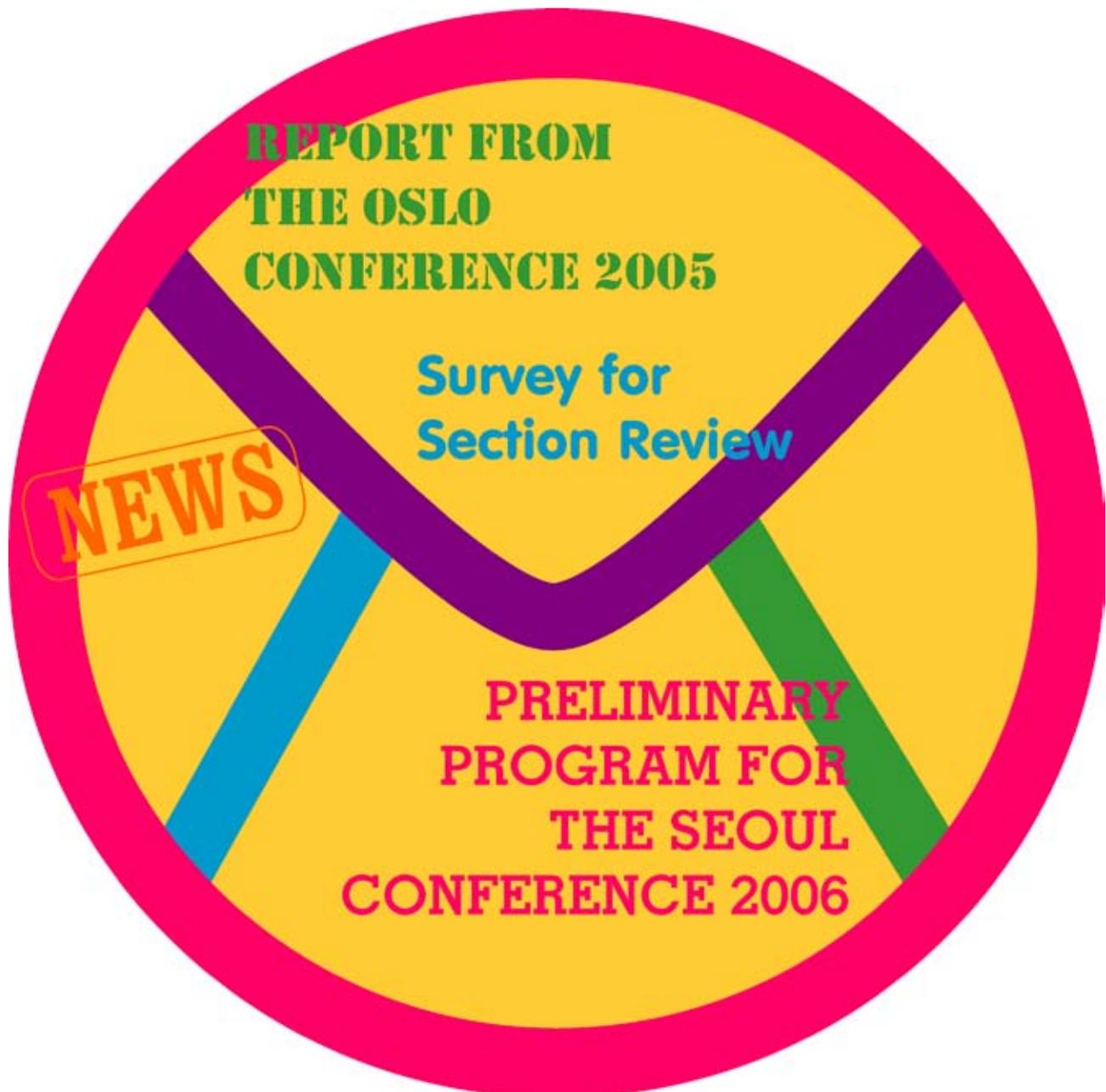


Section on Library and Research
Services for Parliaments

**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



Circular Newsletter
Section on Library and Research Services for Parliaments
Vol.23 – No. 11–12, January 2006

Editor: Margareta Brundin, Graphic Design: Louise Edlund, Ulf Gråberg

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Invitation letter from the Chair

16 February 2006

Dear Colleagues:

As Chair of the IFLA Section on Library Research Services for Parliaments, I am pleased to join my colleague Mr. Yong Soo Bae, the Librarian of the National Assembly Library in the Republic of Korea, in inviting you officially to attend the World Library and Information Congress: 72nd IFLA General Conference and Council in Seoul Korea, August 20–24 2006.

