

SECTION ON LIBRARY AND RESEARCH
SERVICES FOR PARLIAMENTS

SECTION DES SERVICES DE BIBLIOTHÈQUE
ET DE RECHERCHE PARLEMENTAIRES

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
de Bibliotecarios y Bibliotecas
Международная федерация
Библиотечных Ассоциаций и Учрежд



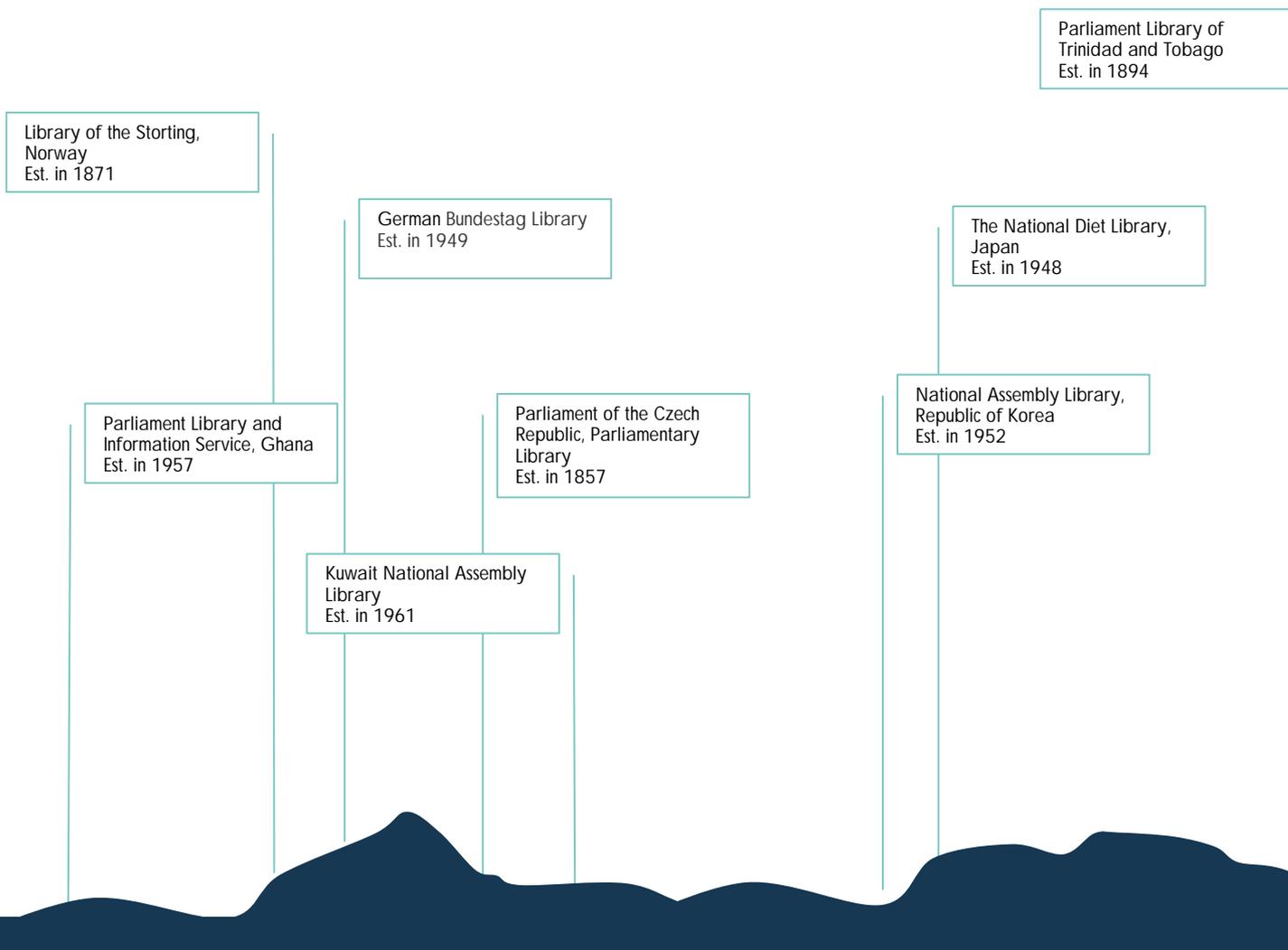
CIRCULAR NEWSLETTER

SECTION ON

LIBRARY AND RESEARCH

SERVICES FOR PARLIAMENTS

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WELCOME MESSAGE FROM THE CHAIR, MARIALYSE DELANO

During the Berlin Standing Committee (SC) I, new officers for the Parliamentary Libraries and Research Services Section were elected: Marialyse Delano from Chile as Chair; June Verrier from Australia, as Secretary and Gro Sandgrind from Norway, as Information Officer. This team, with the continuous collaboration of Margareta Brundin, the former Chair, are striving to work in an ever more democratic and participative way, involving our SC members as well as our Section members in working as a team, providing ideas and projects, raising concerns and addressing areas of mutual interest. This style of work for the Section means a more vigorous use of the Standing Committee to assist the Executive with its increasingly heavy workload, the new style of SCII to assist effective decision making, and the move to make this *Newsletter* more interactive and, wherever possible, electronically available.

This *Newsletter* begins with the reports of the Section's activities at IFLA Berlin 2003. There are firstly, the minutes of SCs I and II which this year feature in particular the major problem which is facing the Parliamentary Libraries and Research Services Section on account of IFLA's changes of conference organisation, including reduced time slots for programme meetings (formerly open meetings). The changes being brought about respond to an increasing concern of IFLA members about the length of the Conference, and making the Conference more useful, affordable and manageable for attendees and the membership at large, considering IFLA values and professional priorities.

The Minutes are followed by the Coordinating Board Minutes for the Division of General Research Libraries (item 4 of this *Newsletter*) which your Executive attends on the Section's behalf.

This year, as we have come to expect, the organisation and the contributions from presenters and participants for all those sessions which are unique to our Section were of a very high standard. The Research Day, kindly organised for 2003 by Hugh Finsten and Bob Gardner, was no exception, as Hugh's report of the rigorous day we set aside to consider research related issues makes clear. The Research Day Report, (item 5) is followed by a report of the brainstorming session run by Kay Raseroka, the new President of IFLA, which was designed to assist her develop strategies to implement the theme of her presidency, namely 'Libraries for Lifelong Literacy' (item 6). This very lively and constructive session was attended by the Chairs and Secretaries of IFLA's Division I: General Research Libraries (National Libraries, University Libraries and Libraries and Research Services for Parliaments).

Reports from the Rapporteurs for the Section's Workshops are an important part of the contribution all members make to the success of our conference. All twelve Rapporteurs presented excellent reports in a final plenary meeting at Humboldt University and those that have been received are included in section 7 of this *Newsletter*. Reports of the Section's programme at its pre-conference in the beautiful city of Prague, so generously hosted and organised by Karel Sosna of the Czech Parliamentary Library, and of our meetings in the fascinating environment of Bundesrat and Reichstag in Berlin so kindly organised by Marga Coig, are covered in our retiring Chair's Annual Report (see **Appendix A**).

The flavour of this year's meetings, both in Prague and in Berlin, is also covered in item 8 of the *Newsletter* 'IFLA 2003: A Report from the Australian Perspective', written by Nola Adcock.

Following the IFLA meetings in Berlin, your Executive went straight to work to develop the Section's new Strategic Plan for 2004-2005. This was done in consultation with all members of the Standing Committee and appears as item 9 in this *Newsletter*. Items 10 focuses our thoughts on the 2004 conference in Valparaíso and Buenos Aires and provides reports on progress to date from some of those members of the Standing Committee who this year have volunteered to assist organise



Marialyse Delano
PARLIAMENT OF CHILE

different parts of the program. You will also find in this section a report on the results of my explorations to find Section hotels. Registration forms for these in both Valparaíso and Buenos Aires and for the Pre-Conference and Workshops, along with a letter of invitation, are carried in this *Newsletter's* appendices. Remember to register early to secure the cheaper early registration fee! In item 11, Richard Paré reports on where assistance can be found, in the form of grants, to attend IFLA.

Item 12 is a new feature for our *Newsletter*. '*News from Around the Section*' has been designed to share news on people, projects or ideas between IFLA meetings in recognition of the fact that there is never enough time at our annual meeting to discuss all that is of interest to each other. This year, very sadly, one of the features in this Section is a message of sympathy from Brit Fløistad on the tragic and untimely death of Nancy Pettis, the wife of Bill Robinson of the Congressional Research Service, who was for so long such a warm and central feature of so many of our meetings, and who will be sadly missed.

Everyone is invited at any time to submit items for '*News from Around the Section*' (to our Secretary, June Verrier). June will ensure that they all appear in the next issue of the *Newsletter*.

The final two features in this issue are also included to assist ongoing communication among members of the Section. Information Coordinator, Gro Sandgrind, has updated the Membership and Standing Committee lists and asks for any corrections to be sent to her as soon as possible. Pierrette Landry, an invaluable ongoing source of assistance to the Standing Committee from Richard Paré's staff in Canada, has prepared a Report on Section Listservs from August 2002-August 2003.

Working for our Section and participating as SC members is an important commitment for promoting, sharing and learning from each other as Parliamentary Libraries and Research Services, within the framework of IFLA values and the new style of more participative work upheld by Kay Raseroka, new IFLA President.

I would like to include special words of thanks to June Verrier, who has worked intensely as executive secretary, committed in time and dedication to our Section. We have also had the invaluable help of Gro Sandgrind as Information Coordinator and the assistance of Katriina Arte from Canberra and Pierrette Landry from Canada.

Marialyse Delano S.

Chair

Library and Research Services for Parliaments

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MINUTES OF THE STANDING COMMITTEE I



LIBRARY AND RESEARCH SERVICES FOR PARLIAMENTS SECTION STANDING COMMITTEE I - MINUTES

11.30AM, SATURDAY 2
AUGUST 2003, BERLIN

1. Opening of the meeting

Participants: as per table opposite

2. Approval of the Agenda

The agenda for the SC meeting was approved.

Brundin (Chair)	M.	Falk	E	Mohabe	E
Abhari	A	Ferrario	S	Mwakio	G
Adcock	N	Finsten	H	Oostlander	S
Afonin	E	Fløistad	B	Paré	R
Agama	J	Gardner	B	Parker	S
Ali	S.M	Griffin	G	Perrson	T
Ali Abdel Elah	W	Han	J	Perry	S
Andreeva	I.	Harazti	K	Pujayanti	A
Angelova	M.	Holden	H	Raliile	D
Baines	P	Horvath	I	Rugambwa	I
Bjernback	M	Hubert	A	Sandgrind	G
Blagniene	R	Johnston	R	Sarku	G
Brian	R	Jonas	S	Scheeder	D
Brown	C	Kamav	E. M	Segmundo	S A
Choi	M	Katayama	N	Seng	S
Chomhuen	B	Kelemen	I	Shakya	R
Chomphalaphel	D	Keukens	J	Siplane	A
Clark	D	Khachatryan	F	Smite	S
Coing	M	Kim	Y-J	Songord	I
Csako	B	Kimhi	N	Sosna	K
Cuninghame	K.	Kirkwood	F	Staskiewicz	W
Degens	H	Kohl	E	Swartz	B
Delano (Secretary)	M.	Kulisewik	W	Tingela	P
Diallo	M	Lawani	S	Tinlengar	R
Dietrich-Schulz	E	Lee	S. H	Umeda	H
Dietz	W	Lukarevski	T	Valentine	E
Diop	A	Maia	C	Vansteelandt	B
Dudina	A	Makata	A	Verrier	J. R
Dziubeck	A	Mensah	C. A	Wansleben	P
Elhenawy	S	Milogo	J.A	Wasj	I
Eunhee	H	Mitrakou	E.	Zatkalikova	A

(I. Coordinator);

3. Approval of the Minutes of the Standing Committee meetings in Glasgow, August 2002

The Minutes of the SC meetings in Glasgow were approved.

4. Officers report (membership report, financial report).

- The Libraries and Research Services for Parliaments Section has 115 registered members.
- Ms. Margareta Brundin gave the financial report for the Section: the Section received 610 EU, which was used for renting the venue for the management workshop.

5. Roll call of Standing Committee (SC) members

- Marialyse Delano; Waafa Ali Abdel Elah; Sara Parker; June R. Verrier; Dona Scheeder; Cristiane de Almeida Maia. (2003-2007)
- Irina Andreeva; Keith Cuninghame; Eleni Mitrakou; Richard Paré; Gro Sandgrind (2001-2005)
- Corresponding members present: Margarita Angelova; Anita Dudina, Hisae Umeda
- Not present: Patricio Aranda-Torres; Wojciech Kulisiewicz; Choi Moon Hyu; Bernard Nzo-Nguty; Karl Min Ku; Josephine Moesi; N.K. Singh.
- Corresponding members not present: Tembi Chalabase Mtine; Bharti Tiwari
- Outgoing SC and Chair: Margareta Brundin

6. Elections

During the SC I meeting, elections for Chair, Secretary and the appointment of Information Coordinator were considered. M. Brundin offered the floor and the SC unanimously elected:

- Ms. Marialyse Délano Serrano, from the Chilean Library of Congress as Chair of the Section.
- Dr. June R. Verrier, from the Australian Commonwealth Parliamentary Library, as Secretary of the Section.
- Ms. Gro Sandgrind, from the Norwegian Library of the Storting, as Information Coordinator.

The incoming officers as well as the floor, congratulated and effusively thanked Ms. Brundin for her extraordinary work as Chair of the Section. During her period as Chair the Section held stimulating and content filled meetings, which contributed to strengthening Parliamentary Library and Research Services of all of the participants and beyond.

7. News from the Coordinating Board

The report from the Coordinating Board was provided to the Section. The most important aspect discussed was the new guidelines for future conferences, which provide for less time for meetings as well as meeting places. This will have particular impact on the Parliamentary Libraries and Research

Services Section. National Libraries and General University Libraries provided their reports on recent activities.

Mr. Pasadas indicated there would be an extra Coordinating Board and a Strategic Planning activity with Kay Raseroka, the incoming IFLA President.

8. Reports on regional activities:

European Centre for Parliamentary Research and Documentation (ECPRD), Mr Karel Sosna, Czech Republic

The two major objectives of the ECPRD were still valid:

- 1) strengthening the role of parliaments in the legislative process and
- 2) improving cooperation between parliaments.

The ECPRD acts as a free form of contact between various national parliaments in a pragmatic/collegial form of cooperation.

The number of seminars and conferences was the same as in the last year but they are better organised, with questionnaires, with discussion groups, and with an increasing number of participants from a wider range of countries.

Also statistics show that almost all sections of our website <http://www.ecprd.org> are visited more frequently and by many more users.

According to the programme of the ECPRD, 11 meetings and seminars were or will be held in the 2003:

1. Seminar on EUROVOC, Brussels, European Parliament, 7 March
2. Meeting of the Executive, Bratislava. National Council, 7 March
3. Meeting of the Macroeconomic Research Working Group, Vilnius, 4 April
4. Seminar on Bicameralism in Europe, Moscow, Federal Council, 22-23 May
5. Seminar on Digital Archives II, the Hague, 22-23 May
6. Parliaments on the Net VI, Bucharest , 12-13 June
7. Meeting of the Executive, Brussels, European Parliament, 5 September
8. Annual Conference of Correspondents, Strasbourg, 9-10 October
9. Seminar on Legislative Cooperation, Rome, Camera dei Deputati, 16-17 October
10. Meeting of the Macroeconomic Research Working Group, Brussels, European Commission, 24 October
11. Meeting of the ICT Working Group, Nicosia, 5-7 November

Two publications have been issued and distributed in paper form, two more are in preparation - for instance ECPRD Directory and European Affairs Committees - the Influence of National Parliaments on European Policies etc. They are also available electronically.

The 50th. Nordic Parliamentary Librarians Meeting. 18 - 19 September 2003, Ms Gro Sandgrind, Norway

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

Present were:

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

Main issues were:

- The parliamentary Internet and intranet solutions in each Parliament and how the libraries participate in this important work.
- Digitalization of parliamentary papers.
- How to share more effectively parliamentary papers and which non-Nordic papers to store or to discard.
- Sharing ideas on competence planning and change management.
- Sharing examples on best practice.

Every other year the staff have their staff meeting. This year's meeting was held in Oslo with two librarians from each of the Nordic countries (one from Iceland).



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MINUTES OF THE STANDING COMMITTEE I



Association of Parliamentary Libraries of Australasia: APLA Report: Ms Nola Adcock for Ms Ros Membrey, Australia

A prime focus of APLA's activities this past year was the Biennial Conference and Annual General Meeting 14 – 16 April 2003 in Wellington, New Zealand. Moira Fraser and her staff at the New Zealand Parliamentary Library welcomed representatives from nine of the eleven APLA libraries. APLA was pleased to welcome Gail Dunston as the new Parliamentary Librarian for the Victorian Parliament after the retirement of Bruce Davidson and Mary Seefried who has replaced Nick Bannenberg as the Parliamentary Librarian for the Queensland Parliament.

It was a very fruitful conference for the sharing of ideas and discussion about new services moving from what we are doing now to how we go about preparing ourselves to deliver new combinations of services in the next five to ten years. Among the many interesting sessions were presentations on the restructure of the New Zealand Parliamentary Library into subject based teams, New Zealand's new current awareness service for parliamentarians, New South Wales Parliamentary Library's innovative project to bring together the text and the video of parliamentary proceedings, the maturing of Intranets including demonstrations of some of the very successful innovations from Victoria and Queensland, and a feedback session from two members of the New Zealand Parliament about their present and possible future information needs.

The APLA Annual General Meeting took place on the last day of the Conference. New office bearers were elected:
President: Moira Fraser (New Zealand)
Vice President: Mary Seefried (Queensland)
Secretary: Patrick Gregory (Victoria)
Treasurer: Marilyn Hawthorne (Northern Territory)

The next AGM will be in Canberra 2004 hosted by ACT Legislative Assembly Library and next Biennial Conference will be held in Perth in 2005, hosted by Western Australian Parliamentary Library

In November 2002 APLA representatives presented a submission to and appeared before the Commonwealth Parliament's Senate Committee enquiry into the role of libraries in the online environment to answer questions in relation to the APLA submission.

APLA also wrote to the Commonwealth Minister for Communications, Information Technology and the Arts expressing concerns about the proposed closure of the Government Bookshop Network in October 2003 and what this will mean for library and wider public access to government publications currently distributed through Government Bookshops. APLA welcomed the initiative also outlined by the Minister to establish a central searchable Commonwealth Publications Register.

The 9th Annual (APLESA) Conference of the Association of Parliamentary Libraries of Eastern and Southern Africa, Ms Grace Mwakio, Kenya

The 9th annual APLESA conference was held at the Whitesands Hotel in Mombasa, Kenya from 12-16 May 2003. A total of 14 countries were represented at the conference. The Ethiopia Parliament joined the Association, bringing the total APLESA membership to 16 countries.

The main agenda of the conference was to assess the Association's progress during the previous year and to come up with a way forward to ensure that APLESA lived up to its mission which is: 'to be an Association of excellence advancing parliamentary democracy'.

Several papers were presented during the conference and a number of issues came up during the plenary discussion, the most pertinent one being the hosting of the APLESA web site.

The meeting elected Mr. Sebastiao Muzumbi, Director of Documentation and Information Services of the Angola National Assembly, as vice chairman. The full list of the executive committee of APLESA is:

- | | |
|----------------------------------|------------------|
| • Ms. Grace Mwakio (Kenya) | Chairperson |
| • Mr. Sebastiao Muzumb (Angola) | Vice Chairperson |
| • Mr. Simon J. Engitu (Uganda) | Secretary |
| • Mr. Innocent Rugambwa (Uganda) | Treasurer |
| • Ms. Tembi Mtine (Zambia) | Member |

As resolved during the 8th annual conference of APLESA held in Kampala, Uganda in 2002, payment of membership and subscription fees of US\$150 was effected with hope that the funds realised would be used to host the web site you're a year.

As a matter of urgency, it was resolved that the project proposal which had been drawn up be reviewed so as to be in line with the mandates of donor agencies from whom APLESA intended to seek funds.

The project proposal is now ready and will be used by the Executive Committee members to source financial assistance for the Association.

The next annual APLESA conference will take place in May 2004 in Luanda, Angola.

NOTE: The Secretary of APLESA, Mr Simon Engitu (Uganda), has also provided the Secretariat with a very interesting history of the development of APLESA. Section members who would like a copy can email Ms Engitu on: sengtu@parliament.go.ug

APLIC/ABPAC

The Association of Parliamentary Librarians in Canada

L'association des bibliothécaires parlementaires au Canada, Richard Paré

The last APLIC meeting was held on 20 June 2003 in Queen's Park in Ontario. This was a one-day business meeting hosted by Donna Burton of the Ontario Legislative Assembly Library. The timing of this APLIC meeting was opportune as it coincided with the joint meeting of the Canadian and American Library Associations, CLA and ALA.

A task force was set up to look into common projects for APLIC, in particular on the topic of Library portals. Discussions took place on the possibility of APLIC members sharing Internet access for instance. The APLIC listserv, also a topic of common interest to APLIC members, was discussed. It was decided that the APLIC bulletin, general information and survey results would be moved to APLIC II.

It was announced that Joan Barton (British Columbia Legislative Library) was presented with a gift for her up-coming retirement. Joan was thanked for her important contributions through her many years as a member of APLIC.

The next APLIC biennial meeting is scheduled to be held from **19-23 September 2004 in Edmonton Alberta.**

9. Action plan – comments

New strategic plans must be submitted to IFLA HQ by 15 October. Officers will draft an updated version and mail it to the SC for the comments and suggestions.

10. Future Conferences

There was considerable and general concern about the restrictions proposed by IFLA for Buenos Aires, regarding reduced time slots. It was decided that a proposal would be submitted to the Governing Board of IFLA, requesting an exemption for the Parliamentary Libraries and Research Services Section for 2004, as a transitional year.

- **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. Planning is well under way.

11. Other Issues and useful information for present conference

12. IFLA booth schedule

The time slot for the Section to staff the IFLA booth was agreed. Ms M. Delano and Ms M. Brundin would attend.



