the 1998 cease-fire, the Northern Ireland Assembly was established. The design included secretarial support built upon the Scottish model. It was not set up with civil servants, because it has a "bad name" as work identity. Some of the difficulties encountered were ¿how do you assess client's needs, when they do not know what they need? Some alternatives presented were:

- Open consultations with clients to clarify what the library was missing and have a protocol as result.
- Check the weaknesses of the service.
- Recording impact

Mariani, from Namibia shares her concerns on the social, historical, cultural and financial aspects that have incidence on assessment and evaluation. She considers the difficulties in a culture of talking -- oral exchange - and little reading. Her service has no researchers and only has computers as part of the services. A strategic planning exercise was made. Culturally, there are hidden agendas that make assessments difficult.

A. Pujayanti from Indonesia indicates that there are financial constraints for evaluation studies. *J. Verrier*, indicates that this is a common phenomena for parliaments, so services must work out what the culture and the resources can manage as to evaluation and assessment. *D. Scheeder* stresses the importance of getting a member to trust you; building trust to make the member tell what they need to know. *J. Seaton* indicates that you can gather information-recording meetings with intelligence and sharing this information, and the difficulties in having the financial backing for assessments as in Canberra. *B. Gardner* warns that there is a danger of overreacting to anecdotal information. *P. Aranda* says that confidentiality is must; for example you do not talk to the press, there is no such

possibility. In Uganda, I. *Rugambwa* shares that there is a permanent pressure to cut budgets reduce staff in a growing parliament. This makes for non-productive work. As for outreach, it calls for a mature population and the staff is made up of very young people. Also, hidden agendas and double readings are permanent cultural habits.

Libraries and Research Service: Colleagues, Clients and Collaborators: Paper: Margareta Brundin. Comments: Marianne Bjernback; Dulce María Liahut; Cristiane Maya.

The Library of the **Riksdag** was established in 1847, and in 1851 included the archives. The Institution has been in a continued development. This has occasionally generated some conflicts because the structure was tensed between research services and the library. There was a conflict between researchers and librarians, and an imperious need to co-ordinate and collaborate between areas was required, so a new structure, under one single head was established in 1997. Working teams were established, emphasising harmony with good managers that were well informed and co-ordinated amongst themselves. Two activities that were rivals and should be complementary were co-ordinated, mixing professional teams and establishing trust in the work areas.

In Mexico, the library and research services are together, since the objectives of both are the same, and the services have different levels of complexity. Users have requests and they do not know whom to address, so the inquiry desk should be positioned with different people, rotating themselves between research and library services.

In Brazil, there is a history of developing documentation centres, and there are approximately 450 people between research and documentation (Documentation Centre and Legislative Consultancy). The user rate is low in documentation, and in legislative consultancy is growing permanently.

A lively discussion ensues:

June Verrier commented that in Australia, the same problems arose, and were solved by paying people the same, and Library and Research Service were joined after the retirement of John Brudenall. *Bob Gardner* suggests that it is important to get people to work and play together, and put projects that require collaboration. *Donna Scheeder* indicates that all is changing and functional reviews are being made; there are new un-met needs, databases for example, so the look to what we will be doing in five years to make these services smarter and better. *Bill Robinson* says that most clients are satisfied with the contents on the web, but some services must be redefined. *Kosi Kedem* asks if it is necessary to have a modern parliamentary library and if people are aware that there could be alternative competitive services? *Cris Maia* signals that parliaments have their own administration and requirements. *Donna Scheeder* comments that competition is and opportunity, and one is to become a gateway; *Bob Gardner* indicates that the knowledge of parliament is and advantage, as well as the intelligence that permeates the organisation. *June Verrier*: we are free, we are there, and we are parliamentary aware, is the motto of the Services. A person from academia cannot provide the services that inside knowledge can. *Moirra Fraser* says that they have tried several structures, but finally the most important is "let's get them working together". *Rob Brian* gives an example: a persona that navigates and receives information, co-ordinating services are very important. *Marianne* says that working with committees is important. *Hugh Finsten*: there can be competition between a consultant to committees and the research centre, and you have to look over your shoulder. There are two separate services now and the structure is similar to CRS. *Bruce Davidson*: Intranet services are more sophisticated. *Hugh Finsten*: What is the best way to make teams? Care about the teams and not the structure -- *Moirra Frasier* -- but it does not work informally. The conversations that convey the clients' concerns must be changed and people must hold conversations on the clients' concerns.

Dealing with Clients in a political environment. Roundtable: Janet Seaton, Kosi Kedem; Priscilla Baines, Renata Blagiene

A problem was placed, to open up the roundtable: "Sell me all the arguments in favour of my bill". *Renata* indicates that in her case, they provide full-scale information with arguments for both sides. *Robert* agrees because papers must be neutral, hence provide all arguments. *Janet Seaton* would like to persuade the members that it is important to see both sides of the argument. *Bill Robinson* would like to know what the opposition is likely to say, and *Kosi Kedem* says that the MP should know what to ask for from the library and the role of the parliamentary research service, so such a question should not arise. The MP should receive information of the pros and cons and provide the fact, not allowing you to be identified with one side. *June Verrier* disagrees with Kose; 75% of her work is for individual member and must include disclaimers; the MP must trust that the same service is available to all.

Another problem was placed, to continue with the roundtable: "... you know my views; how should I vote on the Education Bill? *Priscilla Baines* indicates that this is not likely, but she would answer that this is a political matter and the MP must address the whips. She would indicate what the issues are, but provide this sort of advice. *Kosi Kedem* argues that it is not likely this question would come in his case unless an MP has a very good relationship with a librarian; the MP should reach a party line.

A third problem was presented: "... a frustrated MP asks: These numbers are all conflicting, what line would you choose? *Janet Seaton* says statistics do not lie, but would ask what point of view they want to prove and then you can explain whether statistics support this argument. *Donna Scheeder* indicates that different statistical series or time frames may not be comparable, and provide the MP with the reasons for this. *Bob Gardner* would warn the MP to be careful with numbers, since not all statistics are comparable and show them what the statistics really show. *Hugh Finsten* has the opinion that MP's will use the figures, whatever they are. In self-protection, the researcher must warn about comparable figures. *Bill Robinson* asks what is the assumption? Always have a statistician in your staff. *John* says he is a statistician and you can play with figures to use for any purpose whatsoever, so you should cover all angles

A fourth situation was presented: an MP asks, "tell me in what way the Committee is thinking and which member is the most sceptical". *Renata* says she is not permitted to give such information, you will receive the report in due count and you can ask the members of the Committee directly. *Bob Gardner* indicates: that sort of question is put to applicants to see if they appreciate the notion of confidentiality.

Fifth question: We would like to offer our party research staff to assist you. *Priscilla* says all of her staff is recruited by fair and open competition. *Dick Toonstra* says that the person being offered by a political party would not be a desirable candidate anyway. *Donna Scheeder*: the CRS has rules and regulations and a person cannot campaign for an MP and have a conflict of interest. *Dick Toonstra* has no problem with a member of staff standing for a political party, but they have to take a leave of absence. If they win the election, they do not come back; if they lose they can return to their jobs. *Janet Seaton* says the Scottish Parliament Code of Conduct prevents MP's asking certain questions from staff. *Kosi Kedem* says that if an MP knows that Mr x opposes his party, there is no way he would ask that researcher because it could be misleading and would not trust him. *Priscilla*: Two of her staff refused to vote to demonstrate their impartiality. *Bruce Davidson* says it is all about perception. *June*: staff who have gone to work for members are entitled to go back to their old job in the Parliamentary Library. Staff must not be politically active. *Gloria Sarku* indicates that induction is the key and no one is absolutely impartial.

What about the member of staff who is married to an MP? *Aare Kasemets* says it is a big minus for the candidate.

Seventh question: As to political participation, everyone working in the parliament seems to giving up some human rights. *Dick Toonstra* says the staff should have political views but should also know how to be objective. He sees no problem with their political activity.

Working with Committees. Paper Hugh Finsten. Comments: Moira Fraser, Andres Siplane, Eugene Gasnas.

Hugh Finsten presented a paper on working with committees, and some salient points are included here:

Much of the **important work of Parliament** flows through committees. Committees are a key area in getting the work of Parliament done. This is where the action is – policy development, in-depth issue studies, departmental oversight, review of government spending, legislative work. This is where parliamentary research services want to be.

It is a **key area of expansion** for parliamentary research units. Committee work started slowly in Canada but it has expanded considerably. It is a **natural extension** of the policy and other work parliamentary research services do for legislators. Parliamentary research services have the **trained and knowledgeable staff** to offer this type of service

It is among the **most challenging work** the Branch does – suggesting areas to study; preparing background documents and issues and options papers; recommending witnesses; briefing committee members on the issues; preparing notes for meetings including questions for members to ask; in some cases, asking questions of witnesses. And, most important, drafting reports of committees on policy and legislative issues that can change, influence or at least make an important contribution to the debate.

It significantly increases **the visibility of the service** because it provides the **opportunity to work closely with Parliamentarians**. Your staff are your product. Members get to know staff through personal contact on committees. With Members able to hire more of their own staff, research services tend to work more often with Members' staff than the Members themselves. On committees, you work directly with Members.

Committee work **increases the knowledge, capabilities and experiences** of staff. They are able to use and expand their expertise in policy areas. And there is a **spillover effect** -- the knowledge and skills staff gain on committees is used in their other work for Parliament – for Members, associations and publications -- and vice versa.

Committee work is important in **attracting and retaining your best staff** because they continue to be challenged by the work. Staff have considerable autonomy working for committees, taking their instructions from the chairperson. And they appreciate it.

It **improves assistance** to Parliament if no committee assistance yet exists. Good research greatly improves committees and their role in Parliament. Investing in research can be most productive in terms of improving committee and legislative capacities.

Cost efficiency. One multi-purpose, centralized service providing research to a variety of clients – individual legislators, committees, parliamentary associations -- can be less expensive than separate services for each of these different areas of work.

Institutional Memory. Parliamentary staff retain the knowledge of the institution over time. This is important in all work for Parliament but especially in committee work where there is considerable turnover in membership and Members rely on staff for this knowledge.