As a pre-conference in conjunction with the 72nd Meeting of the International Federation of Library Associations (IFLA) in Seoul Korea, the Annual International Conference of Parliamentary Librarians will be held in Seoul, Korea, on 16–18 August, 2006 and will be hosted by the National Assembly Library. A special invitation from Mr. Yong Soo Bae also accompanies this letter.

The program for the Pre-conference and registration information is attached. You may also visit <http://www.ifla.org/IV/ifla72/registration-e.htm>. Information on hotel choices is also included and can be found on the National Assembly website as well, <http://www.nanet.go.kr/preifla2006/>. Our Korean hosts are arranging for bus transportation to shuttle us back and forth between the downtown hotel area and the National Assembly Library during the pre-conference.

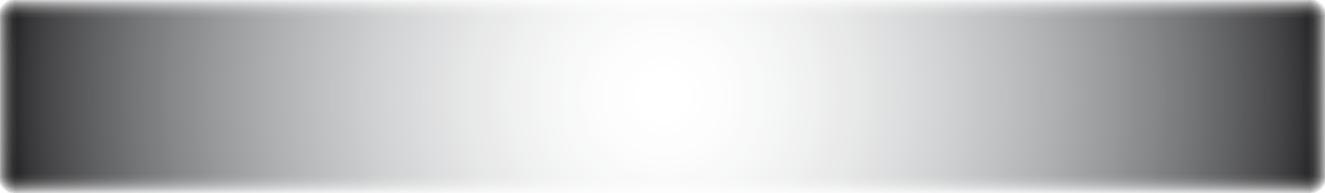
The program for the pre-conference looks to be stimulating and challenging. In addition to the presentation planned by the National Assembly Library staff, Hugh Finsten and Keith Cuninghame have worked to put together a very interesting program for Research Day on 18 August 2006.

The Section's activities will include as in previous years a Standing Committee Meeting on Saturday, 19 August 2006. All Section members are of course invited to attend this meeting.

I am also pleased to inform you that we have joined with our colleagues in the Government Information and Official Publications Section and were successful in obtaining a six-hour program slot for the IFLA General Conference. We will be presenting a panel on the Model E-Parliament, Powerful Force for Positive Change in the Knowledge Society and they will be putting together a panel on Government Information: A Dynamic Source for Business. The two panels will be bridged by a 2-hour session on web usability issues and content management for websites, a topic raised at our Standing Committee meeting last August.

More detailed information on programs and speakers will be provided in IFLANET and through our discussion list.

My purpose in writing now is to encourage you to make concrete plans for attending both the pre-conference and the main IFLA Conference meetings in Seoul Korea. I hope you will mark your calendar for the entire period 16–24 August 2006, and seek approval and financing for your trip. You may wish to seek financial support directly to bodies such as the World Bank and the Soros Foundation and the Danida Travel Grant through the Advancement of Librarianship Program (ALP), the International Development and Research Centre (IDRC) with the Government of Canada, the Commonwealth Parliamentary Association and the European Parliament.



Invitation letter from the Librarian of the National Assembly Library, Republic of Korea

Dear Section Members,

I have the honor of inviting parliamentary librarians and information professionals from around the world to the 22nd Annual Preconference of Library and Research Services for Parliaments. The Preconference will commence on the 16th – 18th of August, 2006 at the National Assembly Library, Republic of Korea.

This program will allow our friends and colleagues from all over the world to exchange updated information on research services for international parliaments. The 22nd Annual Preconference also aims to continue promoting a mutual diplomatic and professional cooperation between East and West.

We are striving to provide you a meaningful time to share and discuss new ideas and knowledge while you discover Korea.

We look forward to meeting you in Seoul, Korea!