LIBRARY AND RESEARCH SERVICES FOR PARLIAMENTS SECTION
STANDING COMMITTEE II - MINUTES

10.15AM, FRIDAY 8 AUGUST 2003, BERLIN

Present

Marialyse Delano-Serrano, Chile
(Chair)
June Raye Verrier, Australia,
(Secretary)
Gro Sandgrind, Norway,
(Information Coordinator)

Irina A Andreeva, Russian
Federation
Margareta Angelova, Bulgaria
Keith Cunninghame, United
Kingdom
Cristiane de Almeida Maia, Brazil

Eleni Mitrakou, Greece
Richard Paré, Canada
Sara Parker, Missouri, USA
Donna W. Scheeder, Washington DC
Hisae Umeda, Japan

Standing Committee Apologies

Wafaa Abdel Elah, Egypt
Patricio Aranda-Torres, Peru
Choi Moon Hyu, Korea
Karl Min Ku, Taiwan
Wojciech Kulisiewicz, Poland
Josephine Moesi, Botswana
Tembi Mtine, Zambia

Bernard Nzo-Nguty, Cameroon
NK Singh, India
Bharti Tiwari, India
Margareta Brundin, Sweden
(outgoing Chair)
Anita Dudina, Latvia

Observers

Rob Brian, New South Wales,
Australia
Marga Coig, Germany
Hugh Finsten, Canada
Rob Johnston, Australia
Karel Sosna, Czech Republic

1. Opening of the Meeting

Ms Delano opened the meeting by welcoming participants and noting its new structure. At Standing Committee (SC) I it was decided that Standing Committee II would be restricted to SC members for discussion and decision making but that all members of the Section were welcome as observers. Observers could speak at the invitation of the Chair. Ms Delano also noted that for reasons of cost, future Newsletters would be provided electronically except to members without email access.

ACTION 1: Section members without access to email to advise the Secretary, Dr Verrier, of their wish to receive a printed version of Newsletters by faxing 02 62772528 or writing to her at Parliament House, Canberra, ACT 2600, Australia.

2. Approval of the Agenda

Ms Delano proposed to add three items to the agenda: (i) Agenda 6: a report on Coordinating Board Standing Committee II Strategy Meeting chaired by IFLA President, Kay Raseroka and (ii) Agenda 7: the role and membership of the Parliamentary Libraries and Research Services Standing Committee. This would make the subject of Future Conferences, IFLA 2004 in Chile and Argentina and Subjects of Interest for Future Conferences as agenda items 8 and 9. The third addition, as agenda 10, was the ECPDR Project. The meeting agreed to these changes.

3. Roll call of SC members

Those listed as present above.

4. News from the Coordinating Board

Ms Delano reported that the second Coordinating Board had yet to meet and that she would therefore report back on this in the Section Newsletter.

ACTION 2: Ms Delano to prepare a report on the second Coordinating Board for the next Newsletter.

5. Evaluation of the Berlin Conference: attendance, venue, contents etc.

Ms Delano reported that the attendance at this year's meetings in Prague and Berlin had been exceptional with 90 participants in Prague, 140 attending the Research Day, 130 attending the Open Meeting, 89 the day in the Bundstag and Riksrat and 70 attending the Workshops at Humboldt University. More than four thousand had participated in the Berlin IFLA and the general consensus was that everything had been remarkably well organised. The Section had had, yet again, an exceptional agenda across Research, Open Meeting, Workshop and Parliamentary visit days.



Ms Delano expressed the Section's great appreciation to outgoing Chair, Margareta Brundin, for all the exceptional work she had put in for the Section, especially at a time which had been personally one of great strain for her. She also expressed the Section's thanks to Marga Coig who had worked so hard to give us an exceptional day visiting the upper and lower houses of the German Parliament and the insights she had provided into the extraordinary difficulties and enormous challenges that Germany's unification had brought with it.

6. Coordinating Board Standing Committee II: Kay Raseroka – Lifelong Literacy

Ms Delano reported that this meeting was chaired by IFLA's President and included the Chairs and Secretaries of this groups' Sections. The approximately 130 participants were divided into groups of 10-12 and asked to brainstorm future initiatives which could be taken by IFLA to advance lifelong literacy. Rapporteurs reported back and Ms Raseroka promised that all of these would be coordinated in a report to be available on IFLA's site in the near future.

The particular significance of this meeting was that the President of IFLA engaged in an open and creative consultation process with the elected executives of IFLA's Sections about ideas and initiatives for the future. This was the first time this has happened in IFLA and the general consensus appeared to be that this was a most welcome and timely approach. It was hoped that it would create a more open and democratic IFLA with its Executive including the membership in ideas about the way forward.

ACTION 3: That Ms Delano convey the congratulations of the Section to Ms Raseroka on the new open and democratic style she was bringing to IFLA.

7. Role and Membership of the Standing Committee

Ms Delano drew the attention of the meeting to the guidelines on the IFLA site on the role of Standing Committee members. She also noted that with the continuing expansion of the Parliamentary Libraries and Research Services Section's activities and agenda, there was an increasing amount of work to be done. Many SC members have expressed interest in playing a more active role on the SC. She welcomed what she saw to be a more democratic approach to Section management and stated that for the future, she expected that there would be very active SC participation and that she planned to delegate specific tasks to different members of the SC. There were already plans for these delegations for next year's conference and these would be discussed further in the agenda item on Future Conferences.

On membership, Ms Delano noted that while elections for the SC were not due for two years, she hoped there would be a robust election process and competition for this honour from a broad cross section of the Section's membership. She asked the SC to start thinking about this now and work to identify likely members for such election. In this, consideration should be given to geographical spread, to the qualities of potential candidates and to their capacity to play regularly an active role in Section business.

Ms Delano noted that the Executive would be raising with IFLA the question of the possible removal from the SC of the handful of SC members who had not attended meetings, or taken any other interest in Section business for at least the last two years.

ACTION 4: Standing Committee members to familiarise themselves with their roles and responsibilities as set out on the IFLA site.

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MINUTES OF THE
STANDING COMMITTEE II

ACTION 5: Ms Delano to write to the IFLA Executive to seek advice on the removal of inactive members of the Standing Committee.

8. Future Conferences: New Organisation and Structure, starting in Buenos Aires, 2004

Ms Delano repeated in outline the new IFLA rules to apply from 2004 which, in summary, meant that Sections would be allowed to have only one two hour slot for Section specific activity and summarised the consensus which had emerged at SCI. She reminded the meeting that the Parliamentary Libraries and Research Services Section had developed, over the years, a very active program of activities reflecting the unique nature of the work done by parliamentary libraries and research services in the parliaments of the world.

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MINUTES OF THE STANDING COMMITTEE II



As well as the pre-conference, there was usually (i) a visit to a Parliament in an adjacent country and an explanation of the services provided in that context, (ii) an additional in-IFLA-country parliamentary visit/seminar day, (iii) a one day Research Seminar, and (iv) a one day Workshop in which a number of practical common issues of interest to parliamentary information and research services are analysed.

Together this programme amounts to a framework for information sharing and development assistance, especially to newer and less well resourced parliamentary libraries and research services. It offers a developmental opportunity to a unique 'industry' that is not available anywhere else in the world. For this reason, it is one which is increasingly highly valued by what has become a loyal and growing constituency of the Section's membership. That it is recognised as a contribution to the good governance agendas of some national aid organisations is illustrated by their support in responding to requests for assistance to appropriate participants to attend.

The consensus of the meeting was that the new arrangements that IFLA proposes would destroy what the Section has built. Ms Delano recalled the extraordinarily strong views expressed by the participants in SCI who, with only one exception, stated unequivocally that they would not go to an IFLA, and nor could they see their institution supporting attendance at an IFLA which only offered two hours of parliamentary library and research service specific business.

On account of the strength of this statement from the Section, Ms Delano reported that a meeting had been held with Mr Sjoerd Koopman, head of IFLA's Professional Committee, on the evening of 7 August to discuss the Section's case and appeal for an exemption to the new IFLA rule, at least for next year, while further consideration was given to the issue. She emphasised the Section's views that their strong preference would be to remain within the framework of IFLA because of all the benefits of association with such a strong and longstanding professional body.

The outcome was a suggestion to put a submission to the Governing Board due to meet the next Saturday. The meeting with Mr Koopman was attended by the Chair and Secretary, former Chair Margareta Brundin, Donna Scheeder and Marga Coig who then formed a drafting committee and drafted the Section's submission. The Submission to the Professional Committee of IFLA from the Parliamentary Libraries and Research Services Session, dated 8 August 2003 was then tabled and is attached to these minutes.

Ms Delano expressed reasonable optimism that IFLA would find in the Section's favour, at least for 2004. Section planning for conferences thereafter would need to reflect IFLA's reform goal of shorter and less costly conferences. This coincides with the consensus achieved at SCI that other-country pre-conferences be abandoned in favour of same country pre-conferences, which could perhaps be expanded to include the Section's specific agenda. In the case of the latter development, the Section Executive made it clear, however, that this should not be done at the expense of the host country which traditionally provided very generous hospitality for a parliamentary visits day and, in cost and hospitality terms, should not be expected to do more.

As at SCI there was considerable discussion about this issues and expressions of grave concern about the Section's future. Options were canvassed again on an expanded Chile-only pre-conference. The Chair concluded that no decisions could be made until a formal response was received from IFLA to the Section's submission. If the decision did not go in the Section's favour, there would need to be further negotiations with Chile about options for extensions there. The Standing Committee would be kept informed about developments and consulted about options before any decision was taken.



ACTION 6: Chair and Secretary to advise SC as soon as possible of the IFLA Executive's response to its submission for an exemption to the new rules in 2004 and, taking account of that decision, to put to them options for 2004.

9. IFLA 2004, Valparaíso, Chile and Buenos Aires, Argentina

Ms Delano opened discussion on the Section's agenda for the pre-conference in Chile and the IFLA conference in Argentina by expressing her hope that the meetings would attract a much wider representation from Latin American countries than was usual. While she expressed her view that it would be natural to include more presentations also from the region, she made a commitment to develop a program which would attract all the membership of the Section. She would recommend to Ms Soledad Ferreiro, the new head of the Chile Library of Congress, that she write personally to all her counterparts on the continent to invite them to attend. She also anticipated that, while this still had to be agreed by Ms Ferreiro, Chile is considering offering a longer pre-conference than usual, of up to two and a half days.

There followed some discussion about the cost of holding these conferences in Chile and Argentina. It was generally felt that significantly fewer members of the Section than usual would be able to attend. It was also suggested that if the Chile conference was to be longer, and again if the IFLA new rule prevailed, many may choose just to attend Chile's pre-conference.

The meeting agreed that, in any case, for greater efficiency and cost saving, there should be no gap between the pre-conference and the main conference.

Ms Delano reported that the Executive suggested that for 2004, the following people should be invited to organise and coordinate the Section's various activities should be arranged by:

- the Research Day - Marianne Bjernback (Sweden) and Dick Toornstra (EU)
- the Management Workshops – Keith Cunninghame (UK) and Cris Maia (Brazil)
- the Open Meeting – Donna Scheeder (US) and Anita Dudina (Latvia)
- funding support activities – Richard Paré.

The meeting agreed.

Suggestions which the Executive has already received for these sessions include:

For the Open Meeting:

- Priscilla Baines, UK, reflecting on her life, times, challenges and thoughts for the future on the eve of her retirement as Parliamentary Librarian of the House of Commons and Soledad Ferreiro, anticipating what she sees to be the challenges as she takes up her new position as the head of the Parliamentary Library of the Congress of Chile.

For the Workshops:

- how IT can be used to stretch the resources of small parliaments and provide a foundation for regional cooperation, offered by Mr Said Al Marjun, Oman. ...
- Selecting the right hardware (presenters to be determined)
- Getting the request out of the of the user (presenters to be determined)

For the Research Day:

- Windows of opportunity (presenters to be determined)
- Innovations update
- Training: what makes a good researcher
- Case studies and management strategies for dealing with the staff of MPs



Requests to present papers have also been made by Plissengar Tinlengar (Chad) and Jean Antoine Milongo (Paris).

ACTION 7: Section Executive to note that the meeting requested that in future there be no gap between pre-conferences and main IFLA conferences.

ACTION 8: Session organisers to put out a call for suggestions for presentations in their sessions, develop appropriate themes and approach possible presenters, including those who have already expressed an interest in presenting papers as soon as possible.

ACTION 9: Session organisers to keep the Executive of the Section informed of developments.

10 ECPDR Project

Ms Delano reminded the meeting that the ECPDR had provided 6,000 Euros to the Section for the development of a project which would assist the development of the Section. This money is being held in a separate account from the Section's general IFLA budget. The project chosen is to develop a portal which will offer an information site for parliamentary libraries and research services including resources of common interest. It was made clear that to be effective, whoever volunteered to host this site must be committed to its regular maintenance and updating, for resource reasons, there had been some problems with updating the world directory developed and supported by the Germany's Parliamentary Library. The new portal would provide a link to parliamentary sites and a search engine.

Ms Delano thanked Margareta Brundin for the work she had already done on this project and hoped to keep her involved with its development in Chile.

ACTION 10: Ms Delano to report in the next issue of the Section Newsletter on steps taken to progress the ECPDR funded portal project.

11. Any Other Business

Ms Delano drew to the attention of SC members that there was a vehicle for SC communication in the form of IFLAparl. In the new democratic framework in which she proposed to operate, she urged SC members to familiarise themselves with this site and communicate as required through it. IFLAparl2 was the list serve for all Section members. She asked that the Section's great appreciation of the continuing assistance of Pierrette Landry for the management and maintenance of IFLAparl1 and IFLAparl2 be placed on the record.

Ms Coing expressed concern at the number of requests that were made of everyone on IFLAparl2. She suggested that it would be useful to provide guidelines to the Section on how this should be done. For example, the person making the request should demonstrate that they had explored all possible avenues open to them before requesting help and explain in the request what these had been. They should also post the results of the survey on IFLAparl 2 so that others could benefit from the result. The meeting agreed.

ACTION 11: The Secretary to draft an item for the next Newsletter providing guidelines along the lines agreed for making requests on IFLAparl2.

Mr Richard Paré noted that the Section's French membership had expressed concern that there was less simultaneous translation available at conferences than there used to be in the past and suggested that action was needed to remedy this. One suggestion was that abstracts for papers could be prepared in several languages. Another was that power point overheads for French language presenters could be prepared in English and used simultaneously, and vice versa.

ACTION 12: Session organisers to recruit assistance to provide a French language power point option for English speakers and an English language power point option for French presenters.

ACTION 13: Ms Eleni Mitrakou to liaise with the nominated French African presenters on papers and translation.

Anita Dudina (through Donna Scheeder) asked that organisers of sessions should remind presenters that their presentations should focus on themes, analyses and issues and not on facts and figures. The meeting agreed that, because of the shortage of time at Section meetings, presenters be reminded of this.

ACTION 14: Session organisers to remind presenters that the objective of presentations is to focus on themes, analyses and issues. Any factual information should be tabled as background.

Irina Andreeva suggested that the Section should be more interactive over the year and, in particular, should use IFLAparl2 to share information on key developments. She suggested that this could be done by providing no more than a very brief few lines. This would provide the opportunity for those interested to pursue more detail.

3

MINUTES OF THE STANDING COMMITTEE II

ACTION 15: The Secretary to include the suggestion on regular brief reporting of new developments in the next Newsletter.

Ms Delano concluded the meeting by thanking the SC members and the observers for their contribution to the discussion of some very important issues before the Section. She repeated her hope that the new style of operation for the SC would assist it continue to develop as constructively as it has in the past, and wished everyone well until we meet again.

The meeting closed at 11.50am.



Dr J R Verrier
Secretary
Parliamentary Libraries and Research Services Section of IFLA.

SUBMISSION TO THE PROFESSIONAL COMMITTEE OF IFLA FROM THE PARLIAMENTARY LIBRARIES AND RESEARCH SERVICES SECTION

The Parliamentary Libraries and Research Services Section, is a section which brings together representatives of the national and state parliaments of its members. Its meetings provide the only opportunity for its professionals to meet to share experiences with counterparts. In doing so, it provides developmental opportunities to assist newer developing democracies contribute to their parliamentary processes. There are no counterpart institutions in members own countries to provide this support.

Parliamentary Libraries and Research Services are instrumental in providing the foundation for democracy building activities including literacy, freedom of information, citizen participation and free access to the work of the parliaments.

The knowledge base specific to the operations of Parliamentary Libraries and Research Services exists only within the membership of the Section. Because of the nature of its clients (Senators and Members of Parliament), and the character of their work, there is a need to discuss confidentially aspects of the delivery of services to this unique clientele.

IFLA decisions made for 2004 IFLA programming have resulted in an astonishing unanimity of view in the Parliamentary Libraries and Research Services Section about its future in IFLA. As given, the format cannot meet the needs and expectations of the information and knowledge service providers for parliaments. This submission therefore requests an exemption for the Section for 2004, while further consideration is given to its concerns.

The Section understands that the Professional Committee cannot consider this issue until its December meeting. However, budget procedures in countries most concerned require that a decision be made now. The Section has developed a programme which includes:

- A one/two day pre-conference
- A parliamentary visit
- A one day research seminar
- One day of workshops
- An opening meeting

The Section continues to review its strategic plan. It is as concerned as IFLA about the overall timeframe of the IFLA commitment. As a result it is, for example, working towards a pre-conference in the IFLA conference country from 2005.

While IFLA and the Parliamentary Libraries and Research Services Section continue to consider their future, to ensure member's participation in the Buenos Aires IFLA, the Section is seeking the Professional Committee's support for an exemption from IFLA Programming changes for 2004.



Marialyse Delano S.
Chair, Parliamentary Libraries and Research Services Section
On behalf of the Section

8 August 2003

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MINUTES OF THE
STANDING COMMITTEE II



4

COORDINATING BOARD MINUTES

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
de Bibliotecarios y Bibliotecas
Международная федерация
Библиотечных Ассоциаций и Учрежд



DIVISION: GENERAL RESEARCH LIBRARIES

GENERAL RESEARCH LIBRARIES COORDINATING BOARD MINUTES

69TH IFLA GENERAL CONFERENCE, BERLIN 2003

CHAIR/TREASURER: CRISTÓBAL PASADAS UREÑA, SPAIN
SECRETARY: MARIALYSE DÉLANO SERRANO, CHILE

COORDINATING BOARD I: FRIDAY, 1 AUGUST, 15:00 – 18:00, ROOM 24

1. Opening of the meeting

2. Registration of members present:

- 2.1 Members present:** Cristóbal Pasadas, Chair; Marialyse Délano, Secretary; Margareta Brundin, outgoing Chair, Libraries and Research Services for Parliaments; Fernanda Campos;
- 2.2 Introduction of observers:** Renata G. Rothe, Maadeburg University; M. Chang, Malaysia.
- 2.3 Apologies:** Frances Groen; Alix Chevalier, who has retired sent a note of apology and regards to the group.

3. Adoption of agenda for CB I and CB II

The agenda was approved.

4. Approval of CB Minutes, Glasgow, 2002

The CB Minutes, Glasgow were approved.

5. Governing Board (GB) and Professional Committee (PC) reports

Cristobal Pasadas emphasized the special focus on the “Green Light Paper” and the “Guidelines for Planning Congress Programmes”. Mr. Pasadas provided a general overview of the GB and PC decisions taken by PC and GB since Glasgow, included below.

Main decisions/issues in the PC and GB agenda:

Professional Committee (PC); 16 August 2002, Glasgow:

- Section officers to be reminded that starting from Berlin the duration of Open Sessions would be 2 hrs.
- PC not to review revisions of current Action Plans. Updated information to be available from IFLANET as soon as possible. HQ to develop a formula to tie this updating of the Action Plans with the financial reporting cycle, as well as a form for standardization of the Actions Plans.
- New Sections to form their interim SC from former executive committees, with additional members co-opted to fill the gaps. 2005 to be their first formal election cycle. The rule that “no person could be a member of 2 SCs at a certain time” would apply.



- Second SC meetings at IFLA Conferences to be shortened to 90 minutes (Decision to be reconsidered after reactions and feedback from Sections).

12-13 December 2002, The Hague:

- Upon consideration of proposals from CB of Division VIII, synergies to be encouraged with existing sections before new sections are formed. Evaluation of all sections to start in December 2007. All sections encouraged to start thinking about reorganization through mergers: as an example, Science and Technology Section to cooperate more with Health and Biosciences Libraries Section.
- IFLA HQ to draft a document about “non-IFLA funds” of sections.
- Statistics Section name to be changed to Statistics and Evaluation Section.
- Sections’ Newsletters can be distributed electronically; paper copies to be kept for archival purposes (8 copies to be sent to HQ) as well as for those members who still request a hard copy.
- Proposals in the Final Report of the Social responsibilities DG accepted with additions. Sjoerd Koopman to draft the final version and send it to the appropriate Sections.
- Proposal for an “IFLA-CDNL Alliance for Bibliographic Standards” (ICABS): IFLA to ask to be involved in the selection of the ICABS co-ordinator in Frankfurt. New Advisory Board chaired by Dr. Niggemann, with two IFLA representatives (Chair of Division 4 and Chair of the permanent UNIMARC Committee), to draft a 3-year Action Plan for ICABS.
- Status of the Permanent UNIMARC Committee to be more formalised on accassion of transfer to the National Library of Portugal.
- Conference Professional Programmes: presentation of a paper strongly preferred, but powerpoint presentations accepted only when accompanied by a substantial abstract and references. John Day and Sjoerd Koopman to draft Guidelines for Speakers/Presenters.
- SC meetings: 2 SC meetings per Conference needed; the second one more important, with a minimum of two hours.
- Future structure of Conference: for a trial period of 2 years starting in 2004, Sections to have only one programme per year; divisional sessions still to be allowed. No longer distinction between Open Session and Workshop; only 2hr and 4hr sessions. Having a programme is not a must for the Sections: PC supports their spending Conference time in preparation/completion of projects with broad impact. Starting in 2004 PC to take over management and selection of Plenary Sessions, as well as decisions on the main conference theme.
- Speakers Fund not used by a Division can be used by another Division upon arrangements among CB chairs.

12-13 March 2003, The Hague:

- Election of Section Officers in Berlin: only those SC members who will serve in the next term may nominate, be nominated and vote. Election to be held during SCI.
- Terms of office for interim SCs of new Sections: 2003-2005 is “first term”; they are eligible for “second term” (2005-2009). Reference Work Section + Genealogy Section: 2003-2007; 2007-2011)
 - Conference Programme: IFLA HQ to prepare preliminary programme with information from Forms P submitted in November. Officers returning forms to be asked to make 3 copies: 1 to IFLA HQ, 1 to Division Representative in PC, 1 for archive purposes. IFLA HQ to prepare a matrix with information received from sections and posted in IFLANET so that officers can chase sections delayed.
 - Formula and Form for Action Plans: sections’ updates of action plans in “year 2” to include items already achieved in “year 1”.
 - Review of Sections by 2007: to be conveyed to SC members for inclusion in agenda and proposals of criteria for the review process.
 - Start-up meeting in Berlin approved for a new Discussion Group on Quality Issues in Libraries. Proposal of new DG to be submitted in due course to PC afterwards.
 - ROTNAC would like to become a Body with consultative status with IFLA. Their name changed to Association of National Library Centres (ANLC). PC to recommend this outcome to GB for approval.
 - INTAMEL to have a 2hr session in Berlin to discuss affiliation with IFLA in the future.