If you don't do it, someone else will (or already is) – and they could send work to the research service. So your research staff will work indirectly for the committees (through the committee staff) yet lack the visibility and importance of directly assisting them.

The following are some possible options to be considered with regard to the level of assistance that can be offered to committees based on availability of resources.

- 1) **Ad Hoc Assistance.** In this option, the service responds to requests from committees for research in the same manner as a request from an individual Member. There is no formal assignment of staff to the committee. Staff may prepare background and issue and options papers, witness lists or respond to any other research request from a committee. This option may limit the amount of resources required but it does not provide the type of ongoing assistance committees need nor the full benefits to the research service of working on committees.
- 2) **Secondments.** A subject matter specialist is assigned exclusively to work for a committee for a specific study. The person acts like other consultants or ongoing staff hired by a committee for a specific period of time. They may be the sole staff of the committee or part of a team assisting it. During the secondment period, the person is dedicated to the committee and would not work on other assignments from the research service. This gives control to management over its resources by limiting the number of staff from the research service that are working for committees at any one time. On the other hand, you lose the services of those staff during the secondment periods. Another consideration is that studies often take longer than expected, extensions of time are often the rule. This makes planning of resources more difficult.
- 3) **Ongoing assistance.** This is the full service option followed in Ottawa providing committees with the range of research assistance they require. An individual researcher or a multidisciplinary team is assigned to a committee. For example, in our Parliament, a criminologist and two lawyers work for the Justice Committee; an economist, a lawyer and a scientist assist the Industry Committee; specialists in health policy, economics and medicine assist the Health Committee. Staff assigned to committees continue to respond to requests from individual members and other clients as well as prepare publications as time permits. Assignments are juggled to ensure all deadlines are met; other staff assist as required.
- 4) **Outside Contractors.** The service hires outside specialists to assist committees either distinct from other Branch services or in conjunction with assistance provided by the Branch. In the case of Canada, we make use of outside specialists for committee work to complement our own staff. This adds experience and a specialized perspective that committees require in a major study. The Branch has also arranged for secondments of experts from government departments. This approach works best when the consultants are integrated with the research team so that the knowledge and experience they bring to the process complements the knowledge and expertise of the staff who work in the parliamentary environment on the

particular policy issue. It also reduces the resources the service must directly provide committees.

Andres Siplane commented on the four options presented by Hugh, and that there was still another option on bill drafts focused on the client contributing to better results; that we should be happy that they need us to join in all. *Moira Fraser*, in a 120 unicameral parliament, works with the committees. She saw the idea in IFLA and started with a pilot project with two committees. The feedback has been mixed because of the political mobility. *Eugene Gasnas* shared that they work with committees in general background, for oversight.

June Verrier indicates that the best model of use of the research service is the case of Canada; in Australia it would be too much. *Kosi Kedem* says that work with committees in general is done by political advisors. *Bob Gardner* shares that they provide specialized services and though government can bring in the specialists, there is a continuity with the Service. *Robert Barry* how can a person provide services to individuals and the Committee, differently? *Dick Toonstra* talks about setting a new support structure for committees, another structure, and that government cannot know all. *Bill Robinson* indicates that at CRS there are restricted secondments.

3.4 Open Meeting of the Section: Library and Research Services for Parliaments. Future trends: e-government, net democracy; what is it and what is the role of the library?

Assistants: 164 participants signed the list, and a significant number did not.

Introduction. Moderator: Cristiane de Almeida Maia, Centro de Documentacao e Informacao, Camara dos Deputados, Brazil

Cristiane Maia presented the participants and introduced the challenge of the subjects that were about to be considered.

Ake Gronlund, Assistant Professor, Ph.D., University of Umea, Sweden. E-democracy and e-government - state of the art.

Professor Gronlund introduced this paper addressing the roots of e-government and e-democracy, in a new service model and democratic interactions. The, at present, less participation of people in voting and political processes could be helped with e-democracy. E-government enables the citizen to interact in his or her daily civic activities in an electronic environment.

There is a new service model and a new communicative style, and comparing with the web sites of Parliaments, these are with shallow information, no links, disengaging, lecturing to the user and passive. The new service model is interactive, with a previously thought design, opening new conversations and relationships from the pages, as a new interaction model. This means modifying present processes to generate new and innovative forms.

Archy Kirkwood, Member of Parliament, House of Commons, UK. E-democracy and e-government, a member's vision and doubts.

ITC's will cause profound changes in government and legislation in the next five years. But, there is a word of caution: computer technologies require large-scale delivery of public service, and the costs

are very high. In this, there should be value for money. The Public Sector IT spending grows more than in the private sector: 11.4% vs.- 5.4% . The biggest government ITC supplier provides 71% of technologies; and there are only 10 suppliers. There is the large risk of overdependence of technology suppliers without further alternatives; contracts are complex and they tie governments in dependence relationships. Contracts tend to run overbudget and overschedules and there is little capability of being a knowledgeable counterpart; there is not enough prepared staff with knowledge for these large-scale projects.

E-government is usually automating existing processes, in the opinion of many, but it really means rethinking problems. Policy makers must know what value is added and plan back from there. There must be ways to fall back in unsuccessful projects. There is need to rethink so as to face the big ICT problems, evaluate risks and demand better services from the private sector. Parliaments all over will start to look at ICT investment. But there are some optimistic aspects, in broadening communications.

E-democracy program means that parliament must adapt to the information age. E-consultation should be built into the legislative process.

MP's do not have time to make the most of the potential of IT, and make policy consultations designed to be meaningful. There is the risk of unsolicited messages and mails from constituents and the technological divide, but they have to take an active part in the possibilities of technological changes.

Richard Paré, Librarian The Parliamentary Library of Canada, Ottawa, Canada. E-democracy and e-government, how will it affect libraries? The case of Canada.

By 2004, the government is committed to provide on line access to all of its services to its citizens. The government-sponsored programmes include schools. Canada is one of the 23 countries with e-government activities and 81% of Canadians use IT. The information for the citizen is provided for in the Prime Minister's web. E-voting presents many advantages, and direct democracy is a less costly alternative that nevertheless means a very profound change. There are some technological difficulties at present, such as authentication.

Panel Discussion

Professor Gronlund: Internet could use some librarians since there are too many information possibilities. *Patricio Aranda* comments on the slant and constraints on voluntarily provided information and the quality of the information sources. *Donna Scheeder* adds that interest groups can jam the line, and the MP is in danger of becoming ineffective in an environment of unconstrained access. Maybe they cannot be wide open but controlled; you must get a very clear idea of what you are doing and to whom you are communicating is important. *Richard Paré* Says that it gives more opportunities to the individual to reach the committee. *A gentleman from India:* In developing countries de situation is different in that they that developing have yet to get there, to an ICT environment. But, what is the threat to the Library profession? And e-government, what threat is it to the profession within parliamentary libraries? *Richard Paré* answers that they must adjust and be flexible, because of the changing environment. *Elisabeth Dietrich-Schulz* mentions conservation and records for the future. *Gentleman from Cameroon* comments on the capabilities of emerging parliaments to access to new technologies. *Richard Paré* indicates that it is a political decision of parliament if they want to insert technologies. *Lady from Australia:* comments on the risks of IT considering dependence on suppliers. *Archy Kirkwood* says that you have to start at the beginning, on systems architecture, trying to avoid Microsoft and mega constructions provide more changes of staying in control. *Professor Gronlund:* many governments are using Linus OS. *Rob Brian* : there are

more distinctions between parliament and government. Parliamentary staff is very much involved, computer literate and invites professor Gronlund to visit parliamentary sites. *Professor Gronlund*: who is organizing this? Governments, not parliaments are doing consultations. There are consultations made by others, not parliaments. *Donna Scheeder*: where they meet: at one stop shopping for the citizen in better seamless access. *Bob Gardner*: parliaments are slow moving as agents for change and much information is for people within parliaments. *A. Kirkwood*: parties are not obstacles to change, and some degrees of change and modernization are inevitable so as not to become irrelevant. There is a huge revolution in administration, and the hurdles are in treasury and not parliament, and there is a momentum for change. *John Power*: It is important to support OS government systems, because IT has a private sector orientation. A private / public sector combination increases complexity.

3.5 Library Management Workshop Meetings

The Section held six management workshops at Baird Hall, University of Strathclyde, Graduate School of Business, and the most popular ones were repeated. Each workshop had 21-24 participants.

Workshop 1: Staff of the Future

Leader: Eva Falk

Rapporteur: Violetta Bottazzo / Irina Andreeva

Pending for next Newsletter

Workshop 2: Marketing of Parliamentary Information and Library

Leader: Sara Parker

Rapporteur: Tembi C Mtine

The facilitator for our workshop group was Sara Parker, the Missouri State Librarian. She had prepared a working paper that the group used as a guide to the workshop.

The group began by first trying to define the word "Marketing". It was defined as what we do that increases the use of our services. The facilitator talked about the three- (3) slang phrases of how informal and continuous marketing was usually done in the USA.

1 by "word of mouth"

2 "walking around" e.g. talking to the clients along the corridors

3 "schmoozing" i.e. social conversation with the clientele.

This is to avoid losing that personal touch that is not found in the electronic way of communication.

This method of marketing was found to be difficult in both very large establishments where the services cover a number of buildings that are far from each other, and in very small libraries that have one or two people manning the service areas, as they cannot leave their desks to go marketing.

A point of branding was brought up, and the participants shared the different ways that they branded the library marketing materials. Nearly all the participants branded their marketing materials.

The general overview: -

Orientations of the new members of the legislature. It was emphasized by the participants that these "first days" of members are used to the maximum. This is where the services are introduced. The House of Commons informed the group that the new MPs have to go through some training, and

guided tours of the library, before they are allowed to use the services. The participants from Cameroon also agreed with the conducted tour and the initial introduction of the library services at the beginning of a MPs legislative life. He mentioned that if the library does not capture their interest, then they would not come back.

A lot of libraries have some kind of brochure. Our group had the privilege of actually seeing and some participants had brought handling a few that.

On receptions or open houses in the library, the participants from Chile informed us that they hold receptions in the library when an MP has written a book and has given it to the library.

Marketing special services was a common thing to do. That also came in different forms. Some libraries had the same information in print as well as electronically. The Israeli participant explained her situation.