Yong Soo Bae
The Librarian of the National Assembly Library, Republic of Korea



Preliminary program for the Pre-Conference

22nd Annual Conference of
Library and Research Services for Parliaments
Seoul, 16–18 August 2006

1. Theme

”The Role of Legislative Information Service:
Beyond Asymmetric Information & Uncertainty”

2. Preliminary Program

Wednesday, August 16th

09:00–10:00 Registration

10:00–10:30 Opening Address: Assembly Librarian
Congratulatory Addresses

- National Assembly Speaker
- IFLA PAR section chair: Donna Scheeder

10:30–12:00 Presentation: Assembly Members

12:00–13:30 Lunch hosted by Assembly Librarian

14:00–16:00 Presentation: Introduction of NAL & Legislative Support Organizations

- National Assembly System
- National Assembly Library
- National Assembly Secretariat
- National Assembly Budget Office

16:30–18:30 Guiding Tour: National Assembly

19:00– Welcoming Reception hosted by National Assembly Speaker

Thursday, August 17th

09:00–12:00 Presentation: Roles of the NAL in knowledge-based society



Pre-IFLA Conference 2006 Seoul Korea

Library and Research Services for Parliaments Section

Research Day

August 18, 2006

Session 1 Librarians and researchers: working together – or not.

There are many different practices and models for how researchers and librarians can work together or separately. Panellists will discuss the various options and the pros and cons of each. We will not just look at the variety of ways of organizing research and library services but also at what people actually do. Also, what do we mean by ‘research’ and ‘reference’? How do we distinguish between the two? Among the options for organizing research and reference services are: Separate units within the parliament but they cooperate together. Separate units and little/no cooperation. Librarians work in the research service in a support role. Part time researchers who are outside the library and who are academics the rest of the time. Research is contracted out. Researchers and librarians working together in teams as equals

We would appreciate it if you would fill in a survey of practices which is included in this communication. The results will be discussed at the conference.

Session 2 Developing a research service: essential elements.

In this session, panellists representing different sizes of research service and at different levels of development will look at what you really need to run a research service. How do you get support to start a service? What are the staff skills that are needed and the ideal mix of staff? It will look at non-staff resources, especially information resources. And what research and information needs of parliamentarians should a new or developing research service concentrate on meeting as a priority. What kinds of products are going to be most useful to busy parliamentarians? How will you know if you are meeting those needs? How to inform parliamentarians about what you do? How do you get the best value for money?

Session 3 Non-partisanship, Ethics, Inappropriate Requests and Other Issues

In this panel representatives from various services around the world will discuss difficult and sensitive issues that they have faced and how they handled them or how in retrospect they should have handled them. Members of the audience will be invited to comment and offer their suggestions.

Topics include; how to maintain non-partisanship in a partisan environment; should we prepare “point of view” papers; ethical issues affecting research services; how to handle requests for personal work; saying “no” to clients; key qualities to look for in hiring staff.



Session 4 Open Session: Updates from Research Services

This session is designed for research services to update colleagues on important changes to their service; new services they are offering; new tools or free and -inexpensive tools they are using including new technologies in communications and research; or any other important item that would be of interest to colleagues. This session is not a forum to describe your service. Please submit a sentence or two about the news you will be describing to the chair in advance of the session. Each participant is limited to 5 minutes.

Keith Cuninghame
Hugh Finsten



Librarians and researchers: working together – or not: Research Day, August 18

Dear Colleague

Working arrangements between parliamentary library and research services

We are conducting a survey to gain information about the variety of ways in which parliamentary library and research services function in different parliaments. We hope the information gained from the survey will be useful in giving information about the variety of ways in which parliamentary library and research services work. More specifically, the information will be used at the session on *librarians and researchers, working together – or not?* during the research day at the Conference of Parliamentary Librarians in Seoul in August 2006.

Please complete the following brief survey on the following two pages and return the form to Keith Cuninghame at the House of Commons Library, preferably by email to cuninghamekg@parliament.uk.

Alternatively the response can be:

faxed to 44 (0)20 72190812

mailed to Keith Cuninghame, House of Commons Library, London SW1A 2DG, United Kingdom.

Deadline: Please return your response by 30th June 2006 at the latest.

Queries. If you have any queries about filling in the survey please get in touch with one of us

Keith Cuninghame (cuninghamekg@parliament.uk)
(House of Commons Library, United Kingdom)

Hugh Finsten (finsth@parl.gc.ca)
(Parliamentary Library, Canada)



Working Arrangements between parliamentary library and research services questionnaire 2006