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COORDINATING BOARD MINUTES

- All sections to be asked to take the recommendations from the Social Responsibilities DG into account for their strategic planning process in Berlin.
- Procedures for evaluating, monitoring and terminating Core Activities. FAIFE to be used as a trial case through 2005.
- President-Elect's priorities: Advocacy; Alliances and Partnering; Professional development and continuing education. Theme: Lifelong Literacy. All IFLA units to try to incorporate these priorities and themes for their next strategic plans.
- Conferences Professional Programme: starting in Buenos Aires 2004, every unit would have one programme slot; limited number of special slots available for sessions already well along in the planning of for coverage of urgent/important issues for IFLA; these to be allocated on account of quality/necessity/relevance to President-Elect's theme. Off-site and on-site sessions to be counted in the total number of sessions. AV equipment to be used for DG only if easily available.
- New format for evaluation of conferences approved.
- HQ to design a General IFLA Professional Groups leaflet to save money and time and keep it as updated as possible.
- Satellite Meetings approved for Berlin, including a 1-day meeting of representatives of library associations from Latin America still in negotiations for sponsorship and financing with several governments of the region.

Governing Board, 16-24 August 2002, Glasgow:

- Upon concerns with the Conference venue in Buenos Aires due to political and financial troubles in Argentina, Buenos Aires was confirmed as the venue for the 2004 Conference.
- Durban selected as the venue for the IFLA general Conference in 2007.
- ROTNAC to become a separate organisation with consultative status, with a representative on the CB of Div. III, plus meeting space and programme slot accorded in conferences.
- UNIMARC to be continued for a three-year period beginning in 2003, if the National Library of Portugal accepts a contribution of 25,000 Euros from IFLA, plus OCLC's funding. UNIMARC no longer to be described as a "core activity" of IFLA.
- UAP to be discontinued as a core activity. Arrangements to be made to continue with the voucher scheme.
- PAC's current contract to be renewed for a further three-year period at the same level of contribution
- Procedures for selection of new Secretary General started.
- Information about bodies with consultative status with IFLA to be made available to Sections for influence and partnerships.
- New revenue streams: proposal for a Blue Ribbon committee to be prepared, as well as for more modest fund-raising activities.
- New title for the conference adopted: "World Library and Information Congress", due to start with the Buenos Aires Conference; Berlin to use it if the Berlin Organising Committee agrees.
- Task Force to look for a formula for the smooth transfer from President to President-Elect.
- Statement on sustainable development adopted
- Italy and Switzerland accepted as 5-year fall-back venue in case of withdrawal of conference from an approved venue for any reason.

14 December 2002, The Hague:

- Membership fees increased by 2%
- A Green Light for IFLA" presented. Working Group established to take forward the ideas.
- Day registration for one outside speaker per Division to be continued until 2005 and administered by the chairs of CB.
- Arrangements for the hand-over ceremony approved.
- Agreement with the National Library of Portugal on UNIMARC approved.
- Voucher Scheme transferred to IFLA HQ.



- IFLA-CDNL Alliance for Bibliographic Standards established for an initial three-years period.
- Contract with Congrex as conference technical organisers from 2005 to 2009.
- Statement on Indigenous Traditional Knowledge approved.

14-15 March 2003, The Hague:

- Second edition of the Statement on Indigenous Knowledge to be issued.
- The Association of National Library Centres (formerly ROTNAC) conferred consultative status and affiliation with Division III.
- New rule of procedure for funds managed by Sections: total funds received and spent to be included in the accounts, even those received from external sources.
- Permanent UNIMARC Committee: term of office extended by one year; members to be appointed by GB in future.
- Terms of office for new SC approved according to PC recommendation.
- Presidential theme “Life-long Literacy” endorsed by President-Elect’s Planning Group. Theme and priorities to be brought to a new brainstorming session arranged by divisions, so that they could reflect discussions in their action plans and professional priorities.
- New structure of honours and awards conferred by IFLA:
- Honorary fellow: for long and distinguished service to IFLA (4-5 per decade): free IFLA membership and free congress registration
- IFLA Medal: award for distinguished contribution to IFLA or international librarianship (2 per year)
- IFLA Scroll of appreciation: host committee for congress, long-serving core activities staff upon retirement
- Certificate of Service: eight or more years as IFLA officer.
- Continuing with the meeting, Mr. Pasadas provided the evaluation forms and the enquiry forms for registration of new officers.
- He announces there will be a special meeting with Chairs and Secretaries as a discussion of strategic plans for Buenos Aires and Oslo.
- 2003-2007 will be a period of evaluation of Sections and revisions; it is important for the Standing Committees and the evaluation of core activities such as FAIFE. Core activities should be more linked to the Sections, and there is going to be more control from HQ.
- Mrs. Delano, from the Libraries and Research Services for Parliament asks if, within this conceptualization, HQ considers the Sections as clients referring to our concerns, needs, requirements. Mr. Pasadas indicates that it is important to prepare good programs.
- The programs are going to be reduced, shortening the Conference, and there are more Sections now.
- M. Fernanda Campos indicates that satellite meetings are not counted within the two hour slot.

6. Review of Division and Sections finances

- The 2002 Review is provided in the final report. Cristóbal Pasadas indicates that the annual report should have as much information as possible.

National Libraries; Fernanda Campos indicated a general outlook of Section Finances, included in the annual report.

University Libraries: Cristóbal Pasadas indicated a general outlook of the Section Finances, included in the annual report.

Libraries and Research Services for Parliaments: Ms. Brundin indicated that the SC had rejected the requirement to pay an overhead for holding a Preconference and later payed from her own pocket to Sjoerd Kooopman in IFLA HQ offices in Berlin. The disconformity was particularly explicit as to institutions paying both the IFLA fee and the Conference fee. The IFLA funds had been just enough to pay for the Workshop venue, and the overhead for a previous IFLA accepted activity was unexpected and had not been planned for.

7. Sections program plans for Berlin

- **National Libraries;** Program well underway, with one Session and one Workshop.
- **University Libraries:** Program well underway. Sue McKnight indicated they had a special speaker, the programme and a workshop.
- **Libraries and Research Services for Parliaments:** The program was well underway with the Open Meeting; the Research Meeting; the Parliamentary visit day to the Bundesrat and Bundestag; and the Management workshop. The Preconference was to be held in Prague.

8. Sections Strategic Plans 2003-2005

Cristóbal Pasadas indicated the documents to be used as general background and inspiration for the strategic planning process and the activities for 2003-2005 and for discussion in CB and SC meetings in Berlin and beyond:

- IFLA professional priorities: www.ifla.org/V/press/pro02-01.htm
 - Bridging the digital divide, Brainstorming session hosted by Kay Raseroka in Glasgow
 - Theme and priorities of President Kay Raseroka as announce in her presidential address in Berlin
 - Final report of the IFLA Social Responsibilities Group and recommendations
 - The Green Light Paper, available at www.ifla.org/V/cdoc/green_ligth2.html
 - Guidelines for Planning Congress Programmes
 - Guidelines for the Format of Strategic Plans
 - Officers Handbook
- **Libraries and Research Services for Parliaments:** Finalisation of the Strategic Plans depend on the outcome of the request for exemption from the 2004 Guidelines, and the approval of the SC. Subject to these constraints, they will be submitted on the due date.

9. IFLA Booth assignments:

- Monday, 4 August, 14:00-15:00 : National Libraries
- Monday, 4 August, 14:00-15:00 : University and Research Libraries
- Tuesday, 5 August, 14.00-15:00: Libraries and Research Services for Parliaments.

Officers Training Sessions: Friday, 8 August, 08:30-09:30; 10:45-11:45, Room 19

Information provided for assisting Officers training session.

10.Meeting for Information Coordinators: Monday, 4 August, 09:00-10:00, Room 4

Information provided for IC to participate.

11.Other business

No other business

Adjournment.

**EXTRA COORDINATING BOARD MEETING: SUNDAY, 3 AUGUST, 16:00-16:20, ROOM 3
to elect Division representative to PC and GB****1. Opening of the meeting**

2. **Registration of members present** : Cristóbal Pasadas, Fernanda Campos, Marialyse Délano, June Verrier.

3. Election of CB Officers 2003-2005.

Cristóbal Pasadas was re-elected as Chair of the Division I, and Marialyse Delano as Secretary.

4. Adjournment**COORDINATING BOARD II: FRIDAY, 8 AUGUST, 12:20-14:00, ROOM 28/29****1. Opening of the meeting****2. Registration of members present**

2.1 **Members present** : Fernanda Campos; Frances Groen; Sue McKnight; Cristóbal Pasadas; Marialyse Délano.

2.2 **Introduction of observers** ; Gerard van Trier; an observer from Oslo University Library Christian Lupovici, coordinator, Session on Role of libraries in Scholarly Communication, Buenos Aires.

2.3 **Apologies:** June Verrier, Secretary, Library and Research Services for Parliaments

3. Sections Plans for Buenos Aires 2004:**3.1 National Libraries**

The Program for Buenos Aires includes a session on the educational roles of national libraries in lifelong literacy. There will be regional participants. There will be a position paper on e-learning in this context and the importance of National Libraries. There will be a panel with 4 specialists on lifelong learning. Also a combined session with PAC core activities, survey on disaster planning for National Libraries.

3.2 University and Research Libraries

The University and Research Libraries have established four working groups: a) Information Literacy; b) Performance evaluation and quality assessment; c) Scholarly communication; d) Relations with FAIFE and Social Responsibilities. Frances Groen indicated they were looking for shared sessions with the IT group, as the 2 hour slot would not suffice for learning and discussion. There could be a joint session with National Libraries on collaboration for access and preservation of digital information, information literacy and the role of public libraries, promoting information literacy to a broader group. Also, a discussion group on quality issues.

3.3 Library and Research Services for Parliaments

Marialyse Delano is the newly elected Chair of the Section. She explained the present situation of the Libraries and Research Services for Parliaments, that have traditionally held very time and content intense and productive meetings within IFLA. The new guidelines set a restriction on time and space for these meetings. The Section requests the exemption from the guidelines for Buenos Aires 2004, as a transition phase to adapt the meetings of the Section. The Division unanimously agrees to support this request.

The Preconference for 2004 in Chile is confirmed.



4

COORDINATING BOARD MINUTES

Ms. Delano insists, that given the lack of a worldwide international organisation of parliamentary libraries and research services, IFLA is the main venue for meeting and exchanging experiences within the framework of the complex political, privacy and confidentiality environment of national parliament. That the Section's strength is its time to work together is a view amongst the members of the Section unanimously (only one diverging opinion). It was the Section's view that IFLA should be a client oriented organisation, responsive to the needs of its different membership. She was explicit on the strong opinions as to restrictions from presently committed members of IFLA. SC members indicated that the length of the Conference should not be at the cost of content but could be at the cost of IFLA coordinating and such meetings, which do not add value to their work.

4. Sections Plans for Oslo 2005

4.1 National Libraries

A program with collaborative projects with libraries, archives and museums, open access to cultural heritage.

4.2 University and Research Libraries

Frances Groen commented on the issue presented by National Libraries and that University Libraries and suggested it could be included, so that it could be considered as a divisional program. Fernanda Campos will take care of a Divisional Programme, which could include aiming at buildings and equipment, how they fit guidelines for National Libraries too.

4.3 Library and Research Services for Parliaments

The planning for Oslo is already underway, although pending the time and space restrictions within the IFLA Conference.

5. Strategic Plans 2003-2005

5.1 National Libraries: The Section went through the strategic plans which will be drafted for the SC and the CB. They have three main ideas and 4 goals: core activities; key functions of National Libraries adding special activities for lifelong literacy; benchmarking and working groups on performance indicators; promote research and standards; promote cooperation with IFLA; working group upon social responsibility; National Libraries cooperating with library associations.

5.2 University and Research Libraries: The SC committee is in conversations on sub programmes specifications, considering the importance of information literacy and social responsibility. The working groups of the SC met separately to discuss issues to be included in the strategic plan. The executive board will prepare a draft with the outcomes of these meetings and the Strategic Plan will be approved by email.

5.3 Library and Research Services for Parliaments: The Strategic Plans are dependent on the outcome of the request of exemption from the 2004 Guidelines, and the approval of the SC. Subject to these they will be submitted on the due date. Among the issues to be considered is the creation of an international parliamentary library association or network. 2004 will be a transition year.

6. Projects

6.1 Library and Research Services for Parliaments: Projects pending the request for exemption from 2004 Guidelines.

7. Evaluation of Berlin Conference

7.1 National Libraries: Open Session, with 150 participants; workshop on virtual libraries, 150 participants. There was a heartfelt acknowledgement of Sue McKnights contribution.

- 7.2 **University and Research Libraries;** 4 Different events: a) marketing of libraries, with 60 attendees, and a final session with discussion group; b) quality issues with 110 participants; c) open Session on information literacy, with 180 attendees; d) offsite workshop on the Scholar's Portal
- 7.3 **Library and Research Services for Parliaments:** 4 different events: a) research meeting with discussions, with 140 attendees; b) open meeting with 130 attendees c) management workshop, offsite, with 70 attendees and three different sessions; d) day visit with conferences at the Deutsche Bundesrat and Bundestag attended by 89 participants.

In general, comments from the CB indicated that the tracks were too dispersed, hotel costs were not always clear; the food at the opening night was not appropriate; they regretted that the CD had to be payed for, there is no encouragement of presentation of papers for people who do not come to the Conference; and presentations must include more text.

8. Other Business

The World Summit on the Information Society Meeting was commented, and it was decided to support the work being undertaken by IFLA in this regard; each Section should nominate a person to act as liaison; and that people on the National, Local and Regional Level should strive to include libraries and knowledge work in their country agendas for this Summit.

9. Adjournment

The Chair thanked all present for their contribution and wished everyone a fine journey back. The meeting was adjourned.

This report was prepared and coordinated by Hugh Finsten, Canada. Berlin's Research Seminar was organised by Hugh and by Bob Gardner of Ontario.

Papers presented at the Research Seminar are available at <http://www.ifla.org/VII/s3/conf/papers03.htm>

IFLA 2003 RESEARCH DAY NOTES ON SESSIONS

Session 1: Trends, Ideas, and Innovations

Chair: Bob Gardner, Ontario Legislative Library, Canada
Notes by: Cristiane Maia, Center for Documentation and Information, House of Representatives, Brazil

Presenters:

Nola Adcock Research and Information Service, Parliamentary Library, Australia
Keith Cuninghame House of Commons Library, United Kingdom
Brit Fløistad, Parliamentary Research Service, Norway
Richard Paré Library of Parliament, Canada
Iain Watt, Parliamentary Documentation Centre, European Parliament

Nola Adcock discussed the new product, Audio Briefs, which are usually based on General Distribution Papers prepared for all Australian Senators and Members. They are available in several formats (CDs, audio tapes and as MP3 files). The MP3 files are available through the Library's intranet accessible through the parliamentary network, allowing clients to access and play them directly through their PCs either in their Parliament House offices and their electorate offices. She said that any innovation creates value and it is related to people and ideas. Ideas can come from anyone. This one originated in Australia's extraordinary geography where electorates were often huge, even as big as the country in which we were meeting. The Audio Brief project was originated by a Member of Parliament who posed the question: "what could I listen to while travelling?" The work began with volunteers and the first trial didn't come out as expected. Some training was provided and professional presentational help sought from the Parliament House Studio.

An informal survey was conducted among MPs who had requested the Audio Briefs and the results proved that the Members were very pleased with the new product. Nola concluded that "taking risks is part of innovation" and that any new service needs to be well planned in order to have a good chance of success.

"taking risks is part of innovation"

Keith Cuninghame reported on the changes at the House of Commons Library. The first step was a functional review that analysed business processes and indicated areas where change was needed. The project began with a small team with consultancy support. Work is progressing on modelling the business processes and, depending on the scale of organizational change, there will be a need to define new/revised roles and for staff development programs.

Among other things, it is expected to have a better recognition of the varying needs of the users; to develop a single help desk; to have more flexible, agile subject teams; to enhance the focus on development of staff skills; to end the existing distinction between "reference" and "research work"; to improve electronic formats; to

"The results: a high level of satisfaction with the service; Members identify the Library with "research"; Parliamentarians are vigilant to ensure that the Library remains unbiased and available to serve their needs."



Hugh Finsten

PARLIAMENT OF CANADA

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"The researchers visit a city to hear residents and institutions in order to gather information on hot topics for the Parliament."

"We need to find out more details of what our clients really need; communication with MPs has been more difficult since the political advisors began functioning as a "bridge" to MPs."

emphasize self help; to focus on a more centrally managed knowledge base; to emphasize on product development and marketing.

Brit Fløistad gave a presentation on the challenges in evaluating the Research Services. When the service in Norway was established just two years ago, it was decided that it should be evaluated. The work was divided into 3 parts in order to cover the different departments of the Parliament. Some outcomes of the survey: good work is being done; there is room for improvement; the RS needs to be more visible; it is necessary to develop continuous marketing; clients want the papers to be more analytical; they want "easy" reading papers; it is important to have an elaborate request form in order contact the RS;

Some future concerns were mentioned: how to fulfil the clients' expectations once a good job of marketing is done (there has been an increase in demands already); it is important to clarify roles; RS needs to improve interaction with the political advisors of members.

In his presentation, Richard Paré presented the results of a survey on client satisfaction conducted in order to help define the Library's future orientation. The results: a high level of satisfaction with the service; Members identify the Library with "research"; Parliamentarians are vigilant to ensure that the Library remains unbiased and available to serve their needs. The most frequent volunteered responses involved "information technology"; the Internet is the most important alternative source of information; the Library provides diverse opinions; the Library is the best place to start their work; the service is an "island of objectivity".

Areas of concern: the Library is under-resourced; it needs to be more visible; there is a lack of standardization regarding research quality; many retirements are taking place; clients' needs are changing. A Task Force was appointed to create an Information, Research and Analysis Unit to ensure seamless service to parliamentary clients. This unit would encompass all existing units providing reference and research services.

Iain Watt (pictured) spoke on the reform process that is taking place at the European Union, and specifically, at the Parliamentary Documentation Centre (PDC). As the environment became more complex and the nature and level of demand continued to evolve, in May 2003 the Parliament conducted a performance review in the PDC, in order to present a detailed framework for the management and development of the enhanced service. The review was based on: work load trends; change in information services; inter-parliamentary comparisons; the importance of language/national knowledge; congruence with the reform priorities.



The aim is to broaden the range and enhance the quality of the services as recommended by the relevant Bureau decisions. It will develop standardization, the capability to undertake documentary synthesis and analysis, and a single point access; the PDC will seek to work closely with the Policy Departments and will provide direct information support to the Project Teams.

The chair then opened the session to comments and questions from the floor. Hisae Umeda (Japan) described the visit program of the Japanese Research Service. The researchers visit a city to hear residents and institutions in order to gather information on hot topics for the Parliament. The average annual number of visits is 12 and the budget is US\$10,000. The reports generated by the visits are transformed into journals and/or books. The initiative has not been evaluated yet.

Wafaa Abdel Elah (Egypt) said that her country did not do a good job of disseminating the research services; now they suffer the consequences. Marga Coing (Germany) stated that the treatment of MPs questions is an important issue. We need

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“Two practices that appear to be working counter to the establishment of non partisan services are members’ expectations that research papers will put forward a particular view by drawing conclusions and making recommendations and the fact that there are no barriers to employing staff with prominent party affiliations.”

to find out more details of what our clients really need; communication with MPs has been more difficult since the political advisors began functioning as a “bridge” to MPs. Donna Scheeder (USA) noted that the Congressional Research Service is looking for more qualified staff to encompass the changes taking place in roles and competencies of the service. Keith Cuninghame (United Kingdom) added that one way to eliminate the differences between the reference and research is by developing a single inquiry point with subject teams behind it. Bob Gardner (Ontario) felt that segmenting clients is a practice useful for planning only. Donna Scheeder (USA) said that when segmenting clients, it is important to consider the generational changes. June Verrier (Australia) felt it is better not to focus in segmentation but on knowing clients enough to work with their preferences. Keith Cuninghame said when you have too many MPs, it is hard to track them on an individual basis. Bob Gardner added that a difference from Japan is that visits conducted by the Ontario Parliament are under the responsibility of Committees. June Verrier said direct contact with MPs is very effective. Market! Market!

Session 2: Managing our “Political Environments”: Culture, Constraints and Controversies

Chair: Hugh Finsten, Library of Parliament, Canada

Notes by: Nola Adcock, Information and Research Services, Parliamentary Library, Australia

Presenters:

Wafaa Abdel Elah, Research Service, People’s Assembly, Egypt

Tesfaye Abera, Research and Documentation Centre, House of People’s Representatives, Ethiopia

Jindriska Syllova, Parliamentary Institute, Czech Republic

June Verrier, Information and Research Services, Parliamentary Library, Australia

The chair indicated that this session was intended to focus on some of the difficulties and approaches that underpin the delivery of non-partisan services in a partisan environment. Presentations from the panellists are intended to highlight different cultural approaches and opportunities in providing accurate, rigorous and impartial research and analysis.

Wafaa Abdel Elah discussed the obstacles her research unit has faced when trying to obtain accurate information for research papers. If the information required does exist, it is often difficult to access or is purposefully withheld by government agencies. Research staff have had to employ a range of strategies to work around this including using contacts in other research units and wider networks. They have also looked to alternative international information sources to try to get another perspective on the information that is being withheld locally although often the material obtained in this way is not sufficiently up to date or has to be translated. Researchers have found it useful to attend a wider range of seminars and workshops conducted by local experts who tend to be more forthright on these occasions. Changing this culture is seen as a longer-term process dependent on a greater involvement by commentators, specialists groups and society in general to demand a freer exchange of information.

Tesfaye Abera outlined some of the challenges and opportunities faced by the new Research and Documentation Centre in the Ethiopian Parliament. Two practices that appear to be working counter to the establishment of non partisan services are members’ expectations that research papers will put forward a particular view by drawing conclusions and making recommendations and the fact that there are no barriers to employing staff with prominent party affiliations. It has also been difficult for the Centre to recruit and retain staff due to poor pay relativities and limited development opportunities. On the optimistic side there is a strong commitment on the part of the Centre staff to provide timely, non partisan services and this appears to be matched by an equally firm commitment within the parliamentary leadership to support a more autonomous, professional research service.