Marketing Subject Information: -

The information could be in print as well as electronically. Bibliographies or new books/ materials list could be given out at the end of such information, advertise your other services.

Marketing for Accountability: -

Some libraries produce their annual reports based on their budgets and activities for the previous year, but whether these would make their way to the MP to make a difference to his guest for library information is another subject.

Marketing in the electronic environment: -

Copies of different web pages were passed around – Indian Parliament, Canada, New Brunswick legislative library, Spanish, Japanese, Korean, New Zealand etc.

The participant from Chile, who said that it looked like marketing was a way to show us off to the world, raised a concern. She stressed that marketing should be what a Parliament can offer. Not just brochures of who and where you are.

There is need to be client based or client oriented.

The facilitator closed our seminar by offering us helpful hints of how to market our services: -

- There already is goodwill
- Know what is the desired outcome
- Concentrate on the self-interest of the member or members
- Don't send members information in which they have no interest
- Make it easy for members to respond or make requests
- Target the audience
- Use clear writing and good oral communication
- Set the correct tone
- Keep it short

Workshop 3: Client Liaison Program

Leader: Moira Fraser

Rapporteur: Gro Sandgrind

Moira Fraser gave us a short introduction to what they do in their parliamentary library. In an electronic world not so many clients visit the physical library as before. So what can be done in order to inform clients about library services and how do the library get to know about the clients needs. All MP's and some other important library users are allocated a client manager from the library in the New Zealand parliament. The client manager visits the MP/staff once or twice a year. They build up a client profile for each client. The purpose is to build relationships, deepen their understanding of clients and to improve services. Moira's questions to the workshop were?

- Which clients do you try to visit?
- Do you try to talk to MP's staff as well?
- What has been most successful for you in making opportunities to talk to MP's?
- What kind of client events have you found most successful?

In all parliaments there are some sort of introduction program to the library after an election. MP's are invited and also other staff in parliament. It differs on how popular these introduction programmes are. MP's are busy and are hard to reach. Seminars on special topics are also held in some countries and seem to be more popular.

We shared good experiences on how to reach our clients, MP's and staff in parliament in order to make our services better. Here are some ideas from the workshop:

- Arrange training sessions or introduction programmes. Training sessions are best on a one to one basis. MP's do not like to show their ignorance. Meet in their offices and do the training on their PC's.
- Arrange coffee meetings and invite interesting authors or other cultural persons. Make this a happening in the library
- IT helps to get MP's to invite other MP's to seminars arranged by the library.
- Create an exclusive seminar for MP's only, chaired by an MP. Ask an MP to encourage other MP's in their caucus/faction. It is better if they encourage instead of the library doing it.
- Buy political cartoons to the library. Arrange an exhibition with such cartoons. Invite journalist to come to the launching.
- Arrange book flea market in the library.
- Always do good work. Good work is the best advertisement.

Workshop 4: Assessment, Quality and Performance Indicators

Leader: Anita Dudina

Notes: M. Delano

Anita Dudina introduced the subject considering the difference between thinking in terms of production and thinking in terms of quality. In her understanding, assessment, quality and performance indicators can be obtained with:

- Statistical information
- Field work
- Common sense
- Quality standards / performance standards.

But, quality is a distinction that belongs to the user. Anita shows a graph that links:

- Needs assessment

- Service planning and development
- Service evaluation
- Refinement and improvement

There is also a link between goals, standards and assessments. There are different aspects to consider:

- Input / output
- Passive information (Statistical)
- Active (To measure usefulness)
- Library as a space that provides access to collections, responsiveness; reliability; empathy.

The NISO concept for measurement involves statistical indicators, performance indicators, economic value indicators and outcome measure indicators.

What are management indicators for? For knowing? For showing?

Hugh Finsten: by law they have to have performance indicators such as cost and time per researcher; productivity indicators. Everything that goes out is checked for quality. *Gentleman from Scotland*: How do you validate? How do you make sure you get value for money? *Anita Dudina* answers: against targets and goals; compare benchmarking figures; continuous improvement over time, with more challenging targets. *Aare Kasemets* shares that they do 12 types of documentation work, organising people, products and services, and the evaluation is difficult. To what extent, he asks, should we rely on user satisfaction? Users do not usually tell about the service quality. *Lady from Uganda*: In her experience, she says, the job description is a tool for assessment and performance can be judged against job descriptions. There is also pressure to bring in unauthorized users, which is difficult. *John Power* indicates the importance that managers have cost figures to make decisions, and of teaching awareness. *Gro Sandgrind* says there is good statistical information but the problem is how to measure new services and products in an on line environment. *Aare Kasemets* is trying to develop quality standards and publishing everything on Internet. The concept of quality is different for the public and could mean changing the products for another audience. Most parliamentary libraries do not serve the general public, and the impact of Library and Research Services is the final outcome of the legislative process: better laws.

Workshop 5: Electronic Collection Development

Leader: Bernhard Vaansteland (Belgium)

Rapporteur: Esther Kamau (Kenya)

The venue of this workshop was the Baird Hall, University of Strathclyde Graduate School of Business. It was attended by a total of 28 Parliamentary Librarians from different parts of the world.

Bernhard Vaansteland of Belgium facilitated this important workshop. The following was the outline of his presentation.

- General Considerations
- Selection of Electronic Materials
- Provision of Access
- Evaluation and Usage of Electronic Information
- Preservation of Electronic Information
- Discussion Issues.

I GENERAL CONSIDERATIONS

The following are the general considerations that ought to be put in mind while considering Electronic Collection Development.

1) The notion that collection has changed in that electronic Collection Development is determined by authorship/ownership, which is not a prerequisite to access.

2) What about Collection Development?

The Collection Development Policy of Electronic Information is similar to that of Print Media but additional policies are now necessary because for example the format of the material does now not feature as a prime factor.

3) What is the role of the Library?

The role of the library will not change since it will still do what it used to do, but the method of doing it will definitely change for instance the locus of control will change since it will be outside because of the self-generated description.

II SELECTION OF ELECTRONIC MATERIAL

➤ Criteria for the selection

Same general criteria for print collections will apply to the selection of electronic information. However electronic materials have an added value for instance:

- Timely updates, extension contents, enhanced searching, low cost information, accessible to multi-user and more searches can be done at the same time.

These added values can lead to giving electronic information a priority and duplication of resources (both in print and electronic formats)

➤ Additional Selection criteria for Electronic materials.

User friendliness – The interface design should be user-friendly with abilities for searching.

Technical Considerations - The compatibility with the existing hardware and software should be considered and the security requirements by the vendors should meet the acceptable standards.

Legal Issues - Accessibility of the resources and the copyright of the resources should be taken into account. Licensing and negotiation about subscription and distribution of the resources should also be put into consideration while selecting an electronic material.

Preservation/Archiving of the electronic materials – will the material be archived? If so, by whom? And in what form. Shall it be online or on a CD ROM. These questions must be answered when selecting electronic materials.

Staff – How many staff will be required to provide the service must also be considered continued service would also be an issue to be considered.

Organization of the selection

Types of approach

Formative depending on the format that the materials shall be available i.e. CD ROM, Online etc.

Subject to be done by subject as in print format by the same collection development staff

Mixed approach that combines 1 and 2 above.

III PROVISION OF ACCESS

After selection of the electronic material one should provide access to the material this can be done through any of the following:

- Via network
- Stand alone
- Remote access or
- Integrated access

Integrated access is mostly recommended so as to give a view all the resources to the user via one entry point, the library.

Role of the library

- Providing the intellectual access;
- Creating and maintaining web pages that provide links to Internet resources; and
- Providing appropriate staff and user support and training for product use.

IV EVALUATION AND USAGE OF ELECTRONIC INFORMATION

Evaluation is necessary when you have to solve the questions of renewal or cancellation of electronic journals, or changes in numbers of concurrent users.

Electronic resources must be evaluated and therefore a plan of evaluation must be made before renewal of subscriptions.

V PRESERVATION

Challenge – the greatest challenge for preservation of electronic information lies in the long-term preservation (for posterity) for instance what happens when the library cancels a subscription? Or when the vendor runs out of business?

Problems:

The problems associated with preservation of electronic information include:

- Fragile storage media
- Technology obsolescence (today's technology becomes obsolete tomorrow).
- Legal questions surrounding copying and access – libraries have limited allowance for copying.

DISCUSSION ISSUES

Bernhard Vaansteland opened the discussion to the panel by posing the following questions to the panelists, which guided the discussion. The following are the comments by the panelists.

- What is your selection policy?
- What about the budget of the library
- Has the organization of the work changed?
- What about staff
- What about the level of integration of the different formats of documents
- What about access to the library

Selection policy

It was noted from all the participants who spoke on the topic of selection policy that it is still based on the selection policy of the print media. However, format was noted not be a prerequisite. Many of the participants agreed that the selection policy was within the overall selection policy of the library.

Priority is however given to the newspapers and some electronic journals. The countries with many newspapers such as India base their selection on nationwide titles and from members of Parliament.

The Library Budget

Many of the participants noted that the library budget has been increasing over the years and certainly because of the use of electronic information. It was however noted that many countries did not have a major problem in sustaining the budget since their parent organization (Parliament) was supportive of their endeavors.

The Indian Parliament for instance reported that they have provided all their 800 Members of Parliament with computers all connected to the Internet and intranet and all paid for by Parliament. They have many databases, maintain a web page and many of their parliamentary issues are available online.

Organization of the collection

All the countries reported that the organization of their electronic collection has not changed and is still based on subject.

Level of integration of the different formats of documents

Most countries have access points based on the subject and then point the format that the information will be available in. However, duplication in most countries was certainly evident.

Access to the library

It was noted from panelist that many of the library users did not know how to use electronic information. However, it was evident that librarian must train their users, how to use electronic information especially where there exists an intranet in order to reduce the number of physical queries to the library and maximize selection procedures.

Workshop 6: Swot Analysis, the case of the Section.

Leader: Donna Scheeder (U.S.A.)

Rapporteur: Eleni Mitrakou (Greece)

In the SWOT I workshop 20 and 17 members to each of the two sessions participated of the Section with great interest; for some who came across the SWOT analysis for the first time, it was a learning experience, introducing them to that tool of information gathering; for the others it was used eagerly as a self assessment for our Section.

The Leader, Donna Scheeder, introduced the strategic planning method and explained clearly what a SWOT analysis is, what the acronymic initials stand for: S for strengths, W for weaknesses, O for opportunities and T for threats. It was explicitly underlined that for such an analysis, balanced group representation was indispensable, otherwise the conclusions would mirror part of the organization and thus lead to partial conclusions. Then, followed the identification of each of these four features, focusing on the Section.

The ideas came in a flow, moving from one element to the other; one idea stretching the previous one a step further. As strengths of our Section were considered: the broad international representation, good networking opportunities, shared experiences, specialized knowledge and skills, the supportive and friendly atmosphere, that is a learning space and that it offers occasions for travel. As far as weaknesses are concerned, it was noted that not all who could benefit were able to attend, the attendees sometimes lack in continuity, the variety of languages within the Section without interpretation facilities act as barriers, the different cultures and backgrounds, the fact that locations are spread out, that there exist differences in scales, that it is expensive to participate, the IFLA structure seems rigid, and that more specific common or special problems ought to be discussed. The opportunities depicted the internet connections offered by technology, the new methods of doing things, the increased complexity in our world, the variety of resources, the personalized connections, e-democracy and e-government, the parliamentary support, IFLA publications' forum and finally it was argued that through the Section, we validate to identify new trends. On the other hand, the threats that were spotted were the other side of technology that poses dangers for our profession, money constraints, IFLA government, digital divide, the competition coming from other information providers, information illiteracy, staff competency, and the level of support from top management.

Then followed the four analytical models, analysis combining two features: S-O, S-T, W-O and W-T; a stage absolutely necessary in order to reach tangible strategies for the future. From this input, Workshop I brainstormed and came up with proposals for more programs, discussion groups on certain topics were requested; it was mentioned that we should make technology our friend since it helps financially by making a lot of activities less expensive and it increases our information resources; we ought to put and store more documentation on internet sites, in that way multiplying our resources; crucial was considered the need to network with other organizations; IFLA ought to have better contacts with national parliaments; to make use of discussion lists; to share more news from our parliaments; sharing marketing products as well; to try to get feedback from our work and use our Section group as a focus; develop exchanging programs among parliaments (twinning); to invite more Members of Parliament in our meetings; to initiate professional training seminars, especially to train more effectively researchers; to identify resources through the yearly IFLA Conferences; the invitation letters of the Head of the Section to include the list of participants from the past year so as to show the international interest the Conference attracts; to get funding from the Inter Parliamentary Union (IPU), in order to obtain training sessions and to support and ensure the participation financially weaker countries.

The ideas, product of the Section itself, remain to be processed, developed and used by the Head and the Secretary, during the forthcoming Conferences.

3.6 Scottish Parliament: Democracy in Action?

120 delegates were kindly invited, by the Scottish Parliament to a full day session at the Parliament Chamber, Assembly Hall, The Mound, Edinburgh.

The delegates gathered at George Square in Glasgow, to board the buses for Edinburgh. After a lovely ride, they were received at the Scottish Parliament. Murray Tosh, MSP (Deputy Presiding Officer) and Paul Grice (Clerk/Chief Executive) gave a warm welcome and introductory remarks.

A very interesting meeting continued, with the format of a parliamentary debate: parliamentary democracies get the information services they deserve. The opening presentations were made by the Heads of Service from the Scottish Parliament, the Northern Ireland Assembly and the Welsh Assembly. The opening speech for the debate was made by Fiona McLeod, MSP, MCLIP, giving an MSP's view of how information services contribute to parliamentary democracy.

A lively discussion ensued, with the summing up of the debate (Paul Grice, Clerk/Chief Executive).

After lunch a visits to the Information Centre and the Visitor Centre, and continuing with "parliamentary" activities, round tables were held illustrating the principles on which Parliament is founded: open, accessible, accountable and participative. The subjects themselves were : Promoting the Parliament (open); Reaching Language communities (accessible); Services to committees (accountable); Services to all ages (participative).

Later in the evening, the delegates were invited to visit the new parliamentary building construction site in Holyrood, Edinburgh. There, they had a close up view of the building planning, the poetic metaphor behind the physical lay-out, and the full range of drawings and maquettes.

4 Section Finances

The Section obtained an amount of 610 Euro from IFLA HQ in January 2002. Other income during the year was the amount of 139.30 Euro from the Divisions budget to cover the cost of the IFLA fee for Dr. Ake Gronlund, lecturer at the Section's open meeting in Glasgow.

The expenditures during the year, beside Dr. Gronlunds IFLA fee of 139.30 Euro, consisted in the renting of Baird Hall in Glasgow for the Section's Management Workshop. The rent for the hall was £593.39, and this gave a negative result of -220.91 Euro. The Swedish Parliamentary Library has covered the surplus of expenditures in Glasgow and the printing and distribution of the Newsletter etc.

ECPRD have kindly provided a sum of 7 740 Euro to the Section for research on democracy building activities of Parliaments and for development of a web site for the Section. The project is described in the Newsletter published in June 2002. With interest the sum is now 7 790 Euro, and it will be used for the project during 2003.

5 Announcements

5.3 Election year

2003 is an election year. For our Section, it means that the following SC members are being renovated and can stand for reelection because none is yet on his or her second term:

Ms. Wafaa Ali Abdel Elah, Egypt
Ms. Margarita Angelova, Bulgaria
M. Gaston Bernier, Canada
Ms. Margareta Brundin, Sweden
Ms. Amalia Buzón Carretero, Spain.
Ms. Marialyse Délano Serrano, Chile
Ms. Anita Dudina, Latvia
Ms. Sara Parker, USA
Ms. Donna W. Scheeder, USA
M. Bernard Bansteelandt, Belgium
Ms. June R. Verrier, Australia

Source: IFLA Directory 2002-2003

The procedures for elections and the timetable are included in Appendix 5. Please, use your possibility as member of IFLA and nominate a candidate willing to work in the Standing Committee! The last date for nominations is February 3, 2003.

5.4 Appointments and changes

- Florence Butale, from the Botswana Parliament has transferred to a College Library and Mrs. Josephine Moesi is taking her place.

5.5 Visits and news

Report from the 49th. Nordic Parliamentary Librarians Meeting. 13th. and 14th . of June 2002 in Oslo.

The Parliamentary Librarians in the Nordic countries, Sweden, Finland, Denmark , Iceland and Norway met this June in Oslo.

Present were:

- Hanne Rasmussen, Folketinget Denmark.
- Eva Falk, Riksdagen Sweden.
- Sari Pajula, Riksdagen Finland.
- Kristin Geirsdottir, Althinget Iceland.
- Gro Sandgrind, Stortinget Norway.

We started the meeting with a status report from each country. I will give some of the highlights.

1. Status

The future parliamentary library

In all the Nordic countries we discuss the future for our libraries. In Finland they have just set down a "Group for the future library", in Norway we have an ongoing project about the future parliamentary library which hopefully will result in a new strategy and Denmark is about to form an action plan. What shall a parliamentary library do in the 21st. Century and what shall be done otherwise than before? And what kind of competency should the librarians have? The libraries must be aware of the changing needs and expectations of parliamentarians, and adjust the service accordingly.

Reorganising the parliamentary libraries

Is still a hot topic in most of the Nordic countries. The Finnish Parliamentary library is now part of the new Research and Information Department. In Denmark the library has become part of the Communication and IT Department. In both cases this have been good for the libraries. Sweden are discussing how to organise their future information services. Iceland and Norway are organized as before.

Library systems

Last year Finland implemented a new library system – Voyager. The Finnish parliamentary library is also a public law library and they use this system together with other Finnish libraries. The users can themselves book their loans and do reservations etc. The users can also use sms-mail.

On Iceland they have implemented Aleph as their new library system. This is also the common Icelandic library system.

Other topics

Electronic books are being implemented. In Sweden they participate in a consortium together with other libraries for buying such electronic books.

All libraries have various library training courses for the users. But what are the ideal type of course? In Sweden they have this year tried to combine the lunch with a course on retrieving EU information and documentation . This course is called "EU for lunch".

News from all channels are important to Members of Parliament. In Norway we have for many years been offering taped radio and television programmes upon request. Now a sample of programmes are digitized and listed on the library intranet web site. The users can themselves choose to listen to or watch a program on their own PC whenever they want.

2. The Nordic Parliamentary intranets.

The different intranets were being presented. All have library sites and all rely heavily on the intranet for communicating with the users.

The Icelandic parliament – the Althingi – implemented their second generation web last autumn. The Internet and intranet is seen as a whole . It has new design and is based on portals technology. (www.althingi.is/)

In Finland the intra- and Internet is organized in the same way. Some of the information is on English, but most is in Finnish. (<http://www.eduskunta.fi/>)

The Swedish parliament's intranet is based on Lotus Notes. They are working on a new version and this will also be a personalized portal. (<http://www.riksdagen.se/>)

Norway is about to implement a new personalized portal. (<http://www.stortinget.no/>)

All the references are to the Internet.

Denmark's internet is on (<http://www.folketinget.dk/>)

3. Cooperation between the Nordic Parliamentary Librarians

The Nordic parliamentary libraries started their informal cooperation already when the various libraries were founded. It started with exchange of parliamentary publications and other official documents. Formal cooperation started in 1922 and since then we have been meeting every year. One of the themes discussed this year was the exchange of parliamentary publications on paper. Should we still exchange the printed paper version when we now have Internet versions? The conclusion so far is to stop the distribution of papers during the year and only distribute the final completed version of the parliamentary records. We will rely on the Internet and also use our colleagues in the neighbouring countries whenever we have complicated reference questions. We also discussed how to share responsibility for non-Nordic parliamentary papers.

4. Training of staff and seminars

Every other year two to four staff members attend the Nordic Parliamentary library seminar. Next year this will be held in Norway and we discussed relevant topics for this seminar. These seminars are usually very popular amongst the librarians.

5. Library visit

We were invited to see the new University library in Oslo – the Library of Arts and Social Sciences which is located at the Blindern campus. This is a modern library and a beautiful building to be proud of.

Our next Parliamentary librarians meeting will be held autumn 2003 in Stockholm.