Jindriska Syllova described the main activities of the Czech Parliament's Parliamentary Institute and some of the ways in which the Institute has been reinforcing its mandate to provide expert, impartial research. With assistance from the European Union it has been possible to finance cooperation with international institutions and to acquire a range of specialist literature. Research staff have also been able to enhance their expertise through participation in specialist seminars on the processes involved in transposing European legislation into national laws.

June Verrier highlighted some of the approaches taken by the Australian Parliament's Information and Research Services to reinforce its non-partisan approach to service provision. These approaches include clarifying the nature of a legitimate request by way of a detailed statement of entitlements approved by the Joint Library Committee and measures to minimise the misuse of individually tailored briefs that are provided on a "not for attribution basis". The presentation included discussion about the reality that some staff will have party affiliations and strong political views and it would infringe Australia's anti discrimination legislation if someone were to be denied employment on this basis alone. The Australian Parliament's code of conduct and parliamentary service values have been developed to ensure that all staff carry out their duties fairly and impartially. These documents clearly set out the course of action to be taken if they fail to do so.

In the questions and comments that followed Cristiane Maia (Brazil) commented on the difficulties relating to the complex political landscape in Brazil where there are many different political parties, no tradition of party discipline and elections are held every two years often resulting in the appointment of a new Speaker, new governing board and new heads of departments.

There were a number of comments about employing staff with strong political views or affiliations and how this might affect perceptions of the impartiality of the services provided. Donna Scheeder (USA) commented that when and if this occurs personal history is less important than the way people conduct themselves on the job. Marga Coing (Germany) added that political affiliation could be seen to be of greater significance if the person was to occupy a senior position.

Jacob Warshavsky (Israel) raised the issue of providing a balanced response if that was not what was wanted. Brit Fløistad (Norway) questioned whether members want the research done for them to be more political. June Verrier commented that in Australia this is done, if requested, as "directed research" in the individual, tailored, confidential briefs that are provided on a "not for attribution" basis with disclaimers to that effect. It is not done in formal papers and briefs that are produced for general distribution.

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Session 3: Getting the Most Out of the Resources We Have
Chair: Hugh Finsten, Library of Parliament Canada:
Notes by: Marianne Bjernback, Parliamentary Research Service, Sweden

Presenters
Katalin Haraszti, Parliamentary Library, Hungary
Gloria Sarku, Parliamentary Library, Ghana
Jacob Warshavsky, Research and Information Center, Israel

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The chair outlined the purpose of this session. It is to discuss ways to provide enhanced reference services to our clients. What can we do to be sure limited resources are used in an optimal way?

In her presentation, Katalin Haraszti reviewed the role of the IS Department which carries out a reference service in the conventional sense. The next level of the information activity is compiling background materials. This is a more complex work than providing reference services. It is based on retrieving all necessary information, assessing and selecting it, and, finally, editing it in the most appropriate format – it is the first stage of a research service. Put in general terms, it is value-added reference service. Writing background materials can be seen as the peak of information service – it belongs to the terms of reference of the research service.

In 1994, having evaluated the comments of the library users, the IS Department changed over to a new approach. The IS Department realized the extraordinary importance of rendering evaluated information on time. That is when it launched the BRIDGE series. The first items in that series were "information

conserves,” connected to national holidays and meant to help the work of speechwriters. Compilations that support codification ensued. The IS Department supports committees with background materials when they discuss bills or hear persons to be nominated for governmental or other state positions. Since 1997 that has been done in the form of information specialists attached to some of the standing committees.

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“it can be expected that directly elected MPs will receive EU-related inquiries also from their constituents”

In anticipation of the research service, which is to be launched in the next year, the IS Department has begun a new form of service. If it is time-consuming to satisfy an inquiry, the answer to the inquiry is sent to the MP with a covering letter or the answer itself is set out in the form of a letter. That has dual importance: first, our service is taken more seriously than if we just handed over a sheet of paper to the inquirer or if we sent the answer without a covering letter. Second, the information specialists get used to formulating their answers in a compact and effective format. Such a format is a precursor of the future research papers. Initial reactions to those written answers have been favourable.

The challenges the library has to face are complex: (1) As the EU-related tasks: the approximation of legislation will become a routine component of legislative work; the supervision of the activity of the government will gain momentum and take a new direction; and it can be expected that directly elected MPs will receive EU-related inquiries also from their constituents. (2) The Library of Parliament has a special responsibility in the field of training its users for two reasons: its OPAC will soon become available on the Internet, and because under the e-Parliament programme each MP has received a notebook. They will probably become much more conscious of the content available on Parliament’s Intranet and on the Internet. It is planned for the near future to publish on the Intranet our background materials and info packs. (3) Consequently, the library must be prepared to novel working methods and the modernization of technology at the emerging research service.

Katalin responded to several questions. What about surveys and the importance of continuous evaluation of the activities? In 1994, a questionnaire survey was conducted on how much the users know about the services and on how MPs usually obtain information. The main aim of the survey was to find out what MPs think of the library as a component of Parliament’s information system. The survey went beyond assessing the impact of the library services during the parliamentary period concerned, it facilitated planning for the parliamentary period to follow. The survey produced very useful findings, and it was good PR for the library. A follow-up survey was held in 1996, and another one is scheduled for later, beginning this year. In term of the distinction between research and reference services, Katalin was asked about the value added by a research service. Written papers will be the main advantage and one step into the research service is the background material produced.

In her presentation, Gloria Sarku (pictured) spoke about the creation of the Research Department in January 2001. There was not a full complement of staff to offer a 100 % research service to the parliament. The strategy here was to attach the staff to committees and use this demarcation to determine the scope of work. Each person had to work with at least two committees. It is clear that they were not specialists and did not have the expertise, but the idea was that everyone should forge partnership and networks in this area or fields of operation. In March 2003 a substantive Director of Research was advertised for and found. There was no doubt that the research department had come to stay. Feedback was collected for every work done and the responses were encouraging.



The services provided are: Hosting a Web Page for Parliament; writing background papers for members to talk to issues at conferences, on radio or at seminars; clarification on various issues and collection of raw data from Ministries, Agencies and Businesses, to assist members form opinion; writing speeches and position papers. Some members request to be assisted to prepare statements to be read on the floor of the House. The debate on the appropriateness of this practice continues.

The challenges are: money must be made available so research staff can move about; logistics must be made available for relevant training and equipment so that research staff could play more pro-active roles at the committee level; rely on networking and satellite arrangements to beef up the resource base. It is evident that the prospects and possibilities for building and sustaining research services even in a

situation where almost nothing exists is great, so long as there is the commitment of the person in charge who is able to carve a team of staff committed to the cause also.

Efficient and adequate use of the internet and information from other secondary sources has been made. Short notes as well as lengthy papers are prepared. Other Non Governmental Organizations working in various areas are also a source for research material.

Lessons learned: once a research service has been established the thrust of the issue for success is effective management capabilities. One ought to make a SWOT analysis assess strengths and weaknesses, opportunities and threats and make good of them, developing strategies to meet the demands of the environment. What was sought to do was to prove that research service delivery was possible and that the time to do it was now. Even the inadequacies, inefficiencies, faults and shortcomings succeeded in drawing the needed attention to get the service on the drawing board. The criticisms are not unique, one only must consciously desire to get better by the day.

Questions were asked about the kinds of products used to provide support to the members. Info-packs and background material along with different other sources of information are used. The electronic information and the advanced search engines available on the Internet contribute to a high quality service.

In his presentation, Jacob Warshavsky spoke about the Research and Information Center (RIC) in Israel. After examining the alternatives for possible ways of realizing the plan, a "fast track solution" was chosen. In other words, the establishment of a skeleton framework of the RIC (the RIC core), which would constitute the founding team, and would formulate the detailed plan, work methods, procedures, mutual relations with the existing bodies in the Knesset and outside of it, up to the point where the new organizational framework would start running smoothly.

The product and service line provided by the RIC includes the following: Follow-up on "legislation files"; the preparation of "subject files" for Committees; information for the general public; research services; providing information from data bases; preparation of background material for debates in the plenum; preparation of short memoranda; preparation of surveys on requested topics; preparation of research and analysis papers; contacts with external experts and advisors; organization of seminars and workshops on information topics; activities to increase awareness among users in the Knesset; support and training of users in the Knesset in the operation of tools and methods for locating and retrieving information.

The RIC implemented an operational methodology based on three levels of support teams: First Level Support - most of the staff of the information department within the RIC is allocated to the committees and the type of first level support provided by them is responding quickly to daily requests with tight deadlines. The requests for information and background material come mainly from chairmen of the committees and from individual members and are related to committee sessions and to plenum debates. Second Level Support - the second level support is based on a few group leaders and professional specialists who provide peer-to-peer consulting to the members of the first level support and provide, in addition, in-depth analysis that varies according to the subject under investigation. The second level support specializes in the fields that are most common to the parliamentary agenda: economics, business and public policy, education, social affairs and international comparative analysis.

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"The second level support specializes in the fields that are most common to the parliamentary agenda: economics, business and public policy, education, social affairs and international comparative analysis."

Third Level Support Specialists, are highly-skilled individuals, or research institutions, in subject areas that are less common in the daily operations at the Knesset, such as medicine, electronics, earthquakes, etc. The third level support individuals are recruited on an ad-hoc basis mainly from academia or from private research institutions, if there is no conflict of interest.

Information to others about the work with following "legislation files" - preparation and supply of information relevant to the proposed bills, collecting and "packaging" it as available information to accompany the legislative process, while providing tools to locate and collect comparative and complementary information from legal and other data bases, and from other parliaments.

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The RIC has a core group of specialist people in Israel to consult for specific studies that require skills that are not available within the service; 7-8 % is the budget assigned for these purposes. The number of requests to the library and research service has declined but they have become more difficult and more complex. Still there is an overlapping area between research and information. A reallocation of resources are needed. Committees and research services can work together to make a better use of the resources.

The chair invited questions and comments. Ellen Fitzsimmons (New Zealand) reported that in her parliament librarians and researchers now work together in three subject teams. From the beginning the researchers were added to the library then they were split into different teams but the present structure turned out to be the most supportive. Further comments were made on the need for cooperation and networks within the national Parliament, especially between archives, the library and the research service. There is also a need for better cooperation between Parliaments, a great interest in the situation in other countries and a demand for informal visits to other Parliaments.

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Session 4: Building Continuous Innovation

Chair; Bob Gardner Ontario Legislative Library, Canada

Notes by: Keith Cuninghame House of Commons Library, U.K.

Presenters:

Denis Oag, Scottish Parliament Information Centre, U.K.

Donna Scheeder, Congressional Research Service, USA.

Denis Oag spoke about "Continuity and change: experiences from the first four years of the Scottish Parliament". The role of legislatures in acting as a check on government was crucial but it was difficult when the Scottish executive had a staff of 11,450 and the parliament about 500. Parliament must make the best use of the resources it has and the library and research role is a crucial one. The Consultative Steering Group report which established the principles for the Scottish Parliament said that 'only well-informed [members] can contribute fully to the governance of Scotland'. The report set out goals of: Access to information for MSPs; Effective support for MSP; courteous and prompt responses.

The SPICe (Scottish Parliament Information Centre) mission statement is to raise the standards of debate; sharpen the focus of scrutiny; improve the quality of legislation; promote information and knowledge about the parliament itself. A key decision was to provide a mix of professional librarians and subject specialist researchers. The first priority is to the Parliament's 16 committees but there is also a service to individual members and to parliamentary groups. The emphasis is on electronic resources wherever possible but there is a small reference collection. The number of database subscriptions and printed holdings has increased significantly since 1999, but the number of periodical subscriptions has reduced.

Demand increased in the early days of the parliament and the number of staff increased to 40 by mid-2000, including a doubling of the number of researchers to 18 (now 20). A further change in 2001 saw the creation of the Research and Information Group by combining SPICe with the external facing participation services into the Research and Information Group. On the library side new roles have been created including an electronic resources librarian, a comparative parliamentary enquiries officer and a current awareness librarian. There have been a number of service innovations including the current awareness service SCAN, a client liaison programme, quality assurance programmes and improvements to the delivery of statistics.

"There is a need to create a first class library on the desktop. Use of physical space will drop and we need to find ways of keeping a personal approach to users..."

Suggestions for maximising staff and material resources included: employing the right staff; developing working practices that assist joint working for example by ensuring work is value adding; developing electronic services in parallel with customised research and information services; make yourself indispensable to the parliament.

Denis was asked about the external research budget. It is currently £300,000 but it has not been fully used.

In her presentation, Donna Scheeder spoke about "Library and Research Services for parliaments: what's next?" Donna had been asked to look 10 years ahead, but thought this was impractical. Her starting point was the former British prime minister Harold Wilson who said "he who rejects change is the architect of decay. The only human institution which rejects change is the cemetery."

There are major changes to the way in which legislators and constituents use technology to gather information and communicate. Email will continue to be a major means of communication but use of wireless communication devices is increasing. Much basic reference work is being done at the desktop. There is a need to create a first class library on the desktop. Use of physical space will drop and we need to find ways of keeping a personal approach to users. Information on the Internet continues to grow but much is of dubious quality. Plus the nature of the work is changing with many public policy issues becoming more complex and requiring a multi-disciplinary approach and the creation of teams to deal with specific issues.

Changes in the workplace, including a shift from working alone to working together; move away from hierarchical management styles and an expectation of negotiation. There is a shift in the role of information professionals from information gatherer to information consultant. Governments are increasingly employing knowledge management and other e-government strategies. It is important to keep abreast of government policies on preservation and digital archiving. It is desirable to create new organisational models that facilitate collaboration and knowledge sharing and ensure that authoritative sources provide the basis of research work..

There is a range of technological opportunities. These include: portal and content management systems; XML (critical to chunking information); blogging software; Google's array of cheap and inexpensive tools. There are opportunities in using knowledge management techniques to build collaborative workspace, develop best practices and employ knowledge sharing strategies.

WEDNESDAY 16 AUGUST 2003, 10:45 – 12:45

Division I: General Research Libraries

(see Standing Committee II Agenda Item 6 for background to this report)

Participants: Chairs, secretaries and representatives of National Libraries, University Libraries and Libraries and Research services for parliaments.**Rapporteur:** Barbara Ford**Agenda:**

- I. Read the document provided.
- II. Identify specific actions, 2003-2005 to implement:
 - Unrestricted access of society to knowledge
 - Economic barriers
 - Greater access
 - Literacy for librarians
 - Programme planning that puts forwards issues of information literacy.
 - Networking, evaluating the relationships.
 - Explore e-publishing and electronic collections as collection development.
 - Preservation and conservation shared amongst organisations.
 - Evaluating open access, standards.
 - Develop standards and open access to collections.
 - Define what is meant by Information Literacy
 - Actions on Information Literacy by Parliaments (parliamentarians and the relationship to the citizen)
 - Indigenous information
 - Position paper for ILS curricula and pedagogical skills and program of continuing professional education.
- III. National Libraries Section
The Chair of the National Libraries Section could not attend the meeting and submitted the following:

Contributions for the theme “Libraries for Lifelong Literacy” to be presented at the programme lead by Kay Raseroka, president- elect, on Wednesday, 6 August.

The National Libraries Section endorses the need to promote universal and equitable access to information and will endeavour efforts to help bridging the digital divide and to foster activities aimed at life-long literacy, in its strategic plan for 2004-2005.

- At Buenos Aires, 2004, the Section’s programme will have the theme: The educational role of national libraries in promoting life-long literacy. Speakers from different national libraries will describe their experience as providers of educational tools for local and distant users.
- For Oslo, 2005, the Section plans a programme dedicated to implementing strategies for open access to intellectual heritage at national libraries. Speakers will share information about projects on going at national libraries (and cooperative projects with archives and museums), in order to raise awareness and create guidance for national libraries wishing to develop activities aimed at providing wise and continuing access to the nation’s intellectual heritage.



WORKSHOPS BERLIN 2003, HUMBOLDT UNIVERSITY

The Section spent a wonderful day in the historic Humboldt University sharing thoughts and experiences, challenges and strategies on six separate subjects. In her Annual Report which can be found on the IFLA site at

<http://www.ifla.org/VII/s3/annual/rep03-e.htm> and at appendix A of the hard copy version this *Newsletter*, retiring Chair Margareta Brundin has listed the subjects of the Workshops, their leaders and the two rapporteurs for each of them. At the end of a rigorous day, the rapporteurs reported back to the plenary meeting the findings and conclusion of the different workshops. Comment on the different Workshops is included in Nola Adcock's *IFLA 2003: Report from an Australian Perspective* on pages 43-44 of this *Newsletter*.

Those reports that were made available to me appear here. Unfortunately, because it was the last time we met together as a group, it was impossible to retrieve some of these reports. To avoid this problem next year, we will ask the Workshop 2004 coordinators, Keith Cunninghame and Cris Maia to make sure they collect these reports and draw from them a summary of their findings and conclusions.

Anita Dundina of Latvia provided the following report on Workshop 3, **Change Management: Users Environment and Librarians:**

Tuula Laaksovirta gave a short introduction to the subject for discussion. The ground for the discussion is the fact that we live in a world of permanent change. This influences many aspects of our life and none of us can change the fact that change is one of the basic elements of life. Therefore, it is necessary to understand changes in order to be able to control them.

The **areas of change** can be classified into three groups:

- Changes that have to do with customers (users)
- Changes that relate to the changing of society and the Parliament (environment)
- Changes connected with work (librarians).

As the manager is responsible for the future, he/she is responsible for changes and must have a vision of the changes need. It is necessary to evaluate what is important for the future of parliamentary libraries – what changes are compulsory and what changes are not very important. There is always more demands and possibilities for changes than can be carried through therefore change management calls for a clear prioritisation of what changes are needed. The best way to identify necessary changes is to ask ourselves:

- What are the three most essential user-related changes
- What are the three biggest changes in society important to our library
- What are the three most important changes in work in the library field?

Using Finland as an example, T. Laaksovirta revealed one change in every area:

- Users: the greatest change is the users' expectations and requirement of the new online services and the transfer of old services to the Internet
- Environment: citizen participation legitimises the parliament; democracy requires active citizens. This marks out the task for the Library of Parliament. Two years ago the Finnish Library began a dynamically improved informed information program, setting young people as a special target for communication.
- Librarians: the central issue is recruiting since the staff are retiring. Retirement can also be seen as an enormous possibility for change and development but the library has to be prepared beforehand for this process. All official title and job descriptions were renewed five years ago. Knowing what we want assists the recruiting process considerably.

The traditional assumption is that change is that change as such is good. Nevertheless the good intentions can turn into bad results. The **nature of change** can be good and bad, trivial and crucial, permanent and temporary, revolutionary and evolutionary. For the manager it is important to distinguish trivial changes from crucial changes, as well as to remember to perceive and analyse also the bad and trivial changes.

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WORKSHOP REPORTS

The successful change manager has to master **specific skills**:

- Conceptual skills – specifically needed to outline the necessary changes. One has to know how to choose the right change, how to analyse the change in the context of the library's operation. The relevance cannot be analysed without theoretical and conceptual know-how. The best indicator of the know-how in conceptual working, both for the staff and the manager, is innovation
- Technical skills – required to organise the change process – teamwork, timing, scaling, planning etc. Once the most difficult tasks of change management is to set appropriate timing. The change must not come too late and not too soon.
- Human skills – very important at the individual level. People generally regard changes differently and the manager should have the eye to help all players stick together and to help each other.

This introduction was followed by active discussion bringing out some useful ideas.

S Fine (Israel) emphasized that for successful change it is necessary to build trust in the manager who is promoting change.

J Verrier (Australia) highlighted that the crucial thing is to explain – why the change is needed, how the vision emerged, what benefits will arise, what will happen if change is not made. It is necessary to create the "binding vision" for everyone, to communicate common goals to staff. The attitude of the boss is critical.

M Coing (Germany) stressed that for successful visioning it is important to think and look far ahead: some 10-15 years ahead. The leader has to imagine and see the real future now. This visioning is especially important when dealing with people with different political and institutional backgrounds who were not allowed to think for themselves in the past. They need to learn to think and act free and to be creative. This task demands a long time and a lot of effort and even trivial innovations can encourage people to have freedom and see the possibility to develop themselves.

Speaking about the staff changes it is important to consider the dramatic loss of intellectual capital – how to save, keep and transfer the knowledge?

G Sandgrind spoke of Norway's experience: The Parliamentary Library hired a specialist and used the scenario method – discussing how the Library will look like in the future. Later essays on this topic were written up and circulated. The valuable outcome is not only the short stories and imagination they revealed, but also the process of thinking together, creating a good working climate and trust.

J C Hayoz shared the practice of Switzerland: before the changes they had a 2 day workshop for all staff, trying to focus on the next 10 years.

D Scheeder (USA) reminded that in general people fall within three groups:

- Early adapters, who accept changes easy and fast. The manager should train them first and then use them to help other people
- Middle group – hanging back until they see that change works
- People who refuse to change. In this case the manager has to help them to find their place in the new working environment or even suggest to change the job.

Adaptation to change can be qualified as a part of necessary skills when recruited and a part of personnel evaluation system.

T Laaksovirta closed the workshop by reminding that leaders should not worry about the few people who will always resist change and not be influenced by loud voices of opposition. "We are not here to please everyone, but we are here to do something!"

Katalin Harasztu and Irén Horváth of Hungary have provided the following report on Workshop 4, Consortia and Co-operative Acquisitions:

The rationale for this workshop that:

- web based information sources have become very popular and heavily used
- the subscription fee for these information sources has been growing significantly year by year.

Therefore the main question is: how could we make better use of the state's material resources given to the parliamentary libraries in order to serve users' interest in even more efficient way?

Thanks to Jan Keukens, who was the leader of the workshop, the review of the issues was helped by a very well prepared introductory presentation.

As the advantages of the consortia, participants in general declared the followings:

- it is an opportunity to create a common legislative information frame work
- expenses are divided
- multi year agreements can be made

Five participants announced satisfaction concerning given consortia (Czech Republic, the Netherlands, Canada, Sweden and USA).

Disadvantages and risks of consortia could be in general evoked as follows:

- for a parliamentary library to join the multi-type consortia could be risky
- high cost at present, profit comes later and slowly
- joining a consortia may affect the independence of a parliamentary library and its independent decisions concerning professional questions
- long-term commitment

Two participants were dissatisfied with the given consortia (Germany and Australia)

The Consensus of the workshop was that the parliamentary library has to weigh up the advantages and disadvantages to make its own optimal solution.