Gro Sandgrind
Oslo 6th. August 2002

AAPLD MEETING

West African Library and Research Services, report by Ms. Margareta Brundin

On 30 September - 2 October a Sub-Regional Conference for West-African Parliaments was held in Accra, Ghana. The theme for the conference was "the Role of Parliament in relation to NEPAD, Sustainable Development and HIV/AIDS".

NEPAD - "New Partnership for Africa's Development" is an initiative for the economic and social revival of Africa and, as essential conditions for development, focuses on peace and security, democracy and political governance, economic and corporate governance, and regional integration.

The Conference was arranged by AWEPA, European Parliamentarians for Africa. In this three-day conference, Parliamentarians from the fifteen ECOWAS countries, European Parliamentarians, Representatives from UNICEF and UNDP and other experts participated. The aim of the conference was to develop a "Parliamentary Response" to the NEPAD initiative in the form of a parliamentary action plan on these important challenges.

AWEPA had, as part of this conference, invited the heads of libraries and research services from the West-African countries for a workshop. Charles Brown, the Head of Library Services in the Parliament of Ghana acted as leader of this workshop, the aim of which was to form a regional network between the West-African countries.

After participating in the Opening Session of the Parliamentary Conference, the delegates of the Library Conference gathered to listen to Hon. Kosi Kedem, MP speak on the subject "Challenges facing the Parliamentary Library and Research Services in West Africa". Chairman of this part of the workshop was Hon. F.W. Blay, 1st Deputy Speaker of the Parliament of Ghana. Mr. Kedem underlined the importance of the libraries of West Africa to unite the forces of the respective libraries in a fruitful cooperation, giving good examples from other parts of the world.

A panel with representatives from USAID, FES, and Ghana Parliamentary Committee Support Project/CIDA-PSU together with the Deputy Clerk of the Parliament of Ghana under the chairmanship of Hon. G.Y. Amoah, MP, accounted for the experiences of providing support to the Ghanaian Parliament and discussed the results so far and new ways to reach the aims.

In the afternoon a workshop on "Meeting the Information and Research Needs of the Member of Parliament" took place. Ms. Margareta Brundin, chair of the section, had been invited to lead the workshop. She discussed with the participants functions and roles of a Parliamentary library, development strategies and future trends in front of the new millennium and the challenges of Internet and Intranet services to Parliament. Issues like needs assessment and SWOT analysis were also discussed among the participants. Ms. Gloria Sarku presented a practical SWOT analysis for the newly started Research Service Department of the Parliament of Ghana. The workshop was chaired by University Librarian Prof. A.A. Alemna.

The day ended with a discussion about the possibilities of forming a regional network. Parliamentary Librarian Mr. Charles Brown presented the case of APLESA (Association of Parliamentary Libraries of eastern and Southern Africa) and emphasized the benefits for the West African countries in forming a similar network. The issue was discussed intensively among the participants under the chairmanship of Mr. Clement Entsuaah-Mensah, President of the Ghana Library Association.

The discussions continued the following day and led to the issuing of recommendations of the Workshop on Library and Research Services to Parliaments in West Africa. The Recommendations reads as follows:

We, the Heads of Library and Research Departments of the Parliaments of Cote d' Ivoire, Ghana, Niger and Togo and the representative of the ECOWAS Parliament;

Having met on the 30th September and 1st October 2002 in the course of the Conference of the West African Parliamentarians to discuss the "Role of Parliaments in relation to NEPAD, Sustainable Development and HIV/AIDS" at the M. Plaza Hotel in Accra;

Considering the importance of the documentation and research in the work and capacity building of Parliament;

Convinced that the exchange of information among Parliaments within the frame work of the integration of the sub-region contributes to a better knowledge of Parliamentary Institutions;

1. Have agreed on the creation of a network of Library and Research Service for West African Parliaments
2. Have set up an ad hoc Committee to establish contacts with the Heads of Library and Research Service of West African Parliaments

the composition of this Committee is as follows;

- Chairman, Mr. Charles Brown, Head of the Library of the Parliament of Ghana
 - Vice Chairman in charge of information Mr. Abdou Fataye, communication adviser to the National Assembly of Niger
 - Vice chairman in charge of relations with NGO's, Mr. Koumai Affo of the National Assembly of Togo
 - General Secretary, Mr. N'dri Koffi Marius, Head of Research and Interparliamentary Relations of the National Assembly of Cote d' Ivoire;
3. Recommend to the said Committee to take all useful measures in collaboration with AWEPA, IFLA and PARDOC to convene within the shortest possible time a meeting of the Network
 4. Demand that the Accra Conference lends its full support to this project so as to assist the West African Parliaments to attain the same level of information as those of the Parliaments of more developed nations;
 5. Commend AWEPA and the Parliament of Ghana for organising the workshop and;
 6. Invite Parliamentarians present at the Accra Conference to be their advocates before the Speakers of their respective Parliaments

Adopted in Accra 1st October, 2002

These recommendations were presented on October 2 to the Parliamentarians Conference. They were very well received and led to vivid discussions of library and research issues among the West African Members of Parliament.

A report of the result of these efforts to start a West African Library Network will be presented at the Section's SC meeting in Berlin.

APLAP MEETING

The 7th Biennial Conference of APLAP, held in Ankara, Turkey between September 9-14, 2002, is available on the Internet at the web sites <http://www.tbmm.gov.tr/> or <http://www.tbmm.gov.tr/aplap/index.htm>.

The objectives of the Association of Parliamentary Librarians of Asia and the Pacific (APLAP) are to:

- Encourage understanding of, and cooperation between, parliamentary libraries and research and information services attached to the National and State/Provincial Legislatures in the region.
- Consider any matters affecting the common interests or operations of Parliamentary Libraries.
- Initiate, develop, establish and support ideas, methods and techniques likely to result in the better functioning of Parliamentary Libraries generally, and in particular their effective provision of information relevant to the needs of the Parliamentarians they serve.
- Foster a clearer understanding of the respective needs and roles of members of Parliament and their Parliamentary Libraries by establishing a forum for better communication between the two.

· Provide a body which can speak and act on behalf of its several constituents on matters coming within the ambit of its authority.

· Advance the cause of Parliamentary Librarianship generally and liaise closely with IFLA and other bodies and associations with common interests.

The 7th Biennial Conference of APLAP was hosted by the Turkish Grand National Assembly in Ankara from 9th to 14th September 2002.

The theme of the conference was “The role of Parliamentary Libraries in enhancing democracy in the digital age”.

Three distinguished keynote speakers were invited to address delegates on the conference theme. Their contributions expanded the theme and helped delegates to place their work in a wider context.

Delegates from each country represented at the conference presented a report on the conference theme.

Delegates have concluded that:

Recent developments in technology have made it possible for Parliamentary Libraries to have an important and valuable role to play in enhancing democracy;

Parliamentary Libraries have two important functions:

- 1) They must preserve the memory of parliament and its proceedings.
- 2) They must ensure that all members of parliament have access to freely available information, analysis and advice.

Digitized information makes it possible for Parliamentary Libraries to provide improved services to legislatures and through them to the wider community, thus enhancing democracy in our member countries.

Therefore, the delegates at the 7th APLAP Biennial Conference will continue to work together to achieve the objectives of APLAP and to provide timely, relevant, accurate and accessible services to members of our parliaments by continuing to develop digitized services in their parliaments.

ELECTION OF EXECUTIVE COMMITTEE MEMBERS

President Mr. Ramesh Chander Ahuja (India)

Vice President for Asia Mr. Karl Min Ku (Taiwan)

Vice President for Pacific Ms. Jean Chapman-Mason (Cook Islands)

Secretary and Treasurer Ms. Roslynn Membrey

E AWARENESS SEMINAR

The e-Awareness Seminar Series for Asian Parliamentarians, scheduled for November 2002, was a planned collaboration between the Global Knowledge Partnership (GKP), the Swiss Agency for Development and Cooperation (SDC) and the Asia Pacific Development Information Programme (APDIP) to address the need of publicly elected leaders to keep abreast with advancements in Information & Communication Technology. The objective was to enable them to support effectively the strategic framework and implementation of local, national and regional ICT for Development (ICT4D) initiatives, particularly those in their own constituencies.

Targeted at Members of Parliament from 22 Asian countries, the Official Websites are :

GKP : <http://www.globalknowledge.org>

SDC : <http://194.230.65.134/dezaweb2/home.asp>

APDIP : <http://www.apdip.net>

CHRISTINE DESCHAMPS VISITS CHILE

Christine Deschamps, President of IFLA, visited Santiago, Chile on the 7th and 8th October, holding several meetings with the Chilean library and information community.

The dramatic days of the Kosovo war meant the loss of numerous human lives and the destruction of material goods, amongst which were libraries. For the reconstruction work, UN sent a mission of experts, including an IFLA representative. This was a very important step because for the first time libraries were considered as urgent needs for reconstructing a country. M. Deschamps shared this at a meeting hosted by the Chilean Library of Congress, where she met with representatives of the most important Chilean libraries. M. Deschamps explained in detail IFLA work in the present, globalized, circumstances and exchanged opinions on perspectives and challenges for libraries and library professionals. The Chilean Library Association hosted an informal chat at a "Literary Café", to meet the library community.

5.6 World Directory : IMPORTANT

The World Directory is available, with- a new design, at:

<http://www.bundestag.de/datbk/library/>

It is of the utmost importance that all of our participants check and review the information, and update if necessary according to the instructions in the web pages. This is an extremely valuable tool for parliamentary libraries and research services but we must be sure that our information is always up to date.

6 The 2003 Pre conference in Prague and Conference in Berlin

Preparations are well under way for our 2003 conferences and meetings.

6.3 Pre-conference in Prague

Important: Fill and send registration form included in Appendix 2! The last day for registration is April 4, 2003, inclusive the bus trip from Prague to Berlin, via Dresden!

6.3.1 Preliminary Programme

The Nineteenth Conference of Parliamentary Librarians in the Parliament of the Czech Republic, Prague July 29 – 31 2003

Preliminary Programme

Theme: Parliamentary Libraries and Research Services of Central Europe

Subtheme: Parliamentary Information Services with the Special Focus on the Process of Implementation of the European Union Law by the Associated Countries

Tuesday 29th July

- 16:00 - 17:00 Delegates arrive at the Chamber of Deputies, Snemovni 4, Praha 1
- 17:00 - 19:00 Tour of the historical palaces of the Chamber of Deputies and Senat
- 19:00 - 21:00 Reception in the Chamber of Deputies

Wednesday 30th July

- 09:00 - 09:30 Registrations of the delegates
- 09:30 - 10:00 Opening of Conference
- 10:00 - 11:15 Czech Parliament
- 11:15 - 12:30 Slovak Parliament
- 12:30 Lunch
- 14:00 - 15:15 Hungarian Parliament
- 15:15 - 16:30 Polish Parliament
- 16:30 - 17:00 Austrian View and Wrap up Session
- 17:00 Conference ends
- 19:00 Reception in the Senat

Thursday 31th July

Optional Programme

1. Sightseeing tour of Prague
(walking guided tour starting at 9.00 a.m. finishing at cca 1 p.m.)
2. Bus transit from Prague to 69th IFLA General Conference and Council, held in Berlin, Germany from August 1st - 9th, 2003:
Departure from Prague at 9.00 a.m., 2 - 3 hours break at Dresden, Germany (famous Zwinger Art Gallery), arrival to Berlin approximately at 6 p.m. Last date for registration is April 4!
3. Delegates depart for Berlin individually

6.3.2 Accommodation information

Important, Please see Appendix 3. Last day for registration is April 4!
For further information, the following addresses:

www.prague-hotel.net/hotel%20savoy/hotel.htm

www.toprague.cz/andels/index_c.php

www.toprague.cz/bishopshouse/index_c.php

6.4 Conference in Berlin

6.4.1 Preliminary Programme and Contents

IFLA Conference in Berlin 1–9 August 2003 (preliminary dates)

Please, note that 60 rooms are held for the Section in Hotel Unter den Linden in Berlin. You have to book a room here before March 1, 2003. See below!

- | | |
|----------|--|
| August 2 | Standing Committee
Section Dinner |
| August 3 | Research Day: Is being planned by Hugh Finsten and Bob Gardner
I. Trends, Ideas and Innovations
II. Keeping going: building continuous innovations
III. Controversies and Debates |
| August 4 | Open Meeting: The Challenge of Change; the experience of three German speaking Parliamentary Libraries:

Ms. Marga Coing, German Bundestag (confirmed)
From Bonn to Berlin – the Move of a Parliament (title not confirmed)

The Austrian Parliamentary Library on the Net;
Stepping into the Computer Age (title not confirmed)
Ms. Elisabeth Dietrich-Schultz (confirmed)

The Parliamentary Library of Switzerland (not confirmed) |
| August 5 | Visit to the German Bundestag. IMPORTANT , Registration form, Apdx. 6!
Last date for registration February 28! Limited number of participants. |
| August 7 | Management Workshop at the Humboldt University:

Organisational structures – how does they influence the library?
User education – a pedagogical challenge
Change management: users, environment and librarians
Consortia and cooperative acquisitions
Special Collections Management
Knowledge Management in a Parliamentary Environment |

August 8 Standing Committee

6.4.2 Accomodation information

The Section has succeeded to book 60 rooms for our group in Hotel Unter den Linden in Berlin. It is a small hotel with good standard (3 stars) quite close to the German Parliament. It is located at the corner of Friedrichstrasse/Unter den Linden, very central. It is 10 km to the ICC, but it is easy to go there by underground. There is an underground station quite close to the hotel.

You must book your room before the 1st of March 2003, and you should mention that you belong to the Section on Library and Research Services for Parliaments! Use IFLA:s normal hotel booking form (see: ifla.org/IV/ifla69/reg-e.htm or contact: Ms. Jana Laue at jlaue@kit.de)

Single room EUR 90,00

Double room EUR 130,00

Hotel Unter den Linden located at the corner Friedrichstrasse / Unter den Linden / 10 km to the ICC Berlin, S-Bahn No. S9

(see: ifla.org/IV/ifla69/hotel-e.pdf)

6.2.3 Grants

The German IFLA 2003 National Organising Committee is pleased to invite applications for the "Bibliothek & Information International" Travel Grant. A limited number of scholarships for international participants from less developed countries are available through "Bibliothek & Information International", to assist those wishing to attend the IFLA 2003 conference but unable to obtain funding from other sources. Applicants are requested to download and to complete the Scholarship Application Form at: <http://www.ifla.org/IV/ifla69/grants-e.htm>

The "Bibliothek & Information International" Grant will support the participation of a number of delegates from developing countries. The grant will cover the registration fee, travel (from the nearest international airport), accommodation and per diem allowance. Applicants should have a minimum of five years of professional experiences. Priority will be given to younger professionals and applicants who are not regular IFLA conference attendees. In awarding grants, the Grants Committee will look for balance between all sectors of library and information work as well as for a wide geographic distribution.

The application deadline is 15 February 2003. Application must be received by 15 February to be considered. Please return completed application to:

IFLA 2003 Berlin Sekretariat
c/o Staatsbibliothek zu Berlin
Potsdamer Str. 33
D- 10785 Berlin, Germany

E-mail: irini.courzakis@sbb.spk-berlin.de
or by Fax: +(49)(30)265588-75

A number of other scholarships will be available from other organisations, for more details please visit:

<http://www.ifla.org/IV/ifla69/grants-e.htm>

IFLA 2003 Generalsekretärin

IFLA 2003 Berlin Sekretariat c/o Staatsbibliothek zu Berlin
Potsdamer Str. 33, D-10785 Berlin

Tel: +49-30-265588-52, Fax: +49-30-265588-53

<http://www.ifla.org>, <http://www.ifla-deutschland.de>

**Section on Library and
Research
Services for Parliaments
Section des services de**

International Federation
of Library Associations and
Institutions
Fédération internationale des
Associations de bibliothécaires et des
bibliothèques
Internationaler Verband
der bibliothekarischen Vereine und
Institutionen
Federacion Internacional de
Asociaciones



- APPENDIX 1: Guidelines for strategic plans**
- APPENDIX 2: Registration form, Prague**
- APPENDIX 3: Reservation form, Prague**
- APPENDIX 4: Action plan, 2001-2003, updated.**
- APPENDIX 5: Election procedures**
- APPENDIX 6: Berlin Registration form**
- APPENDIX 7: Financial Statement**
- APPENDIX 8: List of Participants**

APPENDIX 1

PC 02 - 042

Guidelines for the format of Strategic Plans

Strategic plans should consist of three elements:

- A Mission statement
- Goals, together with the relevant IFLA professional priorities which they relate to
- Actions to be taken to fulfil the goals

All of these should be represented, though it is possible that some goals will not have an associated action, and that some actions may relate to more than one goal. In the latter case, it should be clearly indicated through numbering where these links are

Care should be taken to ensure that the goals and actions are easily understood by people who are unfamiliar with the activities of the Section in question. To assist in this

- Avoid the use of initials, unless they are also spelt out
- Give clear examples of proposed plans, e.g. it is not sufficient to say that an interesting programme will be planned for the IFLA General Conference – the theme of the programme/workshop, etc should be outlined

Strategic plans should cover a two-year period, and run from election year to election year. The next new plan should be produced in 2003, at Berlin.

In the intervening years the plan should be revisited and updated, e.g. at Glasgow all actions for 2001/2002 should be removed if they have happened, or new target dates should be set.

Sections may well decide to produce a plan in a different format, perhaps identifying the people who will be responsible for undertaking specific tasks, but these should be treated as working documents for the committee. The “standard format” is the one that will be used officially and when approved by the Professional Committee, published on the IFLA Website.

Appendix 2: Registration Form

If you intend to attend the IFLA pre-conference at the Chamber of Deputies of the Parliament of the Czech Republic 29 - 31 July 2003, please register before April 4, 2003.



**19th Annual International
Conference
of Parliamentary Librarians**

Prague, 29 - 31 July 2003

Please fill in (type or print) the form and return by no later than April 4, 2003 to:

Ms. Jitka Bendlova
Chamber of Deputies
International Relations Department
Snemovni 4
118 26 Prague
Czech Republic

Tel.: +420-257 174 253
Fax: +420-257 532 361

E-mail: bendlova@psp.cz

Family name _____

First name _____

Title Mr. Mrs. Ms. Dr. Other _____

Parliament _____

Chamber _____

Address _____

City and Post code _____

Country _____

Tel _____ Fax _____

E-mail: _____

Special dietary requirements:

Any other special requirements:

If you want to stay in one of the **hotels in Prague** recommended by the Chamber of Deputies , please book by filling Appendix 3 form and send it directly to:

CTC - Czech Travel Center

Kladenská 9

Prague 6

Czech Republic

Tel.: +420-235 359 763

Fax: +420-235 365 812

E-mail: product@ctc-czechtravelcenter.cz

Contact: Ms. Jessie Hronesova

Appendix 3: Hotel and optional programme booking

19th Annual International Conference of Parliamentary Librarians, July 29 - 31, 2003, Prague

HOTEL BOOKING FORM

*to be returned to the Agency
CTC -Czech Travel Center, Kladenská 9, Praha 6, Czech Republic
fax: +420 2 35 36 58 12, tel.: +420 2 35 35 97 63,
E-mail : product@ctc-czechtravelcenter.cz*

SURNAME: **FIRST NAME:**.....

TITLE: Mr./Mrs./Ms./Dr./Prof.

ACCOMPANYING PERSON: Mr./Mrs./Ms./Dr./Prof.

.....

PARLIAMENT:

.....

ADDRESS:

STREET: **CITY:**

COUNTRY: **POST CODE:**

.....

TELEPHONE NO: **FAX NO:**

E-MAIL:

ARRIVAL DATE: **DEPARTURE DATE:**

TOTAL NO. OF NIGHTS REQUIRED:

Hotel Savoy *****

Keplerova 6, Prague 1

Single room / Double room: EUR 175

The rate is inclusive buffet breakfast, all taxes, free of charge minibar, newspapers and free entry to relax centre

Hotel Savoy is a 15-minute walk from the Chamber of Deputies

Hotel Andel's *****

Stroupežnického 21, Prague 5

Single room: EUR 120

The rate is inclusive breakfast and all taxis
Hotel Andel's is a 15-minute drive by tram No. 12 from the Chamber of Deputies, from tram stop U Andela to tram stop Malostranske namesti

Hotel Biskupský dům ***
Dražického nám. 6, Prague 1

Single room: EUR 98 Double room: EUR 98
The rate is inclusive buffet breakfast and all taxis

Hotel Biskupský dům is a 5-minute walk from the Chamber of Deputies

You are kindly requested to choose 2 options of the hotels in order of your preference.
Hotels will be confirmed subject to room availability.