The Section of Library and Research Services for Parliaments could examine and find the common interest. It could create consortium based on regional arrangements.

The workshop also agreed the first you should invest and profit comes only a few years after.

NATIONAL EXAMPLES¹

The Netherlands: governmental libraries, the parliamentary library and libraries of High Council of State form one consortia. They have common Intranet, purchase dictionaries and subscribe for Lexis Nexis together.

Australia: the multi-type consortia did not work for them, but the state libraries' did.

Germany: 2-3 consortia. In the first three years they spent a lot and it was hardly used. Recently they became better known and better used. Proportional cost sharing solved the conflicting interest of big libraries and small libraries.

USA: very well functioning multi-type consortia of university libraries, public libraries and primary school libraries.

Czech Republic: three consortia. Three university law libraries joined for common use of important legal databases. They are very satisfied, because the access for international information has significantly increased and they have become heavily used.

Sweden: numerous successful consortia, for example consortia of social science libraries or electronic libraries. The parliamentary library and the national library subscribe EBSCO together.

Norway: ad hoc consortia are typical. Libraries join for purchasing a given database or common project.

Canada: the parliamentary library is a member of two consortia - Consortia of Federal Libraries and a multidisciplinary consortium. The multidisciplinary one's members are university libraries and special collections. Their catalogues are linked.

Austria: they would call it rather league than consortia when they buy something together.

Slovenia: one consortium with the participation of all academic libraries. (On the day the presentation was delivered the contract of the national licence agreement had been signed a week before.)

¹ The Hungarian cultural government will sign the contract of the national licence agreement with EBSCO in September. The services will be available for all libraries open to the public for 4 years.

Switzerland: the parliamentary library is a member of a consortium that functions as an association and uses common software. It could reach more the one million documents. (They would like to force dependence from the consortia back.)

In closing the workshop it was concluded that European countries through the ECPRD could be natural allies for a possible consortia of parliamentary libraries.

Special Collection Management, on Workshop 5 Cris Maia of Brazil has provided the following report: Workshop Leaders Eleni Mitrakou of Greece first raised the issue of our place in IFLA's structure as we are not under "Special Library Division" but in the "General Research Libraries Division".

Eleni went on to bring to our attention the contradiction that characterised Parliamentary Libraries that is: we have a very specific clientele but our purpose embraces all aspects of society.

Regarding special collections, Eleni covered the following four main topics:

- The wide variety of forms and types of materials such as: old printed books; maps. Recorded sounds; works of art etc.
- The importance of processing this type of material and the necessity to describe them for retrieval.
- How careful you have to be when weeding out special collections.
- Storage and preservation are practices that demand great attention regarding special collections. Besides, budget is also a very relevant aspect to be considered.

There followed some lively group discussion, including:

Iran: mentioned that microforms can be good for storage but digital versions are better for retrieval purposes.

German government: has a special library within the general library; collects materials from all over the country; noticed that after processing the item the usage rate has grown.

New Zealand: collects materials from the elections (distributed by the candidates).

South Africa: asked how the other parliaments are dealing with oversized books:

- Greece replied: they have a separate section for this type of material.
- German government explained: they keep them on the bottom of the shelves, close to the items of related subject.

In reference to the gifts received by the parliament:

- Greece: keeps the donations; this procedure is set down by the parliament.
- New Zealand: keeps the letters that accompany the donations.

Museums at the parliaments:

- Iran, Thailand and Brazil have museums

The group concluded the discussion sharing experiences on how the parliaments disseminate their special collections:

- Iran: has a journal on manuscripts.
- Brazil: published a bibliography on rare books and this title is being used as one of the official gifts of the parliament.
- Greece: has a bibliographic bulletin.

7



WORKSHOP REPORTS

1. Introduction

Each year at its international Conference and General Council meeting the International Federation of Library Associations (IFLA) explores a theme and the theme for 2003 was Access Point Library: Media – Information – Culture. The Congress was held in Berlin 1-9 August 2003 and was attended by more than 4000 delegates from over 130 countries. For 2003 and beyond IFLA has renamed the event the World Library and Information Congress to better explain to observers the content and purpose of this annual event.

IFLA consists of a number of sections and associations which plan and conduct meetings, general presentations and workshops throughout the course of the conference week. This year the Australian Commonwealth Parliament was represented by Dr June Verrier, Mr Rob Johnston and myself at both the pre conference in Prague 29-30 July 2003, organised by the IFLA Section Parliamentary Libraries and Research Services (PLRS) and the main conference in Berlin. The program for the Australian delegates is attached.

While the activities of PLRS were of particular interest, I also attended as many as possible of the wider program of presentations about broader library issues and activities. I presented a paper *Innovation in Service Delivery: The Case of Audio Briefs* as part of PLRS's Research Day program and represented the Association of Parliamentary Libraries of Australasia (APLA) as its voting delegate at the two IFLA Council Meetings held during the Congress. June Verrier also presented a paper at the Research Day called *On Socks and Bees and Everything in Between: Navigating the Political Environment – Culture, Constraints and Controversies*. She was elected Secretary of PLRS and spent much of her time in the conference week working with the new Executive.

Proceeding from the pre conference in Prague are available at <http://www.psp.cz/kps/knoh/ifla2003/program.htm> and the majority of papers presented at the Congress in Berlin are on the IFLA web site at <http://www.ifla.org/>.

2. Prague

Architecturally the city of Prague is caught in a baroque time warp. It is a city rich in history with opulent churches, palaces, museums and historic libraries. The Czech National Library is located in the historic Klementinum complex which dates back to the eleventh century. Today the National Library is a central depository for the publications of the Czech Republic but it is the rare, historic materials that draw researchers from around the world. The collections include ancient Arabic and Persian manuscripts and early printed books which document both Czech and world literary output from the earliest times. While the originals are still held in the exquisite Baroque Library, many of the old manuscripts have been converted to CD Rom format under the Library's Digitisation of Old Manuscripts program. After the 2002 floods the National Library coordinated flood relief programs for the more than fifty libraries whose rare and historic materials were damaged in some way. The floods have heightened awareness of the need to find more stable ways to preserve a wider range of historic materials in both print and digital form.

3. Parliamentary Library Research and Information Services for Central Europe

Traditionally, PLRS holds a pre-conference in an adjacent country, usually hosted by the local parliament and focussing on issues of local interest and concern. This year 90 of the Section's 120 or so members attended.

On the political and economic front, bold measures are being taken as the Czech Republic, together with neighbouring Central European countries of the Slovak Republic, Hungary and Poland prepare to enter the European Union (EU) in 2004. This important development has been dominating parliamentary processes and discussion in these candidate countries. The Parliamentary Libraries and Research



Nola Adcock
PARLIAMENT OF
AUSTRALIA

Services of Central Europe have been very much involved in preparing for these changes.

The theme of the full day of 15 presentations by representatives of the information and research services of the Czech, Slovak, Polish and Hungarian Parliaments was parliamentary information services with special focus on the process of implementation of the European Union law by the associated countries. Each candidate country has to ensure that its laws are 'in harmony' with EU laws prior to admission and each country is compelled to develop procedures and tracking systems to guarantee ongoing compliance, taking into account the challenge of recording and organising material in multiple languages.

During the period of communist rule, parliamentary research services in Central Europe, if they existed at all, were limited in both depth and perspective. Several presentations referred to the important role the European Centre for Parliamentary Research and Development (ECPRD) has played in recent times as a forum for discussion and assistance to nascent research services and especially for the Czech and Slovak Parliaments. The United States, the United Kingdom and the EU have also provided funding and support. Not surprisingly, the main need identified has been for assistance with the legislative process, the development of bills and EU issues. Resourcing research services to support the analysis of public policy issues more broadly remains an issue.

• Czech Parliament

Although its origins and collections date back to 1857, the Parliamentary Library of the Czech Republic emerged from the years of communist rule with little technical expertise, limited collections on contemporary issues and no research service of substance. With assistance from the EU and the United States the technology gap has been bridged to a large extent. Both the Czech and Slovak Parliaments have been rapidly introducing sophisticated technology that is unencumbered by the need to deal with data conversion from older legacy systems.

Presentations from the Czech delegates provided an overview of their new systems for synchronising the flow of information between the two chambers using XML as the basis for document creation. To date emphasis has been placed on extracting consistent metadata but future plans extend to the circulation of the full text of documents and the inclusion of government departments through encrypted channels. The aim is to develop personal portals for the ordering and circulation of drafts of selected parliamentary materials.



The focus on EU issues was reinforced by the development of the European Union Reference Library, a cooperative effort between the Parliamentary Library and the Parliament's research arm, the Parliamentary Institute. Within the Parliamentary Institute is the European Law Centre which provides expert assistance to the Parliament on the legal issues associated with EU preparation. This assistance has ranged from the issuing of compatibility reports on all draft legislation to training courses for members of parliament on European Law.

• Slovak Parliament

Separate nations since 1991, the Czech and Slovak Parliaments and their libraries work closely together. This cooperation reinforces the historic ties and the similarity of their present paths into the EU. In June 2002 both Republics agreed to foster a joint Czech Slovak Digital Parliamentary Library for the electronic exchange of parliamentary documents. The aim of the project is to create a web site for the text of parliamentary materials dating back to 1848 in languages relevant to the history of both Republics. An important feature of the Digital Library is a web page for each bill outlining its complete history with links to all stages and to relevant documents, something Senators and Members in the Australian Parliament would envy.

Like the Czech Parliament, the Slovak Parliament's research agency, the Department of Analysis and Training, has been providing advice to its members about legislative compliance prior to EU admission. The Department also organises seminars and training sessions for members of parliament on a variety of issues.

• Hungarian Parliament

Members of the unicameral Hungarian Parliament have access to a Library which commenced operations in 1870 but whose role and responsibilities have been tied to



the many changes in Hungary's political landscape. With the return to a multi-party system in 1990, supervision of the Library was returned to the Parliament from the Ministry of Culture and its focus changed from that of a public research library to an information service for parliamentarians. The print and electronic collections are extensive and include a parliamentary documents archive that dates back to the late sixteenth century. Since 1989 the Library has developed a number of its own databases including Hungarian and international legal materials, domestic and international news and material on the European Union.

In its evolution the Parliamentary Library has received assistance from ECPRD and the Congressional Research Service and continues to seek their support in preparations for launching a research service. Without a research arm at present, information specialists have extended their roles in various ways including attachments to the Parliament's powerful standing committees. Information specialists attend committee meetings, respond to specific questions and compile information packs for speeches and debates.

• Polish Parliament

Library services in the Polish Parliament are generally well resourced and the collections include extensive historic print materials, electronic databases created by the Library, access to Polish commercial database services and a Media Resource Centre. The Library is open to the public and has the responsibility to distribute many parliamentary materials to public libraries and universities.

Presentations from Polish delegates concentrated on the range of issues the Parliament has addressed in its preparation for EU admission. A European Information and Documentation Centre has been developed to assist members understand the issues and processes involved. The research staff of the Centre are subject specialists but must also have multiple foreign language skills to provide on demand translations of sections of the voluminous materials produced by the EU.



4. Berlin

Since the fall of the Berlin Wall in 1989 and unification, Berlin has become the largest construction site in Europe with extensive new developments as well as the renovation of many of the former East's cultural and historic icons damaged by bombing during the Second World War or neglected by previous governments. The German Government's decision to relocate its former West German functions from Bonn to Berlin has meant that ministries such as the Federal Foreign Office, which I visited, have moved into new buildings with impressive new premises for their libraries. The Library of the German Parliament will complete its overdue move from Bonn to Berlin when its new building is completed later this year.

Germany has an extensive library system at national, regional and local levels. The challenge since unification has been to integrate what have been very different East and West approaches to resources, collections and professional development. At the national level there are, for reasons of history, three libraries functioning as national libraries in Frankfurt, Munich and Berlin. A cultural evening was organised for Congress delegates at one of these, the Berlin State Library of Prussian Cultural Heritage. Now housed in a massive modern building, the Berlin State Library is renowned internationally for its priceless historic collections. These are in contrast to some of its newer collecting responsibilities of East Asian materials and international law.

5. Parliamentary Libraries and Research Services Program

The main IFLA Conference in Berlin included a program organised by the Parliamentary Section with a Research Day, a full day in the German Parliament, specialised workshops, an open section incorporated into the wider IFLA program and open and restricted meetings of the PLRS Standing Committee. The structure of the program, with all IFLA sections conducting their workshops on the same day but in different locations, made it



impossible to attend workshops organised by other IFLA sections. IFLA intends to introduce program changes in response to criticisms of the length of the Congress and the proliferation of the number of sections pursuing independent programs. These changes would greatly restrict the time for individual section activities in favour of more integrated programs. The possible positive elements of this move were largely overshadowed by the concern about destruction of the many years of hard work by PLRS to reach its present well developed program.

6. German Parliament's Libraries and Research Services

PLRS delegates spent a day in the bicameral German Parliament moving between the separate buildings of the Bundesrat (States House) and the Bundestag, the latter located in the historic Reichstag building, a stone's throw from the Brandenburg Gate. In the opening address, the Head of Administration in the Bundesrat explained the operations of the Bundesrat as one of the five organs of constitutional government in Germany alongside the Federal President, the Bundestag, the Federal Government and the Federal Constitutional Court. After unification, constitutional reforms ensured that the Bundesrat had a role not only in the administration of the Federation but in EU matters too.

The Bundesrat is not an elected chamber. The majority of its members come from the State or Lände Parliaments so the sittings of the Bundesrat are a complex process of juggling commitments between state and federal arenas. In the balance of power between the two chambers an important arbitration body is the Mediation Committee which has the unique role of resolving disputes, primarily about draft legislation. In the majority of cases, the Committee is able to find a constructive, agreed solution. The Bundesrat has a small specialised library which works closely with its much more substantial sister service in the Bundestag.

The afternoon program in the Bundestag consisted of presentations on the role and functioning of the Bundestag and engineering and functional descriptions of the new Bundestag Library. Working together, the reference and research services of the German Bundestag provide a wide range of services to their parliamentarians. Many elements have a ring of great familiarity including the service principles (relevance, political neutrality, appropriate presentation, timeliness, confidentiality) and the operation of a central enquiry point for all reference and research services, even though the Library and the Research Section are separate administrative units.



SECTION MEMBERS AT THE RECEPTION
HOSTED BY THE SECRETARY GENERAL OF THE GERMAN BUNDESTAG

Presentations from the Head of the Library, Marga Coing, outlined the historic role of the Bundestag Library, the challenges posed by unification and the detailed planning required to move the entire Library and Parliamentary Archives (around sixty kilometres of material) from Bonn to Berlin. The Library has occupied temporary premises in Berlin since 1999 to provide some level of service locally while the main collections and many of the staff remained in Bonn. The development of electronic services and a web site have been important strategies to compensate for the lack of full in situ information services. A significant consequence of the move has been the loss of nearly 40% of the professional staff who decided to remain in Bonn, to be replaced by the same number of untrained staff from other federal agencies in the former East Berlin. This has involved the ongoing integration and professional development of two groups accustomed to very different work cultures.

In the course of planning the move to Berlin and the reconstruction of the Reichstag Building, the need for a separate parliamentary library was examined. The Government and the Ministry of Interior questioned whether the extensive



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Berlin State Library could perform the parliamentary library role. Reports were commissioned and negotiations commenced soon to reveal that the State Library had neither the specialist staff, the space, nor the parliamentary focus to provide a timely, on demand service for the Bundestag. Today the issue has turned almost full circle with questions about the viability of smaller specialist ministry libraries and whether the Bundestag Library should assume the prominent role of a 'federal library' organising consortia licenses for electronic sources and developing portal services for all federal government agencies.

With the decision to maintain a separate library for the Bundestag the question of space in the Reichstag became critical. All available space was required for parliamentary committees. Eventually the decision was made to build a separate library (including research service accommodation and the member's gym) on the opposite side of the River Spree connected by an open pedestrian bridge. Marga Coing relayed humorous but heated stories of battles with the distinguished architect to create useable space and a functional building. This also had a familiar ring. On top of this came the news that part of the stacks would have to be sacrificed to accommodate an important icon for the Parliament, a section of the Berlin Wall.

7. Research Seminar

The research day program has been developed over time to highlight research service issues but in fact the name of the day is misleading in that the issues discussed are fundamental to the delivery of client services in parliamentary information and parliamentary research services. There was a mixture of presentations and discussion covering the full range of perspectives.

• Trends, Ideas and Innovations

My presentation about developing a new service, audio briefs, led to some interesting discussion not only about their value in the Australian context where time spent by members of parliament in their cars gives them a particular logic, but also the use of such a product to address literacy issues for members in less developed countries or in countries where an oral tradition prevails over a written one. Other speakers in this segment covered the broader client service evaluations conducted by the libraries of the European Parliament, the House of Commons and the Canadian Parliament. Copies of their full reports have since been provided. Norway provided an update on establishing a parliamentary research service.

Ian Watt from the European Parliament discussed a recent review of the Parliamentary Documentation Centre (PDC), the European Parliament's Library. A decision to abolish the PDC and the Research Service and to combine subject librarians, researchers and committee staff into subject based Policy Departments was questioned earlier this year. Despite the lack of published comparative performance measures (something for the Section to work on in the future perhaps) the case has now been made to enhance the functions of the PDC, to increase significantly the staff resources and to concentrate on 'enabling' clients to find their own information through more developed training and information literacy programs. The PDC will retain responsibility for the central help desk for information and research enquiries.

Richard Paré from Canada described a 'year of consultancies' involving both clients and staff. Clients, primarily members' staffers, commented on the importance of information technology and the need for the Library to be more visible. The major staffing change in the Library is the proposed merger of reference and research specialists into common teams. Privately we discussed the Australian experience with this initiative.

Keith Cuninghame from the House of Commons Library briefly described two projects. The Parliamentary Information Management Services (PIMS) project is a major project managed by the Library encompassing parliament wide and library specific information from Hansard through to subject group files. The other initiative is the recent client survey which concentrated on 'customer value propositions'. This

approach has attempted to categorise common types of information seeking behaviours with a view to developing products and approaches that better mesh with those behaviours. Among the expected outcomes are the breaking down of internal distinctions between reference and research, a single highly skilled help desk and a centrally managed knowledge base to replace a multiplicity of group based resources.

Brit Fløistad gave a progress report on developments since the establishment of a Research Service in the Norwegian Parliament just over three years ago and also discussed some aspects of their first evaluation of services. With just five staff they were making progress but needed to be more visible and accessible, establish stricter criteria for accepting requests and devise mechanisms for establishing client priorities. There were plans for a modest expansion and much closer links with the Parliamentary Library and Archives.

• Getting the Most out of the Resources We Have

Presentations from Hungary, Ghana and Israel outlined the initiatives that have been taken in these Parliaments to convince, cajole and ‘bull doze’ the case for value added analytical services, often with meagre resources. Hungary has been making the case for a research service by extending the role performed by information specialists while Ghana engaged a number of young graduates to extend its research capacity on a restricted budget. The new Research and Information Centre in the Israeli Parliament is establishing itself with a small, young staff. In order to stretch the available resources they have developed a three tier approach to service provision which they acknowledge is unusual, even controversial, in the parliamentary environment. At the first level of priority staff are allocated to committees to provide quick, time dependent responses. At the second level there is a group of subject specialists who focus on in-depth analysis and the third level consists of ad hoc recruitment of specialist expertise from academia and private research institutions on a needs basis.

MARGARETA BRUNDIN
(CENTRE) OUTGOING CHAIR,
FLANKED BY SANDRA FINE,
ISRAEL AND CHARLES
BROWN, GHANA AT THE
MEETING IN THE BUNDES-RAT,
THE LÄRDE OF STATES HOUSE



• Managing our ‘Political Environments’: Culture, Constraints and Controversies

This session focussed on some of the difficulties and approaches that underpin the delivery of non-partisan services in a partisan environment. Presentations from Ethiopia, Egypt, the Czech Republic and Australia highlighted the different cultural barriers and opportunities in providing accurate, rigorous and impartial research and analysis.

Wafaa Abdel Elah from the Egyptian Parliament discussed the obstacles her research unit has faced when trying to obtain accurate information for research papers. If the information required does exist it is often difficult to access or purposefully withheld by government agencies. Research staff have had to employ a range of strategies to work around this including using contacts in other research units and wider networks. They have also had to look to alternative international information sources to try to get another perspective on the information that is being withheld locally although often the material obtained in this way is not sufficiently up to date or has to be translated. Researchers have found it useful to attend a wider range of seminars and workshops conducted by local experts who tend to be more forthright on these occasions. Changing this culture is seen as a longer-term process dependent on a greater involvement by commentators, specialists groups and society in general to demand a freer exchange of information.

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Tesfaye Abera outlined some of the challenges and opportunities faced by the new Research and Documentation Centre in the Ethiopian Parliament. Two practices that appear to be working counter to the establishment of non partisan services are members' expectations that research papers will put forward a particular view by drawing conclusions and making recommendations and the fact that there are no barriers to employing staff with prominent party affiliations. It has also been difficult for the Centre to recruit and retain staff due to poor pay relativities and limited development opportunities. On the optimistic side there is a strong commitment on the part of the Centre staff to provide timely, non partisan services and this appears to be matched by an equally firm commitment within the parliamentary leadership to support a more autonomous, professional research service.

Jindriska Syllova described the main activities of the Czech Parliament's Parliamentary Institute and some of the ways in which the Institute has been reinforcing its mandate to provide expert, impartial research. With assistance from the European Union it has been possible to finance cooperation with international institutions and to acquire a range of specialist literature.

June Verrier's presentation highlighted some of the approaches taken in Australia to reinforce a non-partisan approach to service provision. These approaches have included clarifying the nature of a legitimate request by way of a detailed statement of entitlements approved by the Joint Library Committee and measures to minimise the misuse of individually tailored briefs that are provided on a not for attribution basis. The presentation included discussion about the reality that some staff will have party affiliations and strong political views and it would infringe Australia's anti discrimination legislation if someone were to be denied employment on this basis alone. The Australian Parliament's Code of Conduct and Parliamentary Service Values have been developed to ensure that all staff carry out their duties fairly and impartially. These documents clearly set out the course of action to be taken if they fail to do so.

Workshops:

•Building Continuous Innovation

In the four years since the Parliamentary Library of Scotland was established with small print collections and a focus on electronic resources it has increased its resource base and has developed new, well received services such as the web based 'hot topics for debate'. Denis Oag outlined how 'building continuous innovation' has required a careful allocation of priorities (committees come first, then individual members) and collaborative approaches to projects with librarians and researchers combining their expertise.