DEADLINE for booking: April 4, 2003

Payment by credit card:

American Express	VISA	Diners Club	JCB	Eurocard/Master Card
------------------	------	-------------	-----	----------------------

Credit Card Holder : Credit Card No.:.....

Exp. Date :..... Billing address:

Services rendered : accommodation at the Hotel

.....

Please charge the above account with the total of: EUR

Cancellation policy :

cancellation received on or before 27 th June 2003:	no charges
cancellation after 27 June and before 13 th July:	50% from the whole stay
cancellation after 13 th July and before 20 th July:	75% from the whole stay
cancellation after 20 th July or "no show":	full booking charge

To guarantee my reservation I authorise the Hotel to debit my credit card account with total charges as per the above booking form.

Credit card holder signature : Date :

Optional programme:

July 31st 2003

1. **Day Prague City Tour** with English speaking guide 9am - 1pm
Free of charge
2. **Bus Transfer to Berlin** (visiting Dresden) with English speaking guide
EUR 45 - cash payed by arrival at the registration desk

Cancellation policy for bus-transfer:

cancellation received on or before 25th July 2003: no charges

cancellation after 25th July: 100% of the total amount

APPENDIX 4: STRATEGIC AND ACTION PLAN 2003, UPDATED.

IFLA SECTION ON LIBRARY AND RESEARCH SERVICES FOR PARLIAMENTS

Strategic Plan, 2001-2003.

Mission

The parliamentary libraries of the world, as a distinct type of librarianship, form a Section of their own within IFLA. This Section (Section 03) belongs to the Division of General Research Libraries (Division I).

Parliamentary librarianship is a distinctive form of information work, mainly for Members of the Legislature, who work under great pressure, and who both use and create information. For this reason they need adequate information support. In the last twenty to thirty years there has been a great growth of this work, not just in terms of quantity, but in many legislatures in terms of quality and depth also. Research services have sprung up, and other specialist services such as economic modelling.

The **Mission** of the Section is to apply the general objectives of IFLA to the particular situation of legislative libraries, the national legislatures in the case of unitary states and both national and second-tier legislatures in the case of federal countries, promoting the provision of information products and services to support legislative processes.

Whether these come under the Library or not depends on the administrative structure of the legislature. But all forms of information for legislators and also any personal staff they may have is of interest to the Parliamentary Libraries Section.

Goals

Promote understanding and co-operation between legislatures of the world and their knowledge and information services, recognizing 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.

(Professional priorities: (a) Supporting role of libraries in society; (b) Defending the principle of freedom of information; (d) Providing unrestricted access to information)

Actions

- 1.1 Exchange experiences on organisational structures, and the impact it has on services and products provided to parliamentarians. This can be done within a management workshop in the main IFLA Conference, as well as on a regional level.
- 1.2 1.2 Provide workshops on library and research services for parliaments in a globalised environment, its impact on clients and services. This can be done on regional levels as well as through 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, and recruitment aspects.

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

1.5 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.

1.6 Provide workshops or presentations to share change management experiences: spatial, services, organisational and technological changes.

1.7 Provide workshops or presentations on knowledge management in a parliamentary environment.

1.8 Provide workshops or presentations on the impact of library and research services considering legislative outcomes; better laws and lawmaking.

1.9 Provide workshops, presentations or roundtables on : parliaments and anticipation: one step before or one step behind societal, cultural and technological changes.

1.10 Provide workshops, presentations or roundtables on hearing the client and getting the request out of the user.

1.11 Exchange experiences on integrating executive and legislative information.

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.

(Professional priorities: (d) Providing unrestricted access to information; (f) Promoting resource sharing; (h) Developing library professionals; (i) Promoting standards, guidelines and best practice)

Actions

2.1 Share the German and Czech experience in July of the year 2003 for the benefit of IFLA Section Members attending the 69th General International IFLA Conference in Berlin and the Preconference in Prague.

2.2 Provide the opportunity to present a paper and sharing experiences on Consortia and cooperative acquisitions.

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 2003 Parliamentary Libraries Conference will be held in Prague.

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.

*(Professional priorities: (b) Defending the principle of freedom of information
(f) Promoting resource sharing; (g) Preserving our intellectual heritage; (h) Developing library professionals;
(i) Promoting standards, guidelines and best practice)*

Actions

3.1 Promote and support twinning projects and collaboration between libraries and research services for parliaments.

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 Organize the 19th Annual International meeting of Parliamentary Librarians in Prague prior to the 69th General International IFLA Conference in Berlin, in August 2003.

3.5 Share experiences on user education.

3.6 Initiate coordination activities geared towards the 20th. Annual International meeting of Parliamentary Librarians in Santiago, Chile, prior to the 70th. General International IFLA conference in Buenos Aires, August 2004.

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.

(Professional priorities: (f) Promoting resource sharing; (g) Preserving our intellectual heritage; (h) Developing library professionals; (i) Promoting standards, guidelines and best practice; (k) Representing libraries in the technological marketplace)

Actions

4.1 Continue the development of the Section's web pages in Iflanet. 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. The extranet could be a sort of special portal with centralised access or links to useful information resources.

4.4 Provide workshops on information literacy in an electronic and networked environment, 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.

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.

(Professional priorities: (h) Developing library professionals)

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.
- 5.4 Continue to promote shared activities with other IFLA Sections, such as Government Publications, Regional Sections, etc.

APPENDIX 5: Election procedures

1. Deadline for nominations for:

- President-elect, 2003-2005,
- Governing Board places, 2003-2005, and
- Section Standing Committee places, 2003-2007

is close of business on ***Monday 3rd February 2003***.

Please make sure that your nominations arrive in time!

2. Please note that, to be valid, nominations must be made on the correct forms, which were sent out to all members last October. These have the address and membership code printed on them. Copies of blank forms are not valid, although photocopies of valid forms may be made if you wish to nominate more than one person for the Governing Board and if you wish to nominate candidates for more than one Section.

3. Nomination forms must be signed by the authorised representative of the Member, and the Member must have paid the IFLA membership fee in full for 2002, with no outstanding arrears.

4. Full details of the nomination process are given at:

President-elect and Governing Board: <http://www.ifla.org/III/gb/gbelect.htm>

Section Standing Committees: <http://www.ifla.org/III/misc/callscm-e.htm>

5. IFLA Standing Committees

Serving on a Section Standing Committee is one of the best ways of contributing to the work of IFLA. Standing Committees are at the heart of the Federation. They help develop policies, carry out surveys and other projects, prepare guidelines, and organise open sessions and workshops at the general conference. Serving on a Standing Committee provides opportunities for professional development, networking with colleagues from many different countries and helps to advance the profession.

It can also be great fun!

We have drawn up these notes to provide guidance to Association and Institutional Members considering nominating candidates for election to Standing Committees. They should also help those thinking of accepting nomination.

Responsibilities: Members of Standing Committees serve in a personal capacity. They do not themselves have to be Members of IFLA, but they have to be nominated by current Association or Institutional Members of IFLA. No one can be a member of more than one Standing Committee, except that you can be a member of the Standing Committee on one of the three Regional sections in addition to one other Standing Committee.

They contribute to the work of the Committee by:

- Having a working knowledge in at least one of the IFLA languages (English, French, German, Russian, and Spanish). Most of the business of the Standing Committees tends to be conducted in English, so knowledge of English is particularly useful.
- Having a reasonable expectation of attending meetings of the Standing Committee without cost to the Federation. IFLA simply does not have the resources to fund the expenses involved in serving on the committees. The principal meetings are held immediately prior to, and during, the annual general conferences of IFLA. Forthcoming conferences will be held in [Berlin](#) (2003), [Buenos Aires](#) (2004), [Oslo](#) (2005), and Seoul (2006). All of them will take place in August. In between these meetings, business is usually conducted by email and post or fax. Some Sections hold mid-year meetings by agreement of the Committee concerned.

- Contributing actively to ideas for projects and conference programme meetings.
- Joining in the work of the Section, for example, by undertaking projects, organising workshops, preparing translations, etc.
- Sticking to deadlines for reporting financial and other information.
- Responding to requests from IFLA HQ for advice, representation at meetings, etc.
- Assisting in the production of a newsletter, promotional leaflet, and generally disseminating information about Section activities.
- Helping with the translation of newsletters, conference papers, promotional leaflets and other documents where appropriate.
- Encouraging participation in the Section by people in different parts of the world, by identifying potential new candidates and corresponding members.
- Assisting in the allocation of "portfolios" to individuals serving on the committee (for example, editing the newsletter, acting as information coordinator, Section membership recruitment, organising translations, preparing workshops, etc.).

Serving Standing Committee members are expected to help those newly elected to play a full part in the Standing Committee's work by providing them with background information.

Corresponding Members:


Each Standing Committee may appoint up to five Corresponding Members. These places are intended for people who are normally unable to attend the general conference (and therefore the meetings of the Standing Committee) for geographical or financial reasons. Their role is to represent countries in geographical areas, which might not otherwise be represented, or to provide expertise in a specific subject field. Such member shall be appointed for an initial two-year term, renewable for one further term of two years on the decision of the chair. They receive the Committee papers and are expected to maintain regular contact with the officers and other Committee members. They contribute their opinions and active support through involvement in projects, and preparation of translations, etc. Corresponding Members have no voting rights, but if they are able to attend a meeting of the Committee, they are entitled to speak.

Some Standing Committees have established "Observers", "Honorary Advisers" and "Special Advisers". These are however **not** official positions. They are not listed in *IFLA Directory*, and they have no official status and have no voting rights.