Covering new approaches to information gathering and information delivery, Donna Scheeder from the Congressional Research Service described a new model for collaboration which will see the establishment of a Knowledge Services Group to provide specialist librarian consultancy support to CRS's large research divisions. The development of new working tools for collaboration will include specialised portal and content management strategies. Sixteen task forces have been established to implement this initiative.

Unlike the more formal presentations, the workshop format proved a very useful way to encourage more dialogue and exchange of information on a range of practical issues. These are a Section initiative which this year were held at Humboldt University. Section delegates could choose from a selection those workshops they wished to attend. Points of interest from some of the workshops attended by the Australian delegates were:

- **User Education** – facilitated by Rob Bryan, NSW Parliamentary Library discussed the importance of user education and information literacy programs that are now standard practice in the more developed parliamentary library and research services. The workshop discussed how to better share experiences with face to face and computer based training initiatives. In its educational program the Scottish Parliamentary Library emphasises the steps involved in taking down a request and has developed a tip sheet of the points to consider and address with clients. There was



also interest in the contact officer program and personalised follow-up visits to new Senators and Members in the Australian Parliament.

- **Knowledge Management in a Legislative Environment** – facilitated by Donna Scheeder, Congressional Research Service the workshop discussed the idea that in the legislative environment intellectual capital is an organisation's most important asset. Emphasis must be placed on building a knowledge sharing culture, built on trust in which sharing is valued rather than keeping knowledge to oneself. CRS has developed a range of approaches to foster 'common knowledge' including intranet work spaces for specialist groups and the setting up of collaborative work teams to develop specific products. With many staff leaving in the next few years it was important to develop strategies around knowledge audits to capture the 'know how' as well as the 'know what' from experienced staff. The Norwegian Parliamentary Library has developed personalised information portals for staff and clients to foster greater interaction and knowledge sharing.

- **Consortia** - facilitated by Jan Keukens from the Netherlands Parliament the group discussed how consortia have become a prime means of dealing with suppliers of information, especially electronic resources. It was noted that pricing deals for consortia were featured by a number of vendors at the IFLA Trade Exhibition. Various models were presented and discussed from loose 'buying clubs' to more organised legal entities. There was caution about the full cost of such deals including poor initial usage rates and the need for a high investment in training. In Canada the consortium of federal libraries has been operating for more than 10 years but the investment of staff time has been high to achieve longer term benefits. The same issues are occurring in Australia as federal libraries go down this route. The Swedish Parliamentary Library has consortia arrangements with its National Library and University Library and some special grants have been provided. In what was thought to be a world first, the Government of Slovenia has signed an agreement for a national site license for information subscriptions, something that has not got past the discussion stage in Australia. The group briefly explored the benefits and the obstacles to establishing a consortium of parliamentary libraries around the world.

- **Change Management** – facilitated by Tuula Laaksovirta from the Finish Parliamentary Library who emphasised that the manager must have a vision of what needs to be done and how to go about doing it, recognising that there is always more changed needed than can be achieved at any one time. She spoke about the conservative tradition of Finland and the need for the library profession to change there. In an environment where librarians are less qualified than in the Australian Parliament, she emphasised the importance of better education to develop the abstract thinking skills necessary for innovation in an increasingly challenging environment. Her presentation generated a lively exchange of ideas on a subject of great importance to many participants.

8. IFLA Congress At Large

A strong theme throughout the Congress week was free and equitable access to information. IFLA's special section on Free Access to Information and Freedom of Expression (FAIFE) organised sessions to discuss the impact of different forms of terrorism legislation introduced by various countries and how this legislation might impede information access. The Congress approved a resolution calling for the repeal of legislation which violates human rights and individual privacy through unfettered access to information in the name of national security.



There were also opportunities to attend additional sessions on a wider spectrum of initiatives and innovation as well as inspect new products at the Trade Exhibition. Of particular note were several sessions dealing with copyright and related legal issues.

- **Copyright and other legal issues**

IFLA examines copyright and licensing issues through its Committee on Copyright and other Legal Matters (CLM). Its most recent concerns have been in relation to the implementation of World Trade Organisation (WTO) decisions, especially the Agreement on Trade-Related Aspects of Intellectual Property Rights (TRIPS). It is still unclear how TRIPS will affect libraries, copyright and intellectual property issues. A CLM subcommittee has started to look into the practicalities of developing a model copyright law to assist countries implementing TRIPS.

An issue of concern to all libraries, including those parliamentary, is the relationship between copyright provisions in national legislation and the use of contracts to alter or override those provisions. Tom Cochrane from the University of Technology Queensland, who chairs the Australian Libraries Copyright Committee, discussed the Australian Copyright Law Review Committee's (CLRC) report *Copyright and Contracts*, the first report of its kind worldwide. For libraries the findings of the report are of importance because of the increasing trend to license electronic resources rather than to buy them outright. Recognising that the exceptions associated with fair dealing are well established, the CLRC agreed that contracts that attempt to modify such exceptions could alter the balance intended by Australia's copyright legislation and the Copyright Act should be amended to ensure that such contract provisions have no effect. The CLRC report also supported the Digital Agenda amendments to prevent use of technological protection measures to restrict access to copyright material in electronic form. Cochrane concluded that this positive picture is likely to be complicated and compromised by the negotiation of a free trade agreement with the United States.

Paul Whitney from Canada and Kjell Nilsson from Sweden provided an update on libraries and international trade treaties with a sobering view of the overlapping and conflicting agreements being negotiated bilaterally and internationally that are 'unclear, ambiguous and contentious'. Intellectual property rights are a significant element in these agreements and there are serious issues about balancing trade and economic considerations with information access and libraries. The presentation questioned the extent to which libraries, educational institutions and online services are included in multilateral agreements such as the General Agreement on Trade in Services (GATS). There are confused and varying interpretations by different countries. The presenters sounded a warning for countries such as Australia that are negotiating bilateral agreements with the United States. In return for lowering some trade barriers the US is seeking concessions in areas that include intellectual property. With recent extensions to copyright owner protections and penalties in the US it is most likely that existing exemptions for Australian libraries to share resources and access information will be altered by these negotiations.

Under the heading of other legal issues was a presentation by Michèle Battisti on the increasingly controversial practice of 'deep linking' when hyperlinks are made to a page within a web site rather than to the front page of that site. This practice has resulted in lawsuits in a number of countries about infringements to intellectual property (inappropriate use of logos, protected works, parts of databases) privacy and moral rights issues. In most cases the infringements involved attempts to gain some form of commercial advantage. The message from these examples was that hyper linking should respect the copyright of the originator and should not attempt to bypass contractual or technical measures set up by the originating web site.

9. Concluding Comments

I would like to thank the Parliamentary Library for this opportunity to experience first hand developments across a range of issues of concern to libraries in general and parliamentary libraries and research services in particular. It was an opportunity to discuss issues of common interest with international colleagues, to share and to learn. It also highlighted strengths and weaknesses. A lasting impression was of the enthusiastic way in which the emerging parliamentary libraries in Europe have embraced new technologies to deliver services electronically while at the same time nurturing their rich historical and archival collections. For all our strengths, it was a reminder that the Australian Parliament has neither an archive nor designated archivist supported by the skills and programs necessary to preserve increasingly fragile print materials for future generations.

STRATEGIC PLANS 2004-2005

MISSION

The Library and Research Services for Parliaments Section exists:

- To promote democracies and legislative processes through the provision of information and knowledge to parliaments;
- To promote knowledge on legislation and legislative processes to the citizens, for transparency and strengthening of democratic participation;
- To serve as an instance of exchange of experiences, knowledge, problem solving situations and networking, particularly in serving a political environment;
- To promote best practices in providing information and knowledge to Parliaments
- To provide a forum for anticipation on issues relating to legislative processes.

GOALS

1. Provide a forum for trend watching and cooperation between the knowledge services for legislatures, in a globalised information society, in which legislative processes regulate the relations of a society, the citizens and the state powers. (Professional priorities: a. Supporting roles of libraries in society, b. Defending the principle of freedom of information, d. Providing unrestricted access to information)

Actions:

- 1.1 Presentations in Buenos Aires, IFLA 2004, on trends for Library and Research Services for Parliaments.
- 1.2 Presentation or round table in Oslo, IFLA 2005, on anticipation, legislative trends and the impact on Parliamentary Libraries and Research Services.
- 1.3 Establish a trend, exchange and information resources for parliaments web page, as a project developed by the Chilean Library of Congress on behalf of the Parliamentary Libraries and Research Services Section, with ECPRD funding.

2. Promote citizen participation and democratic enabling activities from Parliaments, in the context of the Information Society and Information Literacy initiatives. (Professional priorities: d. Providing unrestricted access to information; b. Defending the principle of freedom of information; f. Promoting resource sharing; a. supporting role of libraries in society)

Actions:

- 2.1 Presentation, in Buenos Aires, IFLA 2004, on a citizen participation forum experience.
- 2.2 Opening a work group within the Section, on citizen participation and democracy enabling activities, to begin in Buenos Aires 2004.

3. Promote better laws and better lawmaking processes with the provision of information and knowledge services. (Professional priorities: a. supporting role of libraries in society; i. Promoting standards, guidelines and best practices;)

Actions:

- 3.1 Share amongst the members indicators of impact of knowledge in better laws and lawmaking.
- 3.2 Share amongst members the processes and actions involved in providing information and knowledge for better laws and lawmaking.

4. Promote understanding and experience sharing of working in a politically complex environment. (Professional priorities: i. Promoting standards, guidelines and best practices; h. Developing library professionals;)



Actions:

- 4.1 Continue sharing experiences on the particularities of requests from parliamentarians and the way in which Parliamentary Libraries and Research Services have solved them.
- 4.2 Open a FAQ page on an Information Resources for parliaments, and requests as part of the web pages in development by the Chilean Library of Congress with ECPRD and Chilean funding.
- 4.3 Explore alternative organizational affiliations to IFLA in order to increase the value of going to section meetings for participants.

5. Encourage programmes to foster the incorporation into the Information Society of Parliamentary Libraries and Research Services in the context of future trends such as direct democracy and e-government. (Professional priorities: a. supporting role of libraries in society;**Actions:**

- 5.1 Share experiences and joint programmes with the IFLA government Section for future conferences.
- 5.2 Share experiences and joint programmes with the IFLA information Literacy Section for future conferences.

6. Encourage professional competencies required within the Parliamentary Library and Research services environment. (Professional priorities: i. Promoting standards, guidelines and best practices; h. Developing library professionals)**Actions:**

- 6.1 Share key competencies required in Parliamentary Libraries and Research Services in preconferences and workshops, in Oslo and Seoul.
- 6.2 Exchange ideas on new developments and trends in parliamentary information and research provision.
- 6.3 Support small and newly developing parliamentary libraries and research services with practical strategies for action.

7. Provide and share information about the Section and the Standing Committee. (Professional priorities: a. Supporting role of libraries in society; d. Providing unrestricted access to information; f. Promoting resource sharing; g. Preserving cultural heritage; h. Developing library professionals; i. Promoting standards, guidelines and best practices.)**Actions:**

- 7.1 Prepare and distribute the Newsletter twice a year.
- 7.2 Ongoing exchange of information via IFLAparl
- 7.3 Keep members and SC routinely informed and consulted on issues relating IFLA and the Section.
- 7.4 Promote democratic participation on decisions and issues pertaining to the Section and the SC:

8. To promote membership of the Section and seek a broader representation of the standing committee. (Professional priorities: a. Supporting role of libraries in society; d. Providing unrestricted access to information; f. Promoting resource sharing; h. Developing library professionals.)**Actions:**

- 8.1 Actively seek and contact colleagues and parliamentary libraries and research services, particularly in Latin America and developing countries to attend and participate in Buenos Aires, IFLA 2004.
- 8.2 Actively seek and contact colleagues and parliamentary libraries and research services, particularly in Latin America and developing countries to attend and participate in Oslo, IFLA 2005.

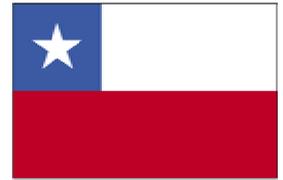
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THE SECTION'S NEW STRATEGIC PLAN

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IFLA 2004:
VALPARAÍSO &
BUENOS AIRES

THE TWENTIETH CONFERENCE OF PARLIAMENTARY LIBRARIANS, AT THE CHILEAN NATIONAL CONGRESS VALPARAÍSO, 17-19 AUGUST 2004



We are striving for an ever better programme, and obtaining backing, support and participation from organisations such as IPU and Parlatino. Thus, this preliminary programme is in development and we will keep you posted with new developments.

The 20th. Annual Conference on Library and Research Services for Parliaments is being hosted by the Library of the Chilean National Congress.

Preliminary Programme

Theme: Clients, Commitments and trust: Strategic listening to users' concerns, and listening to citizens' concerns on legislative issues as democracy promoting activities from the Library of Congress.

Tuesday 17 August

9:30 – 10:30	Delegates arrive at the Chilean National Congress, Av. Pedro Montt, Valparaiso. Registration.
10:30- 11:30	Opening of the Conference, Opening Address by the President of the Senate, the President of the House, and the Director of the Chilean Library of Congress.
11:30-12:00	Coffee Break
11:30-12:30	Round table: three parliamentarians share their concerns on knowledge and information services, and the impact on their legislative, representative and oversight activities.
12:30-14:00	Lunch
14:00- 16:00	Presentation, strategic services offered by the Chilean Library of Congress: Geographical system, Legislative system, Legislative assistant, Press system.
16:00-16:30	Coffee Break
16:30-17:30	Visit to the Congress building
17:30-	Return to hotel
20:00-	Evening reception

Wednesday 18 August

09:30	Arrival of delegates
09:30 - 10:30	Presentation: Strategic listening to users' concerns; an innovate manner of focusing library services and products for parliamentarians.
10:30 – 11:00	Coffee Break
11:00 – 12:00	Listening to citizens' concerns on legislative issues as democracy promoting activities from the Library of Congress: Citizen consensus building.
12:00- 16:00	Lunch, tour of Valparaiso
16:00- 18:00	Presentations of Latin American experiences, to be confirmed.
19:00	Closing Reception

Thursday 19 August

	Research Meeting
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Friday 20 August

	Participants depart independently for Buenos Aires
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Marialyse Delano

PARLIAMENT OF CHILE

10

IFLA 2004:
VALPARAÍSO &
BUENOS AIRES

WORLD LIBRARY AND INFORMATION CONGRESS, 70TH IFLA GENERAL CONFERENCE AND COUNCIL. BUENOS AIRES, AUGUST 22-27 2004



Preliminary Programme and Contents:

Theme: "Libraries: Tools for Education and Development"

Saturday 21 August

	Coordinating Board Meetings
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Sunday 22 August

	SC Meetings, Caucus meetings, Section Dinner
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Monday 23 August

	Opening of the Conference, Council I, Plenary Session, Conference Sessions in the afternoon, opening of the exhibit.
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Tuesday 24 August

	Exhibit, poster sessions, Conference sessions, Plenary Session at midday, Conference Sessions in the afternoon. Welcome reception.
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In the two hour time slot allocated to the Library and Research Services for Parliaments Section, there will be two presentations and a discussion time; we are requesting Tuesday or Wednesday:

- Priscilla Baines, UK, House of Commons, on changes and outlooks in a consolidated parliamentary library.
- Soledad Ferreiro, Chilean Library of Congress, on Innovation from intuition and listening to concerns of parliamentarians.

Wednesday 25 August

	Exhibit, poster sessions, Conference Sessions, Plenary Session at midday, Conference Sessions in the afternoon, Cultural evening
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Thursday 26 August

	Exhibit, Poster Sessions, visit to libraries, at midday Plenary Session, Afternoon, Conference Sessions. PM: Dinner at embassies
	Library visit to the Argentine National Congress

Friday 27 August

	Library visits in the morning, in the afternoon Conference Sessions, plenary Session, Closing Session, Council II.
	Management Workshop. Organised by Keith Cuninghame and Cris Maia.

Saturday 28 August

	IFLA Meetings, optional tours
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Sunday 29 August

	IFLA meetings, optional tours
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IFLA 2004 MANAGEMENT WORKSHOPS

As in previous years there will be a day of management workshops at IFLA in Buenos Aires. They are being organised by Keith Cuninghame and Cris Maia. We set out below some suggestions for the organisation and content of the workshops. If you have any comments or suggestions please email as soon as possible to Keith at cuninghamekg@parliament.uk and to Cris at cristiane.maia@camara.gov.br. The deadline for your responses is 13 February.

Organisation

The pattern has been for there to be six topics in total. Participants have the opportunity to attend three workshops during the day, each one lasting an hour with all or most workshops being run twice. At the end of the day there is a report back session where rapporteurs give feedback on their discussions. Keith and Cris will be identifying rapporteurs at the conference, receiving their presentation notes and preparing a summary report for inclusion in the subsequent *Newsletter*.

The following is our list of possible workshop topics. This is based on ideas identified at SCII and some ideas of our own. Please let us have your comments and suggestions as soon as possible. We will then finalise the list and invite volunteers to run them. If you can already see a workshop there you would like to run please let us know.

Topics

1. Self service in parliamentary libraries: helping our users to help themselves
2. Customizing electronic services: why and how to do it
3. "You don't get what you deserve, you get what you negotiate": the art of making deals
4. Training and educating clients: Who? What? How? When?
5. Transforming criticism into constructive channels: making use of complaints you receive
6. Evaluating patterns of information and research provision: how to keep consistent standards of content, depth, and method of the information provided by your staff
7. From background information provision to research services: what makes a service 'research' and how to deal with the transition
8. Ideas for interdisciplinary projects within the Parliament: working with other parts of the organisation
9. Knowledge management: developing trust and cooperation within your library/research service
10. Think tanks: what are they? who are they? what do they do for our Parliaments?
11. Using outsourcing to provide information for parliaments: pros and cons

IFLA FUNDING & GRANTS 2004

Dear Colleagues,

We know from past experience that the funding process can be a difficult and lengthy one requiring that members in need of funding submit their requests as soon as possible.

We have requested Standing Committee members to provide us with the names of potential candidates so that we can look at individual possibilities according to the member's country of origin and his or her country's international funding agencies.

We have also posted a message on the listserv providing links to sites available on IFLANET for funding to attend the conference in Buenos Aires.

However, most organisations require that we go through a very complex and time consuming process and the end result is often a rejection of our application. For funding assistance, many factors have to be considered. At the outset, it is quite important that the member receive some support from his or her parliamentary or legislative library.

It is usually easier to fund a member who will be taking an active role in the conference by presenting a paper, coordinating an open meeting, participating in the Research Day meeting or participating in the Parliamentary Library Management Workshops.

Those Section members who are simply attending the conference should make clear in their requests the importance of conference attendance for their own professional development and, **very importantly, how the skill transfer will be performed when they have returned to their parliamentary or legislative library.**

It is also important to stress the value of the issues that are analysed in open meeting papers, research seminars and management workshops for members from all participating countries **but especially for members from developing countries.**

Many organisations such as the Canadian International Development Agency (CIDA) and the Agence intergouvernementale de la francophonie (AIF) require that, if a paper is to be presented, the topic be linked to sustainable development issues such as literacy, access to education, financial autonomy (the fight against poverty), freedom of expression (democracy), etc.

Members should provide the following information with their funding request: the title and theme of the conference; the amount requested; the conference objectives and how the conference will impact sustainable development for libraries; the requestor's specific role in the conference, if applicable, and the names of speakers. Also, what performance indicators will be used to measure the success of the conference and what foreseeable concrete actions will follow the conference, for instance, workshops or seminars to further discussion on conference topics; other languages - it is important to state to what extent the conference and its deliverables are translated into other languages. Many organisations may wish to have their contribution acknowledged in an official document, such as our Section newsletters or in IFLA newsletters.

Starting early is highly recommended, since the funding organisations have to submit each request to an appropriate committee. Please also note that some funding organisations reimburse conference costs after the conference, which means that members have to be able to find financial support for initial costs.



Richard Paré
PARLIAMENT OF
CANADA

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IFLA FUNDING

Section members wishing to contact the AIF need to send their funding request to:

Danielle BOUHAJEB
Responsable du CIFDI
Centre international francophone de Documentation et d'information
de l'Agence intergouvernementale de la francophonie
INTIF
15, quai Louis XVIII
33000 Bordeaux - France
Tél.: 33 (0)5 56 01 59 22
Télécopie: 33 (0)5 56 5178 51

For further information, please contact Pierrette Landry landrp@parl.gc.ca

Best regards,

Richard Paré
Parliamentary Librarian
Library of Parliament
Ottawa, Canada
K1A 0A9

Here are some electronic addresses that may prove useful:
IFLANET: <http://www.ifla.org/>
USAID: <http://www.usaid.gov/regions/>
CIDA: <http://www.acdi-cida.gc.ca/index.htm>
AIF: http://www.agence.francophonie.org/b_home.cfm

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NEWS FROM AROUND THE SECTION

At Standing Committee II, Irina Andreeva, Russia, called for more interaction and information sharing between members of the Section throughout the year. IFLAserv I & II exist for this purpose and members are strongly encouraged to use those electronic vehicles.

'*News from Around the Section*' is another initiative to share news and information about our people or our business. All members are encouraged to send suggested items for inclusion in the next *Newsletter* to me, Editor and Secretary, at june.verrier@aph.gov.au or to Dr J R Verrier at fax +61 2 6277 2528

Message of Sympathy

From Brit Fløistad, Norway, on behalf of the IFLA Section

We all feel so very very sad to hear that Bill has lost his wife Nancy. We know what a deep loss this is to Bill. But we also feel sad because so many of us had come to know Nancy; her warm personality, her good spirits and not least her engagement in equal rights for women all over the world. Looking forward to meeting friends and colleagues at IFLA conferences therefore included looking forward to meeting Nancy. Through Bill she was a member of our group, and I think we owe a great deal to her for all the time and energy Bill has put into the Section all these years. When Nancy became ill and the two of them could not attend IFLA-conferences, our Section was not the same. Something very important was missing. Through their ability to make all new Section members feel included and important, Bill and Nancy have played the main role in creating the good atmosphere and the close relationship that characterize the Section for Libraries and research services to Parliament, something we all can continue to benefit from in the future. All colleagues and friends in the Section think about Bill in his sorrow, and hope he will join us at future IFLA-conferences.



Photo of Nancy & Bill at the Pre-Conference in Helsinki in 1991

MARGARETA BRUNDIN IN PAKISTAN

After working so hard as Chair of the Parliamentary Libraries and Research Services Section of IFLA, Margareta continues to assist with the development of parliamentary libraries and research services. In October she spent two weeks in Pakistan as part of a UNDP and IPU field mission at the invitation of the Parliament of Pakistan.

The mission was tasked with the responsibility of assisting the authorities of the Parliament of Pakistan in assessing the functioning of the Parliament and identifying specific needs with a view to preparing a long-term comprehensive project of assistance aimed at strengthening the capacity of the Parliament to perform its representative, law-making and oversight functions more efficiently.

A report is being prepared which will focus on:

- Human resource requirements;
- Institutional reforms required to streamline the organizational and functional structures of the Parliament;
- Committee systems that enable the Parliament to ensure better scrutiny of legislation and oversight;
- Legislative drafting;
- Parliamentary backup services including library, research, documentation and modern information technology;
- Gender considerations and ways and means of making parliamentary processes more gender-sensitive;
- Relations between members, constituents and civil society to ensure that parliamentary processes are adequately informed by inputs from these sectors.



MARGA'S PARLIAMENTARY LIBRARY

In Berlin, Marga Coing gave the Section a wonderful account of the design and construction of the new Parliamentary Library of the Reichstag. This includes tales of her battles with the architects, won, about function over form and just one, lost, to remove a piece of the Berlin Wall from her stacks!

The *Sydney Morning Herald* of 12 December 2003 reported the completion of the Marie-Elisabeth-Lueders-Haus, designed by Stephen Braumfels and carried a picture of its grand foyer and staircase. Under the heading '*Library finally books its place in German history*', it reported that it is the last building in the parliamentary compound to be finished since the government's move from Bonn to Berlin.

Congratulations Marga and her team!

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NEWS FROM AROUND
THE SECTION

Welcome the New Editor



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SCOTTISH PARLIAMENT'S MOVE TO NEW PREMISES

The Scottish Parliament is finally set to move into its permanent home at Holyrood in August this year. Section members who attended the IFLA conference in Glasgow in 2002 will recall visiting the Holyrood building site during the research section day in Edinburgh. Unfortunately the planned date of the move to the new building means that Scotland will not be represented at IFLA 2004 in Chile or Argentina as virtually all staff have been grounded to assist with live testing and migration. The new Information Centre has slightly more shelf space than the present one, but researchers and information staff will be closer together physically and, we hope, spiritually! We will also be opening our new special collection of material from the late Donald Dewar, the Parliament's first First Minister.

The new building promises to be a unique and exciting environment for a parliament, so come over and see us once we have settled in to our permanent home.

Denis Oag
Principal Research Specialist
The Scottish Parliament Research and Information Group

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NEWS FROM AROUND THE SECTION

NEW CONTACT DETAILS FOR JENNIFER & NICK

For those who wish to keep in touch with Jennifer and Nick, Chair and Information Coordinator of the Section in 2000 and 2001, they can be contacted at:

1 Francis Terrace Mews,
London N195PW,
email: jtanfield@hotmail.com



As of 18th October 2003, *when they are in London*, Jennifer Tanfield and Nick Bannenberg will be residing at their new home **1 Francis Terrace Mews, Tufnell Park, London N19 5PW**
Phone : 020 7263 0399 Email : jtanfield@hotmail.com / nickb@igil.com.au

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INFORMATION FROM THE INFORMATION OFFICER



Welcome Gro Sandgrind

The Section's website on IFLANET needs to be revised. Could all section members please help me with this task? Please view:

Regional associations

Information about the regional associations needs to be updated.

See: <http://www.ifla.org/VII/s3/proj/region-e.htm>

Could the secretary or person in charge of each association review the text and send this to gro.sandgrind@stortinget.no who will publish this on the IFLANET.

E-mail addresses

Please revise and send your new e-mail address to Pierrette Landry: landrp@parl.gc.ca

who kindly maintains the Section's mailing list for both of the Section's listservs: IFLAPARL & IFLAPARL2. If you want to be updated about the Section's activities, we need your e-mail address. Too many e-mails keep bouncing back because of wrong addresses!



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June VERRIER

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Parliament of Ghana, The Library Kosi KEDEM Library of the Greek Chamber of Deputies / Bibliothèque de la Chambre des Députés Greque Association Nationale des Bibliothécaires, Archivistes, Documentalistes et Muséographes (ANMBAD-Guinée) Országgyűlési Könyvtár / Library of the Hungarian Parliament Information - the Icelandic Library and Information Science Association Lok Sabha / Parliament Library Library of the Knesset, Parliament of Israel Associazione Italiana Biblioteche Biblioteca della Camera dei Deputati Biblioteca del Senato della Repubblica Japan Library Association National Diet Library National Library of the Republic of Kazakhstan National Assembly Library Saeima (Parliament) of the Republic of Latvia, Library Tweede Kamer der Staten-Generaal, Dienst Informatievoorziening Bibliotheek Universiteit Leiden (Universiteitsbibliotheek) A.P.W.M. KOSTEN Page BOKHAUZ Association of Parliamentary Libraries of Australasia Parliamentary Library Stortingsbiblioteket / Library of the Norwegian Parliament Norwegian Archive, Library and Museum Authority Biblioteca del Congreso de la Republica del Peru Patricio ARANDA-TORRES Congressional Library Bureau	Charles M. Brown, Librarian Ms Euridice Abadjis President: Baba Cheick Sylla János Ambrus, General Director President: Ms Thordis T. Thorarinsdottir K.G. Tyagi, Executive Director Ms Noemi Kimhi, Director President: Miriam Scarabó Ms Barbara Cartocci Sandro Bulgarelli / Ms Renata Giannella, Consigliere parl. Chairman: Satoru Takeuchi Takao Kurosawa, Librarian Director: Ms Rosa A. Berdigalieva Ho-Young Chung, Chief Librarian Ms Anita Dudina, Director of Information Department A.J.B. Hubert, Head of Information Services P.W.J.L. Gerretsen President: Moira Fraser Ms Moira Fraser, Parliamentary Librarian Gro Sandgrind Jon Birger Ostby, Director General Patricio Aranda Torres, Chief Librarian Ms Maria Fe S. Abeleda-Robles Wojciech Kulisiewicz, Director Adam Witalec Avenida das Comunidades Madeirenses Rui Costa Ms Irina A. Andreeva, Director Ms Ekaterina Nikonorova, Director General President: Vladimir N. Zaitsev Ali S. Sowaine, General Director Abdulrahman Al-Sarra, Library director Ms Georgina Gadusová Ms Natasa Glavnik, Head of the Documentation & Library Albert Ntunja, Chief Librarian Ms Inés Montobbio	(Kossuth Lajos tér 1-3) P.O. Box 4 Lagmuli 7 Parliament House Hakirya Casella Postale 2461 Via del Seminario 76 Palazzo Madama 1-11-14 Shinkawa Chuo-ku 1-10-1 Nagata-cho, Chiyoda-ku 14 Abay Avenue 1 Yoido-dong, Yeongdeungpo-gu 11 Jekaba Street (Plein2) P.O. Box 20018 (Witte Singel 27) P.O. Box 9501 Vrouwenrecht 74 Kersengarde 259 c/o Parliamentary Library, Parliament Buildings Parliament Buildings Stortinget P.O. Box 8145 Dep. Plaza Bolivar s/n Calle 34 Norte #339 - Corpac House of Representatives, National Government Center Ul. Wiejska 4/6 Wiejska str. 6 Biblioteca, Palacio de Sao Bento c/o Weill Cornell Medical College, Distributed eLibrary, P.O. Box 24144 Okhotny Riad 1 c/o Russian State Library, 3/5 Vozdvizhenka 18 Sadovaja Street P.O. Box 7572 P.O. Box 63393 c/o Parliamentary Library, Mudronova 1 Subiceva 4 P.O. Box 18 Parc de la Ciutadella, 2/n Pza. de la Asamblea de Madrid, 1	ACCRA ACCRA 10021 ATHENS CONAKRY H-1357 BUDAPEST 108 REYKJAVIK NEW DELHI 110 001 91999 JERUSALEM 00100 ROME A.D. 00186 ROME 00186 ROME TOKYO 104-0033 TOKYO 100-8924 480013 ALMATY SEOUL 150-703 RIGA LV 1811 2500 EA THE HAGUE 2300 RA LEIDEN 2642 BW PIJNACKER 2272 NE VOORBURG WELLINGTON WELLINGTON N-0026 OSLO N-0033 OSLO LIMA 1 LIMA 27 QUEZON CITY PL 00-902 WARSAW PL 00-902 WARSAW 9000 FUNCHAL 1249 LISBON DOHA 103 265 MOSCOW 119992 MOSCOW 191 069 ST PETERSBURG RIYADH 11472 RIYADH 11516 812 80 BRATISLAVA SI-1000 LJUBLJANA CAPE TOWN 8000 08003 BARCELONA 1 28018 MADRID	Ghana Ghana Greece Guinea Hungary Iceland India Israel Italy Italy Italy Japan Japan Kazakistan Korea, Republic of Latvia Netherlands Netherlands Netherlands Netherlands New Zealand New Zealand Norway Norway Peru Peru Philippines Poland Poland Portugal Portugal Qatar Russian Federation Russian Federation Russian Federation Saudi Arabia Saudi Arabia Slovakia Slovenia South Africa Spain Spain
Biblioteka Sejmowa / The Sejm Library Kancelaria Senatu Assembleia Legislativa Regional da Madeira Assembleia da Republica Ms Jane Ann LINDLEY Federal Assembly, Parliament of the Russian Federation, Parliamentary Library Library Assembly of Euroasia (LAE) Russian Library Association King Fahad National Library Majlis Ash-Shura Library, The Consultative Council Národná rada Slovenskej republiky / National Council of the Slovak Republic National Assembly of the Republic of Slovenia Library of Parliament RSA Parlament de Catalunya Biblioteca Asamblea de Madrid, Biblioteca				

Dirección de Estudios y Documentación del Congreso de los Diputados Senado, Biblioteca Cortes de Aragon, Servicio de Biblioteca, Archivo y Fondo Antiguo Eusko Legebiltzarra, Parlamento Vasco, Biblioteca Parlamento de Canarias, Servicio de Documentación, Biblioteca y Archivo	Joaquín Manrique Mayor Ms Rosario Herrero Gutiérrez Ms T. Pelegrin Colomo Adoni Iturbe Mach Araceli Gonzalez Anton, Jefa	Floridablanca s/n Plaza de la Marina Española no. 8 Palacio de la Aljaferia Becerro de Bengoa s/n c/ Teobaldo Power no.5	28014 MADRID 28071 MADRID 50071 ZARAGOZA 01005 VITORIA-GASTEIZ 38071 SANTA CRUZ de Tenerife 39008 SANTANDER Cantabria	Spain Spain Spain Spain Spain Spain
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United Nations Library at Geneva Dokumentationszentrale der Bundesversammlung Bibliothèque centrale du Parlement et de l'administration fédérale (BCPAF) National Assembly Academic Services Bureau, Secretariat of the House of Representatives Türkiye Büyük Millet Meclisi Kütüphane ve Dokümantasyon Merkezi (Turkish Grand National Assembly, Library & Documentation Center) CILIP - the Chartered Institute of Library and Information Professionals House of Commons, Library House of Lords Library Scottish Parliament Information Centre	Pierre Le Loarer, Chief Librarian/Ms Ruth Hahn-Weinert, Chief Ernst Frischknecht c/o Charles Pfersich Secretary General Ismet Baydur, Director Chief Executive: Bob McKee Ms Priscilla Baines, Librarian D.L. Jones (Librarian) Ms Janet Seaton	Chemin du Pommier 5 Palais des Nations Bundeshaus West U-Thong Nai Road, Dusit District Bakanliklar 7 Ridgmount Street 1 Derby Gate c/o Parliament Headquarters, George IV Bridge Queen Mother Library, Meston Walk Room 435, Parliament Buildings, Stormont Estate 53 West Jackson Boulevard, Suite 940 50 East Huron Street 1700 Eighteenth Street, N.W LM 642	CH-3003 BERNE CH-3003 BERNE BANGKOK 10300 06543 ANKARA LONDON WC1E 7AE LONDON SW1A 2DG LONDON SW1A 0PW EDINBURGH EH99 1SP	Switzerland Switzerland Thailand Turkey United Kingdom United Kingdom United Kingdom United Kingdom
University of Aberdeen, Directorate of Information Systems and Services Northern Ireland Assembly, Research and Library Services	Graham Pryor, Director John Power, Head of Research & Library Services	Queen Mother Library, Meston Walk Room 435, Parliament Buildings, Stormont Estate 53 West Jackson Boulevard, Suite 940 50 East Huron Street 1700 Eighteenth Street, N.W LM 642	ABERDEEN AB24 3UE Scotland BELFAST BT4 3XX Northern Ireland CHICAGO Illinois 60604 CHICAGO Illinois 60611 WASHINGTON D.C. 20009 WASHINGTON D.C. 20540- 4000 LUSAKA 10101	United Kingdom United Kingdom United States United States United States United States Zambia
American Association of Law Libraries American Library Association Special Libraries Association (SLA) Library of Congress, Office of the Associate Librarian for Library Services	Executive Director: Ms Susan E. Fox President: Carla Hayden Executive Director: Ms Janice Lachance Ms Deanna Marcum, Associate Librarian for Library Services	Parliament Buildings, P.O. Box 31299		
National Assembly of Zambia, Parliamentary Library	Ms Tembi Chalabesa-Mtine, Chief Librarian			

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REPORT ON SECTION LISTSERVS

FROM AUGUST 2002
TO AUGUST 2003



Pierrette Landry
PARLIAMENT OF
CANADA

USE OF THE LISTSERV

IFLAPARL2, the listserv for all present and past members of the Section on Library and Research Services for Parliaments, again this year, has proven to be a very useful mechanism to create a dialogue between the Section's members from all over the world. Several have been able to ask for and obtain statistics from different parliamentary libraries by way of the listserv that have been useful for research, analysis and comparative studies of benefit to all Section members. Information sharing, promoting conference activities, providing links to conference papers on IFLANET continue to be the main thrust of activity of IFLAPARL2.

IFLAPARL, the listserv used only by Standing Committee members, continues to be used very moderately.

MONITORING ACTIVITY

From August 2002 to August 2003, approximately **1,000** messages were posted to **IFLAPARL2**. In these messages, there has been **an increase from 15% to 50%** of messages that have to be rejected as they emanate from individuals and or companies wishing to advertise products totally unrelated to the Section's mandate and activities.

There has been an increase in messages from members from 400 last year to **500** for the period in question this year (August 2002 and August 2003).

MEMBERSHIP

At this point **IFLAPARL2** maintains 120 members. Approximately 10 requests have been received from non-members of the Section to adhere to the listserv. Each request is referred to the executive of the Section.

EVALUATION

Comments from listserv members on the use of the listserv would be welcome by contacting Pierrette Landry at landrp@parl.gc.ca

Statistics prepared by:
Pierrette Landry
Library of the Parliament of Canada
August 2003

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Dr June Verrier
PARLIAMENT OF
AUSTRALIA



Pierrette Landry
PARLIAMENT OF
CANADA



Katriina Arte
PARLIAMENT OF
AUSTRALIA

THANK YOU TO THE
EDITING TEAM

I would like to thank Pierrette Landry for her continuing willing support and advice on how-to-do and what to include in our Section *Newsletter*. For her creativity and care in putting together what we hope is a novel new look for a very special Section's very special *Newsletter*, we owe our thanks to my personal assistant, Katriina Arte.

20 January 2004

APPENDICES

APPENDIX A: ANNUAL REPORT

SEPTEMBER 2002 – SEPTEMBER 2003

IFLA SECTION ON LIBRARY AND RESEARCH SERVICES FOR PARLIAMENTS

SCOPE STATEMENT

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

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

STANDING COMMITTEE

Standing Committee Executives 2002–2003

Chair/Treasurer: Margareta Brundin, Parliamentary Librarian
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Members of the Standing Committee 2002–2003

Ms. Wafaa Ali Abdel Elah, Egypt
Ms. Irina Andreeva, Russian Federation
Ms. Margarita Angelova, Bulgaria
Mr. Patricio Aranda-Torres, Peru
Mr. Gaston Bernier, Canada

Ms. Margareta Brundin, Sweden
Ms. Amalia Buzon Carretero, Spain
Mr. Mr. Moon Hyu Choi, Korea, Republic of
Mr. Keith Cuninghame, United Kingdom
Ms. Marialyse Délano Serrano, Chile
Ms. Anita Dudina, Latvia
Mr. Wojciech Kulisiewics, Poland
Ms. Eleni Mitrakou, Greece
Mr. Bernard Nzo–Nguty, Cameroon
Mr. Richard Paré, Canada
Ms. Sara Parker, USA
Ms. Gro Sandgrind, Norway
Ms. Donna W. Scheeder, USA
Mr. Bernard Vansteelandt, Belgium
Dr. June R. Verrier, Australia

Corresponding Members:

Mr. Ali S. Al Sowaine, Saudi Arabia
Ms. Kunei Etekiera, Kiribati
Ms. Tembi Chalabase Mtine, Zambia
Mr. Isaac K. Songoro, Kenya

MEMBERSHIP

The Section had 116 members representing more than 50 countries as of October 2002. Among the members there are 74 parliamentary libraries, 6 National libraries, 17 National Associations, 6 International Associations, 4 other Institutions and 9 Personal Affiliates.

BUDGET

The Section received for year 2003 an amount of 610 Euro from IFLA to cover the costs of running the Section's activities. The allowance was spent on the rent of a venue at the Humboldt University in Berlin for the Management Workshop Day (total cost 500 Euro + coffee for the participants 159 euro=659 Euro). IFLA charged the Section 100 Euro for letting it arrange the pre-conference in the Parliament of the Czech Republic. The Swedish Riksdag sponsored the printing and distribution of the Section's *Newsletter* as well as the cost for the pre-conference and part of the cost for the coffee at the Management Workshop in the Humboldt University (149 Euro).

IFLAPARL and IFLAPARL2

Report on Section Listservs from August 2002 to August 2003

IFLAPARL2, the listserv for all present and past members of the Section on Library and Research Services for Parliaments, again this year, has proven to be a very useful mechanism to create a dialogue between the Section's members from all over the world. Several have been able ask for and obtain statistics from different parliamentary libraries by way of the listserv that have been useful for research, analysis and comparative studies of benefit to all Section members. Information sharing, promoting conference activities, providing links to conference papers on IFLANET continue to be the main thrust of activity of IFLAPARL2.

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Comments from listserv members on the use of the listserv would be welcome by contacting Pierrette Landry at landrp@parl.gc.ca. (Statistics prepared by Pierrette Landry, Library of the Parliament of Canada)

SPONSORSHIP

For IFLA 2003, the Section prepared letters of request for support for approximately 75 members of the Section including some Standing Committee members. All members of the Section received a personal invitation letter from the Chair.

The Section wishes to express its gratitude to Mr. Dick Toornstra and the European Union for the support that the EU have provided to the Section to the project of developing the Section's own web site. It will in the future include an expanded World Directory with facts about the different Parliaments democracy-building activities. The Congress Library in Chile will do the work on the new web site.

The Section is equally grateful to the organisations of CIDA, CANADA and SIDA, SWEDEN for the support to individual members of the Section to attend the pre-conference and the main conference in 2003.

CONFERENCES

19th Annual International Conference of Parliamentary Librarians 29–30 August

Prior to Berlin 2003, the Section held its 19th Annual International Conference of Parliamentary Librarians on 29–30 August 2002 in Prague, Czech Republic. The attendance was very good, especially from the East European countries, with around 100 people from many different countries. The conference was hosted in an excellent way by the Library of the Parliament of the Czech Republic in form of a pre-conference in conjunction with the 69th Meeting of the International Federation of Library Associations and Institutions (IFLA) in Berlin.

Prague conference overview

The theme of the pre-conference was “Parliamentary Library, Research and Information Services of Central Europe” with the subtheme: “Parliamentary Information Services with Special Focus on the Process of Implementation of the European Union Law by the Associated Countries”.

On the first evening of the conference 29 July 2003, after the registration and the reception of the delegates in the beautiful Wallenstein hall of the Senate, Mr. P. Kynstetr, Secretary General of the Chamber of Deputies, and Mr. P. Pelant, Secretary General of the Senate, gave a speech of welcome. A gift in the form of a book was presented to the Section, and the Ensemble Martinu performed a concert with Slavonic Dances by Antonin Dvorak. The participants in the conference were then given a very interesting tour of the historical palaces of the Senate, and after the guided tour a splendid buffet dinner in the garden of the Wallenstein Palace was served.

The conference continued on 30 July with registration of the delegates at the Chamber of Deputies. The morning session started with an important ceremony: William Robinson of the Congressional Research Service, Library of Congress, USA, and Dr. Ernst Kohl, former Head of the Bundestag Library, were rewarded by the Czech Parliament for their tireless efforts to support library and research services in the Czech Republic and other East European countries. Donna Scheeder from Congressional Research Service, Library of Congress received the award on behalf of William Robinson in his absence.

The program started with a speech by V. Sklenar on the synchronisation of the metadata in the legislative process between the Senate and the Chamber of Deputies of the Czech Parliament. After this L. Fajtak and S. Dzurjanin gave a very good description about the legislative tracking system in the National Council of the Slovak Republic. E. Malackova and P. Mraz described the use of the Eurovoc Thesaurus in the National Council of the Slovak Republic. A. Lhotska and K. Zigmundova talked about the use of the same thesaurus in the Parliament of the Czech Republic. After discussions and a coffee break E. Malackova spoke on the theme “Partner Libraries of the Chancellery of the National Council of the Slovak Republic”. R. Hamplova and P. Houdek continued with an interesting paper on the joint Czech and Slovak digital parliamentary library. A. Zatkalikova gave a presentation the Parliamentary Research Service and the co-operation among European Parliaments through the ECPRD followed by J. Syllova, who described the types of work done by the Parliamentary Institute during the period of the harmonisation of the Czech Legal Order with the EU/EC law. The Office of the Chamber of Deputies then offered a delicious lunch.