APPENDIX 6

DEUTSCHER BUNDESTAG
Wissenschaftliche Dienste
- Bibliothek -

11011 Berlin, December 2002
Platz der Republik 1

Dienstgebäude:
53113 Bonn
Bundeshaus (AH)
Görresstraße 15, Zi AH 326/327
 (0228)-16-22312
(030)-227-32312
Fax (0228)-16-26087
(030)-227-36087
E-Mail: bibliothek@bundestag.de

Dear participant,

in order to be able to cooperate with the different parts of our administration involved in the preparation of the conference I am obliged to ask you to fill in the attached form letter in due time until 28.02.2003.

Due to of very strict security reasons towards all visitors I may ask you to fill in **all parts** of the form letter. If you fail to do so, you may not be able to enter the Reichstag, if you wish to do so.

For your kind cooperation I thank you in advance.

M. Coing
(Head of the library)

**Confirmation to participate at programme of the German Parliament
(Deutscher Bundestag)**

This sheet has to be **sent back** to the library of the Sveriges Riksdag **until 28.02.2003.**

Fax no: 0046/8/786 5871

e-mail:

margareta.brundin@riksdagen.se

Family name:

.....

First name:

.....

..

Title: Mr Mrs Ms Dr Other

.....

Date of birth:

.....

Place of birth:

.....

..

Parliament:

.....

..

Chamber:

.....

..

Adress:

.....

..

City and Post code:

.....

Country:

.....

...



.....

Fax:

.....

Email:

.....

...

I would like to participate at the programme in the Deutscher Bundestag on 05.08.2003:

- in total
- only at the guided tour in the Reichstag

Special requirements (eg, wheelchair access)

.....

...

.....
place, date

.....
signature

NDIX 7: Financial Statement

Financial Statement form - 2002

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

Date: 02-09-27

Currency of bank account: 02-09-27

are to be reported in the currency of the bank account except column H, I and J which are to be in EUR)

Section / Round Table: 03/Library and Research Services for Parliaments

Description	A Opening balance '01	B Income from HQ '01	C Other income	D Total income at report date (A+B+C)	E Expendi- tures to date	F Balance at report date (D - E)	G Bills to be paid by year-end	H Amount remaining (F - G) in EUR	I Amount reserved at HQ for '02 in EUR. (Only for Projects)	J Request for funding for 2003 (EUR)
1. Administrative funds	-	610	139.30	749.30	970.21	-220.91	-	-		800
2. Project No: Name:										
3. Project No: Name:										
4. Project No: Name:										
5. Project No: Name:										
6. Project No: Name:										
Totals	-	610	139.30	749.30	970.21	-220.91	-	-		800

Comments: The Swedish Parliamentary Library has covered the surplus of expenditures in Glasgow + the printing of the Newsletter etc. _____

Please

use the Sheet with Brief Instructions for more comments.

Signature of Treasurer of Section/RT Margareta Brundin _____

Signature of Divisional Financial Officer _____

Bank Details

Name and address of Bank: Svenska Handelsbanken, Gustav Adolfs torg, SE 103 22 Stockholm, _____

Bank Number:6130-0 _____

Account number:99-49 099 779 (Euro account) _____

Name the bank account is in: / Margareta Brundin _____

Brief instructions for the Financial Statement Form

Column A is the amount that appeared in column F of **last year's** financial statement + any funds received between report date to 31 December 2001 – expenditures made before 31 December 2001. This should be accounted for on annex A and annex B.

Column E is the total of Annex A + Annex C

Column F is the total of column D - E. **The total of column F should appear on the latest bank statement.**

Column H is the total of Column F - G.

Columns H, I and J have to be filled out in EUR.

If completed projects have remaining funds of less than 250 EUR, add to administrative funds under column C; otherwise return funds to IFLA HQ.

Please don't forget to fill out the bank details.

Comments:

C. Other income: 139.30 from the Divisions budget to cover the cost of the IFLA fee for Dr. Åke Grönlund, lecturer at the Section's open meeting in Glasgow.

E. Expenditures to date: 970.21 (Renting of Baird Hall for the Section's Management Workshop in Glasgow = £ 593.39)

F. Balance at report date: 0 (-220.91). The Swedish Parliamentary Library has covered the surplus of expenditures in Glasgow, printing and distribution of the Newsletter etc.

APPENDIX 8: List of Participants

			Lon	SC	Rese	Open	WS	Edin	
Afonin	Eduard	Ukraine	x	x	x	x	x	x	afonin@rada.gov.ua
Al Mukhaini	Ahmed Ali	Oman			x				
Amal	Tarhini	Lebanon				x			atarhini@lb.refer.org
Andreeva	Irina	Russia	x	x	x	x	x	x	andreeva@duma.gov.ru
Aneu	Amoabeng	Ghana	x						
Angelova	Margarita	Bulgaria	x	x	x	x	x	x	mangelova@int14.parliament.bg
Angelova	Angel	Bulgaria	x						
Aranda Torres	Patricio	Perú		x	x		x	x	paranda@mindef.gob.pe
Armstrong	Hazel	UK				x			armstrong@parliament.uk
Bahna	Daniela	Romania	x		x				
Baines	Priscilla	UK	x	x		x	x	x	pbaines@parliament.uk
Baines									
Bannenberg	Nick	Australia	x	x		x	x	x	nickb@gil.com.au
Barry	Robert	Ireland			x			x	robert.barry@niassembly.gov.uk
Bau	Rasieli Waqavolau	Fiji	x						
Baydur	Ismet								
Bernier	Gaston	Canada	x						
Bjernback	Marianne	Sweden	x		x		x	x	marianne.bjernback@riksdagen.se
Blagniene	Renata	Lithuania	x	x	x	x	x	x	reblag@lrs.lt
Borocan	Ioana	Romania	x						
Bottazzo	Violetta	Slovenia	x		x		x	x	violetta.bottazzo@mf-res.si
Brian	Rob	Australia	x	x	x	x	x	x	rob.brian@parliament.new.goc.au
Brown	Charles M.	Ghana	x						
Brundin	Margareta	Sweden	x	x	x	x	x	x	margareta.brundin@riksdagen.se
Bufi	Zana	Albania	x						
Calinoiu	Constanta	Romania	x			x	x		
Cartocci	Barbara	Italy	x			x	x	x	
Cihan	Ali Reza	Turkey	x	x	x	x	x	x	acihan@tbmm.gov.tk
Clark	Dora	UK	x		x	x	x	x	clarkdw@parliament.uk

Clements	Rob	UK	x						
Coppolecchia	Joanna	European Parl.			x	x	x	x	jcoppolecchia@eurpar.en.int
Cuninghame	Keith	UK	x	x	x	x	x	x	cuninghame@parliament.uk
Chalid	Widya	Indonesia			x		x	x	
Gei-Khoibes	Mariane						x	x	
Choi	Moon Hyu	Republic of Korea	x	x					
Chomchuen	Boonruksa	Thailand	x	x	x	x	x	x	boonruksa@parliament.go.th
Chomphalaphol	Arayaying	Thailand	x	x	x	x	x	x	argayaying@parliament.
Davidson	Bruce	Australia	x	x	x	x	x	x	bruce.davidson@parliament.vic.gov.au
Davies	Janice	UK	x					x	
Davis	Peter	UK	x						
Delano Serrano	Marialyse	UK	x	x	x	x	x	x	mdelano@bcn.cl
Diallo	MamadouII	Guinea			x	x	x	x	diallo32001@yahoo.com
Dietrich-Schulz	Elisabeth	Austria	x	x	x	x	x	x	elisabeth.dietrich-schulz@parlinkom.gv.at
Donovan	Raliile			x	x		x		
Dudina	Anita	Latvia	x	x	x	x	x	x	adudina@sarima.lv
Dziubecki	Andrzej	Poland	x						
Erturk	Faruk Nafiz	Turkey	x		x	x		x	nafireturk@yahoo.com
Evans	John	UK	x						
Everett	Rosemary						x		
Falk	Eva	Sweden	x		x		x		eva.falk@riksdagen.se
Fine	Sandra	Israel	x			x	x		sandrad@idi.org.il
Finsten	Hugh	Canada	x	x	x	x	x	x	
Fonseca	Teresa	Portugal			x	x			rsf@centro.parlamento.pt
Fraser	Moira	New Zealand	x	x	x	x	x	x	moira.fraser@parliament.govt.nz
Gardner	Bob	Canada	x	x	x	x	x	x	
Garga	Alim	Cameroun				x			a_garga@yahoo.fr
Geers	Bert	The Netherlands			x	x	x	x	b.geers@tk.parlement.nl
Gerisdottir	Kristin	Iceland	x						
Glavnik	Natassa	Slovenia	x						
Griffin	Gini	UK	x	x	x	x	x	x	griffing@parliament.uk
Gukova	Valentina	Russia	x						

Han	Jongseon	Republic of Korea	x	x					
Haraszti	Katalin	Hungary	x	x	x	x	x	x	harszti@ogyk.hu
Hayoz	Jean Claude	Switzerland	x				x	x	
Holden	Helen	UK	x	x	x	x	x	x	
Hubert	Albert	The Netherlands		x	x		x	x	hubert@tk.parlement.nl
Hugues	Gabrielle	UK	x						
Ilyina	Tatiana	Russia	x			x		x	tatiana.ilyina@britishcouncil.ru
Insaidoo	Gloria	Ghana	x						
Jessep	Prue	Scotland				x			prue.jessep@scottish.parliament.uk
Jicul	Maxim	Moldova	x						
Johnston	Neil	UK	x						
Jones	David	UK	x						
Kalia	Shyam	India	x		x	x	x	x	sekalie@sansad.nic.in
Kamav S.	Esther	Kenya		x	x	x	x	x	bunge@swift.kenya.com
Kasemets	Aare	Estonia	x	x	x	x	x	x	aare.kasemets.@riigikogu.es
Katayama	Nobuko	Japan	x	x	x	x	x	x	nkatays@ndl.go.jp
Kedem	Kosi	Ghana	x	x	x	x	x	x	pis@ghana.com
Keukens	Jan	The Netherlands	x	x	x	x	x	x	jc.keukens@tk.parlement.nl
Khlemchan	Momkhlem	Cambodia				x			khlemchan@yahoo.com
Kim	Rock Yang	Republic of Korea	x						
Kimhi	Neomi	Israel	x	x	x	x	x	x	sifria2@netvision.net.il
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