K. Haraszti was the first speaker after lunch with a description of the first twelve years of the information services for MP's in the Library of the Hungarian Parliament. Then B. Csako talked about the Library of the Hungarian Parliament as a Depository Library of EU in Hungary and the EU-related information support for MP-s. I.B. Kelemen gave a good insight into how information specialists of the Library of the Hungarian Parliament were delegated to work in Standing Committees. I. Horvath followed with her paper on the BRIDGE Series in the Library of the Hungarian Parliament. W. Staskiewicz gave a very interesting report on the role of Parliamentary Research Services in the process of implementation of the EU law in Poland. W. Kulisiewicz continued with a talk on pluralism versus monism with the Polish experiences on institutional models of providing EU information to MP-s. A. Dziubecki presented the Polish Senate's scope, forms and methods of informing MP-s about the European Union. Finally the conference ended with a very charming wrap up session on the history of the region by Elisabeth Dietrich-Schulz from Austria. The Chamber of Deputies hosted a wonderful closing reception in the evening of July 30.

On Thursday the 31st of July most of the delegates departed on a bus tour for transit to Berlin, Germany. The group took a two hours break at the beautiful German City of Dresden.

The rest of the participants were offered a guided walking tour of Prague before returning to their home countries or travelling individually to Berlin.

69th General IFLA Conference and Council

On 1 August Margareta Brundin and Marialyse Delano Serrano, the Chair and the Secretary of the Section, participated in the meeting of the Co-ordinating Board of the Division of General Research Libraries.

The first activity on the Section's program in Berlin was the

Standing Committee Meeting I, 2 August

62 participants assembled for the annual Standing Committee meeting in a room in the main conference venue. Also this year the room for the SC Meeting was small and some participants had to stand for the whole meeting. Many interesting and important subjects were discussed. Minutes from the SC Meeting will be found in the *Circular Newsletter* Vol. 22, No. 1–2.

The same evening, a continuation of the tradition of a **section dinner** took place. More than 100 librarians and researchers gathered in the Hotel Unter den Linden to enjoy a very nice Italian buffet dinner together.

Research Seminar, 3 August

The Research Day attracted 94 participants from all around the world, librarians as well as researchers. Organisers of the interesting seminars were Hugh Finsten, Library of Parliament, Ottawa, Canada and Bob Gardner, Ontario Legislative Library, Canada.

The first part of the Research Day was dedicated to papers and discussions about trends, ideas and innovations in research services. Under the leadership of Bob Gardner the speakers Nola Adcock, Parliamentary Library, Australia, Keith Cuninghame, House of Commons Library, UK, Brit Fløistad, Parliamentary Research Service, Norway, Richard Paré, Library of Parliament, Canada and Iain Watt, ECPRD, European Parliament, presented new trends and ideas from their respective organisations.

The second part of the day discussed how to get the most out of the resources we already have in the respective Research Departments. Chair for the session was Hugh Finsten, Library of Parliament, Canada and the Speakers Katalin Haraszti, Parliamentary Library, Hungary, Gloria Sarku, Parliamentary Library, Ghana and Jacob Warshavsky, Knesset Research Service, Israel, who described the work and activities of their Parliaments.

After lunch Tesfaye Abera, Research and Documentation Centre, House of People's Representatives, Ethiopia, Wafaa Abdel Elah, Research Service, People's Assembly, Egypt, Jindriska Syllova, Parliamentary Institute, Czech Republic and June Verrier, Parliamentary Library, Australia under the chairmanship of Hugh Finsten gave their views on how to manage their "Political Environments" when it comes to culture, constraints and controversies. June Verrier's paper "Successful delivery of professional and non-partisan services in a partisan environment: On Socks and Bees and everything in between: Navigating the Political Environment – Culture, Constraints and Controversies" was subsequently selected by IFLA for inclusion in the December issue of the IFLA Journal.

The last part of the Research Day dealt with the subject "How to build continuous innovation". Tembi Mtine, National Assembly Library of Zambia, Denis Oag, Scottish Parliament and Donna Scheeder, Congressional Research Service, Library of Congress, USA, had thrown themselves into this interesting area. Tembi Mtine's paper was read by Bob Gardner, as she was unable to come to Berlin.

The Research Day has become a very important part of the Section's program, and as usual it was a great success. The program received attention also from many participants from outside the Section.

Open Meeting, 4 August

The Section on Library and Research Services for Parliaments has for many years arranged highly rated open meetings. They normally attract people from many other sections. This year only two hours were given to each section. The theme was "The Challenge of Change – the Experience of Three German Speaking Libraries".

Marga Coing, vibrant leader of the German Bundestag Library gave the listeners an interesting insight in the problems and solutions adapted by the Library when moving a parliamentary library from one city to another. The planning of the move has been going on for many years, and Ms. Coing talked about the period between 1990 to 2003. She came to the conclusion that the only constant is change and that librarians have to embrace this fact.

Elisabeth Dietrich-Schulz from the Austrian Parliament gave a fascinating talk about how the Austrian Parliamentary Library became a Library on the Net and how her library stepped into the "Computer Age".

Ernst Frischknecht, the Parliament of Switzerland, gave an interesting description of the work of the Documentation Centre of the Swiss Federal Assembly and how the staff there provides knowledge in a very complex environment.

The session was moderated brilliantly by Gro Sandgrind, Librarian of the Library of the Storting, Norway. All papers from the Open Meeting are published on the IFLA web.

Visit to the German Bundestag and Bundesrat, 5 August

On the morning of 5 August around 100 delegates from the Section visited the German Bundesrat in Berlin. The group was welcomed in the Bundesrat plenary chamber by Mrs. Dr. Teske. Dr Teske gave a speech on the organisation and procedures of the Bundesrat as a constitutional organ and representative of the interests of the Länder, or Federal States. After the speech the participants were offered a guided tour of the Bundesrat building, a beautiful building where old and modern history blend. The tour provided insight into the history, architecture and art of the building, which previously housed the upper and lower chambers of Prussia. Finally the participants were offered a reception.

After a lunch break the group gathered again in front of the building of the German Bundestag. After some welcoming words Engineer Mr. Kusus and Ministerial Counsellor Ms. Coing gave a very interesting speech on the form and functioning of the new library of the German Bundestag in the Marie–Elisabeth–Lüders building. After a short coffee break MP Mrs Patrizia Robbe described the functioning and procedures of the German Parliament and finally the participants were divided in several groups for guided tours through the magnificent buildings of the German Bundestag. The tours ended with a reception hosted by the Secretary General of the Bundestag. The Secretary General Mr. Zeh made a speech which was much appreciated before the evening continued with a magnificent dinner for the delegates underneath the Dome of the old Reichstag building.

The visit to the German Bundesrat and the German Bundestag indeed became the highlights of the Berlin Conference.

Management workshop, 7 August

The Management Workshop, a full day event, was held at the Humboldt University in Berlin. The workshop opened with an appearance by the Japanese delegate Hisae Umeda playing the piano of the main hall in a quite wonderful way.

6 workshops were held during the day. This made 12 sessions in all, 4 at each time slot. 116 persons attended the workshops. The following subjects, suggested by the members of the Section, were discussed:

Workshop 1:

Organisational structures; how do they influence the library?

Leader: Richard Paré, Library of Parliament, Canada

Rapporteurs: Sara Parker, Missouri State Library, USA;

Keith Cuninghame, House of Commons, UK

Workshop 2:

User education; a pedagogical challenge

Leader: Rob Brian, Parliament of New South Wales, Australia

Rapporteurs: Eva Falk, The Riksdag Library, Sweden

Hisae Umeda, Diet Library, Japan

Workshop 3:

Change Management: user, environment and librarians

Leader: Tuula H. Laaksovirta, Parliament of Finland

Rapporteurs: Anita Dudina, Latvian Parliament

Renata Blagniene, Lithuanian Parliament

Workshop 4:

Consortia and Co-operative acquisitions

Leader: Jan Keukens, Parliament of the Netherlands

Rapporteur: Charles Brown, Parliament of Ghana

Katalin Haraszti, Parliamentary Library, Hungary

Workshop 5:

Special Collections Management

Leader: Eleni Mitrakou, Hellenic Parliament, Greece

Rapporteur: Cristiane de Almeida Maia, Congresso de Brazil

Soledad Ferreiro, Library of Congress, Chile

Workshop 6:

Knowledge Management in a Parliamentary Environment

Leader: Donna Scheeder, Library of Congress, USA

Rapporteur: Sandra Fine, Israel Democracy Institute,

Yoon Jung Kim, National Assembly Library, Republic of Korea

12 participants from the Section, acting as rapporteurs, gave oral reports at the end of the Management Day. These reports will later be published in the *Newsletter*.

The rent for the venues at the Humboldt University and coffee for the delegates was paid by the Section.

Standing Committee Meeting II, 8 August

The second Standing Committee Meeting was held at the Conference venue on 8 August. Only the Standing Committee members were called to this meeting, but nobody belonging to the Section was locked out if they wanted to follow the discussions of the Committee. The primary issue for the meeting was next years conferences and the new rules for the arranging of meetings during IFLA Conferences, which would mean that the Section's activities must cease almost completely. This would erase the work of the Section in a very short time. The meeting tried to find new forms for the work of the Section. Minutes from this SC Meeting will be found in the *Circular Newsletter* Vol. 22, No. 1–2.

CONCLUDING REMARKS

According to many comments from Section members in attendance and many letters, both the conference in the Czech Parliament and the Section's program in Berlin were very much appreciated. Many participants especially liked to have the possibility to stay in the same hotel, as this makes the net working activities – one of the most important activities of our Section – easier to achieve.

It is with great concern that the Section has learnt that IFLA in the future will reduce the Section's time slots to a two hour Open Meeting. The Section on Library and Research Services for Parliaments is a very homogeneous group with special interests, and the value of a Research Seminar and a Management Workshop for this group is great. If IFLA HQ limits the possibilities for the Section to arrange these meetings in the future, alternative solutions outside IFLA must be considered. The charging of the Section of 100 Euro for arranging the pre-conference is another strike against the Section. The pre-conference is totally sponsored and organised by one Parliament at considerable cost with no input from IFLA at all. It is impossible for the Section to add to this cost. Moreover, the imposition of this fee strains resources required to arrange off-site meetings during the main conference.

The Section would like to thank the teams at the Czech Parliament and the German Bundestag for the splendid organisation of the conferences in Prague and in Berlin. Without the commitment and dedicated efforts of these teams, speakers and organisers of the Open Meeting and Research Forum, leaders of workshops, rapporteurs and many other individuals the Section's activities would not have been so successful. Thank you!

Prepared by: Margareta Brundin

Former Chair of Section on Library and Research Services for Parliaments

The annual report is also available at: <http://www.ifla.org/VII/s3/annual/rep03-e.htm>

APPENDIX B: LETTER OF INVITATION



Dear colleagues:

As Chair of the IFLA Section on Library and Research Services for Parliaments, I have the pleasure and honour to invite you officially to attend the World Library and Information Congress, 70th IFLA General Conference and Council, in Buenos Aires, 22- 27 August 2004. The main theme for the conference is “Libraries: Tools for Education and Development”.

As a pre- conference in conjunction with the World Library and Information Congress, the 20th Annual International Conference of Parliamentary Libraries will be held in Valparaíso, Chile, on 17-19 August. Due to the change in IFLA Conference format, the pre-conference will include the Research Meeting, on 19 August.

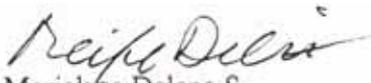
The preliminary programme is available in our January *Newsletter*, sent to our members by mail and, or post, and available in Iflanet. www.ifla.org During the month of May, as is usual, we shall send a second letter of invitation with the full programme.

It is important to note that our future Section preconferences will be held at the main IFLA Conference city: Oslo in 2005; Seoul in 2006.

I want to encourage you to decide to attend both conferences in Valparaíso and Buenos Aires. I can write individual letters of invitation for those who require it. In this case, please indicate to whom the invitation must be addressed. It is also possible to receive a standard letter of invitation from IFLA Headquarters by fax 31 70 383 4827 or mail at www.ifla.org. You can reach me at mdelano bcn.cl and Headquarters can also provide special letters of invitation.

The 2004 Conferences are the first to be held in South America and IFLA as well as the hosts in Buenos Aires are striving for interesting, productive and stimulating meetings. We hope to be as many as possible, and will look forward to Valparaiso and Buenos Aires.

Best Regards,


Marialyse Delano S.
Chair, Parliamentary Libraries and Research Services Section

APPENDIX C: REGISTRATION FORM FOR PRE-CONFERENCE IN VALPARAISO, CHILE
17-19 AUGUST 2004

If you intend to attend IFLA pre-conference at the Chilean Library of Congress, in Valparaíso, 17-19 August, please register before 5 April 2004.

**20th Annual International Conference of Parliamentary Librarians.
Valparaíso, Chile, 17-19 August 2004**

Please fill in (type or print) the form and return by no later than 5 April 2004 to:

Ms. Marialyse Délano S.
Chilean Library of Congress
Huérfanos 1117, 2nd. Floor,
Valparaíso, Chile
e- mail: mdelano@bcn.cl
phone: (562) 270 1700
fax: (562) 270 1747

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: _____



**WORLD LIBRARY AND INFORMATION CONGRESS.
70th IFLA GENERALCONFERENCE AND COUNCIL
21 - 28 AUGUST 2004, BUENOS AIRES, REPÚBLICA ARGENTINA**

REGISTRATION FORM

Please complete in BLOCK CAPITALS and return by mail or by fax before 05/08/2004 to:

Fundación El Libro
Hipólito Yrigoyen 1628, 5º
C1089AAF, Buenos Aires, República Argentina
Tel.: (54-11) 4374-3288
Fax: (54-11) 4375-0268

One copy of this form should be completed for each participant (accompanying persons do not need a separate form). Please type or print clearly in BLOCK CAPITALS and provide the information as you wish it to appear on your badge and in the list of participants. Please tick here to indicate whether you agree that your name appears on the conference website and that your name and address be passed on to the IFLA 2004 exhibitors:

Yes No

PERSONAL DETAILS

Mr. Mrs. Miss Dr. Prof.

Last Name: _____ First Name: _____

Company / Institution: _____

Position: _____

Street / P.O. Box: _____

Zip code: _____ City: _____ Country: _____

Telephone (Country Code): _____ City Code: _____ Number: _____

Fax (Country Code): _____ City Code: _____ Number: _____

E-Mail: _____

GENERAL INFORMATION

Are you an IFLA member?: yes, membership code: - No
(Please refer to the General Conditions)

Is this your first IFLA Conference?: Yes No

Would you like to receive an official invitation?: Yes No

Please state here any special diet, special needs or other requirements: _____

ACCOMPANYING PERSON (S) REGISTRATION

Last Name: _____ First Name: _____

Last Name: _____ First Name: _____

EVENING FUNCTIONS

Only registered participants and accompanying persons can participate in the evening functions. The following evening functions are included in the registration fee.

	Nº. of Persons
<input type="checkbox"/> Opening of the Exhibition at the Buenos Aires Hilton Hotel, on Monday 23/08/2004, at 16.00	
<input type="checkbox"/> Opening Party of the 70 th Conference at Golden Center (Parque Norte) on Tuesday 24/08/2004, at 19.00	
<input type="checkbox"/> Cultural Evening on Wednesday 25/08/2004, at 19.00	

PAYMENT

Total Amount Due in USD: _____ .

Please debit my credit card with the total amount due:

Credit card: VISA Mastercard American Express

Credit card Nº.:

Expiry date:

Month

Year

Card verification code:

Name of card holder:

Signature:

I enclose a cheque which is issued in USD made payable to "Fundación El Libro (IFLA)" and it includes the name of the participant on the backside (accepted are only bank drafts, no personal cheques).

Cheque Nº.:

Bank:

I have transferred the total amount to:

Account Holder: Fundación El Libro (IFLA)
 Account Nº.: 1011013971
 Northern Trust Bank
 700 Brickell Avenue
 ABA 066009650
 Miami Florida 33131
 USA

Please indicate the name of the participant.

I have read and accept the General Conditions and Liabilities and confirm the above bookings:

Date:

Signature:

Page 3, Last Name, First Name: _____

GENERAL CONDITIONS

Membership

All IFLA members regardless of their category of membership will be entitled to register at the membership rates published. If you are not a Personal Member or representative of an Institutional Member, but a member of your national library association with membership of IFLA, please contact your national association or IFLA Headquarters for the correct membership code which should be entered on this registration form.

Conference application

Only complete and signed registration forms can be accepted. The registration can only be confirmed after receipt of the total amount. If your registration form and payment are received after 15/05/2004, the late fee will be charged automatically. The last day for advance registration is 05/08/2004. Later registrations are only possible on-site. All conference documents will be handed out on-site at the registration desk.

Cancellations

Please notify The Organiser in writing of any cancellations or alterations. The Organiser must also confirm receipt in writing. The Organiser will charge USD 50 for cancellations received before 01/05/2004.

For cancellations received before 10/07/2004 a refund of 50% will be made. No refunds are possible for cancellations received after 10/07/2004.

Refunds will be made after the conference. Replacement participants with the same membership category will be accepted without any additional charges provided advice of this replacement is received before August 5, 2004.

Liability

The Organiser shall be liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of The Organiser - for whatever legal reason - shall be limited to intent and gross negligence. The liability of commissioned service providers shall remain unaffected by this. The participant shall take part in all excursions and tours at his/her own risk. Oral agreements shall not be binding, if these have not been confirmed by The Organiser.

Data protection

The Organiser collects and store personal data for the preparation and execution of the IFLA 2004 Conference. Data will not be passed on to third parties without the explicit agreement of the participant. Data protection is warranted in accordance with the Argentine Legislation.

Fulfillment and Jurisdiction

This contract is subject to the law of the Argentine Republic. Place of fulfillment and jurisdiction is Buenos Aires City.

Page 4, Last Name, First Name: _____

APPENDIX E: ADVICE ON HOTELS IN CHILE AND ARGENTINA

HOTELS, CHILE AND ARGENTINA

Congress sits in Valparaíso, although the capital city is in Valparaíso, 120 kms apart. Valparaíso is a port city, with hills surrounding the bay. It is a colourful picturesque and bohemian city, with panoramic views, old houses and public elevators that lift the people to the hills. Viña del Mar is a resort and residential city that evolved into a continuation of Valparaíso. All of the hotels considered are within walking distance from each other.

Colleagues that arrive at the Valparaíso airport can take transport directly to Viña del Mar (one hour fifteen minutes from the airport), or else arrive early and stay in Valparaíso.

Imp: contact Marialyse Délano mdelano@bcn.cl for any additional information or assistance.

HOTELS IN VINA DEL MAR

1. **Gala Hotel** - Well located, hotel in the commercial area of Viña del Mar.

Standard room, special fee US\$ 88, single: US\$ 103, double room
Includes breakfast
Further information about the hotel, location, amenities: www.galahotel.cl

Address: Arlegui 273, Viña del Mar

Reservations information :

Phone: (56 32) 321500
Fax: (56 32) 689568
E-mail reservations: galahotel@galahotel.cl
iwichmann@galahotel.cl
Contact person: Ms. Isabel Wichmann
Our reference: group reservations made by Marialyse Delano, Chilean Library of Congress

2. **Hotel Marina del Rey, Best Western** - Well located hotel in the commercial area of Viña del Mar.

Standard room, special fee US\$ 35, single; US\$ 42, double room.
Includes full buffet breakfast.

Address: Ecuador 299, Viña del Mar
Phone: 56-32-710071
Fax: 56-32-71053

Reservations information

E-mail reservations:
via.habitacion@marinadelrey.cl
Contact person: Ms. Simonetta I. Vega R.,
Reservations Manager
Our reference: group reservations made by Marialyse Delano, Chilean Library of Congress
Further information: www.marinadelrey.cl

3. **Hotel del Mar** - The Hotel is quite luxurious, full of amenities, it is part of the Casino of Viña del Mar, with lovely seafront nice areas for taking walks along the shore side.

Address: Av. San Martin 199 Viña del Mar Chile

Standard room, special fee US\$ 130

Reservations information:

Phone: (56 32) 500600
Fax: (56 32) 500601
E-mail reservations: info@casino.cl rkern@
mundoenjoy.com
Contact person: Mr Reinhart Kern
Our reference: group reservations made by Marialyse Delano, Chilean Library of Congress

For further information: www.hoteldelmar.cl

5. **Other alternatives**

Valparaíso also has several bed and breakfast accommodation options. Although we always prefer to stay together as a much as possible as a Section, we would be very happy to assist with these alternatives which are attractive and enjoyable although usually further away from the main meeting, dining and main transportation.

HOTELS IN BUENOS AIRES

1. **Park Plaza Kempinsky Hotel** - Extremely well located, in Parera and Alvear, the hub of cosmopolitan Buenos Aires, wonderful for walking around, good restaurants, shopping, museums. A boutique, well equipped hotel, and the fee includes buffet breakfast and welcome drink. Highly recommended.

Address: Parera 183, Buenos Aires, Argentina

Standard room, special fee US\$ 86 plus 21% VAT

2. **Park Chateau Kempinski Hotel** - Well located in the Recoleta area, and the fee includes buffet breakfast and welcome drink. Very well equipped hotel.

Address: Talcahuano 1253, Buenos Aires

Standard room, special fee US \$ 67 plus 21% VAT

RESERVATIONS INFORMATION FOR EITHER HOTEL:

Phone: 6777 0340 , Buenos Aires

Fax: 6777 0330, Buenos Aires

E-mail reservations: Reservas@parkplazahotels.com

Contact person: Mr Roni Bircz

Rbircz@parkplazahotels.com

Our reference: group reservations made by Marialyse Delano, Chilean Library of Congress

Further information: www.parkplazahotels.com

Both hotels are reasonably close to the two IFLA venues, the Hilton and Sheraton Hotels which are in a new development near the river in Buenos Aires. IFLA will have shuttles between the two hotels where the conference is going to be held. Buenos Aires has extremely inexpensive taxis, that are phoned from the hotels, with the name of "remise", the safest and quickest way around the city.

3. **Other alternatives** - Buenos Aires offers a wide range of alternatives. We have contacted an apartment hotel accommodation, which offers flats to be shared, quite inexpensive, although somewhat further from the IFLA conference venue (30 minutes by taxi).

Completely equipped Apartment hotel, well furnished, with air conditioning, heating, phone, TV, music, kitchen, cleaning service, etc. Accommodates up to four people.

Fee per day, per flat: US \$ 30
Fee per week per flat: US \$ 200

Address: Av. Elcano 3235, Belgrano R,
Buenos Aires

For reservations: info@midtownba.com.ar

Our reference: reservations made by Marialyse Delano, Chilean Library of Congress

To confirm reservations a Western Union US\$ 100 transfer should be sent to Leonardo Piatti
Further information at: www.midtownba.com.ar

IMPORTANT: due to the dollar fluctuations, and not knowing so early the confirmed size of our group, there could be some changes in prices in Buenos Aires, although this is not expected.

Please make and confirm reservations before 5 April, with copy to mdelano@bcn.cl