	<p>Part A. Please read through the descriptions below of the different working arrangements between parliamentary library and research services. Please tick the box in the right hand column that most closely describes the arrangements in your parliament. Add any comments you wish to in the 'comments' box</p>	<p>Tick ONE box</p>
1	<p>The librarians and the researchers are in separate departments or sections of the parliamentary administration. There are no overall manager with responsibility for both</p>	
2	<p>The librarians and researchers are in separate departments or sections of the parliamentary administration, but there are is an overall manager responsible for both</p>	
3	<p>The librarians and the researchers are in the same department or section of the parliamentary administration, but function largely separately from each other</p>	
4	<p>There are librarians and researchers working together in research subject teams, as well as reference or information librarians providing other services elsewhere in the same department or section</p>	
5	<p>All services provided by librarians and by researchers are provided through integrated teams working within the same department or section of the parliamentary administration</p>	
6	<p>The research service is not provided directly by parliamentary staff but under contract to academics, research institutes or similar</p>	
7	<p>No research service is provided in my parliament</p>	
8	<p>Other. Please give details in the 'comments' box below</p>	
<p>Comments. Please add any comments or explanation if you wish</p>		

Part B.

This part of the survey is seeking opinions on the effectiveness of cooperation between researchers and librarians in parliaments, regardless of whatever the organisational arrangements are that apply.

*1. Please tick the box below that in your opinion most accurately describes the effectiveness of the cooperation and working arrangements between librarians and researchers in your parliament. Please tick **one** box*

Excellent	Good	Adequate	Poor	Don't know/not applicable
Work closely together, with mutual respect. They are clear about respective roles, with the skills of each group used very effectively but flexible. Communication is very good	Generally work well together and the expectations of each group are usually met and roles generally understood and skills of each group generally used effectively	Some understanding of respective roles and some communication. Respective skills are made use of but not as effectively as they could be and there is scope for improvement in communication	No or very limited contact or communication and little or no mutual respect or understanding of roles. Failure to use respective skills properly	

Please add any comments if you wish

2. Please say what works well in your system and what does not work so well

3. If you could start from scratch, how would you organise the relationship between researchers and librarians?



Information about hotels in Seoul and how to make reservations

Please make your reservation for your stay in Seoul in this way:

Congrex Holland is responsible for registration, the organization of the exhibition, and the social program, see <http://www.ifla.org/IV/ifla72/index.htm>

However, the National Assembly Library directly makes a special contract with hotels and provides the discounted rate to our section members. Therefore,

Complete the hotel booking form which is included in this newsletter (see Appendix 5) or our website <http://www.nanet.go.kr/preifla2006>

Send the booking form to:

Ms. Anna Lee

International Affairs Officer

National Assembly Library

1 Yeoido-dong, Yeongdeungpo-gu, Seoul, Korea 150-703

Phone : +82 2 788 4143

Fax : +82 2 788 4291

E-mail : intlcoop@nanet.go.kr

The last day for booking a hotel room through National Assembly Library is May1!

After that date the National Assembly Library can not guarantee you a room in the preferred hotels.

1. Hotel Prima
2. COEX Intercontinental

These two hotels are in the center of the city and the walking distance to the main conference venues are 15-20 minutes.



Oslo report

Report for the Newsletter

The following report informs on main relevant activities of the Section in the Preconference and the main Conference days. The SC meetings and the CB meetings are reported separately.

Oslo programme

August 10th and 11th Preconference, hosted by the Norwegian Parliament, the Stortinget.

August 12th Research Meeting

August 12th Coordinating board meeting, attended by the officers of the Section (Chair and Secretary).

August 13th Section gathering, the outskirts of Oslo

August 13th Standing Committee I

August 14th Extraordinary coordinating meeting to elect Professional Committee representative.

August 15th IFLA Conference

August 16th IFLA Conference. Autonomy users, special meeting at the Stortinget.

August 17th Workshop, at the Stortinget

August 18th Section Programme Meeting

August 19th Standing Committee meeting and Coordinating Board Meeting (new Chair and Secretary).

21st. Annual Conference of Library and Research Services, IFLA Library and Research Services for Parliaments Preconference, hosted by the Norwegian Parliament, the Stortinget. August 10th and 11th.

See also the website for the preconference
<http://www.stortinget.no/preifla2005/home.html>

Including program, papers, photos and participants.

Participants: John Agama; Alim Garga; Irina Andreeva; Yong-Soo Bae; Saroj Bala; Sanita Berzinska; Pilar Baselga; Renata Bagliene; Violetta Bottazo; Danielle Bouhakeb; Azra Brankovic; Paul Brower; Monique Browsers-Selle; Charles Brown; Jan Baverstrom; Caryn Carr; Chung-Cheng Chen; Marga Coing; Johanna Coppolecchia-Somers; Keith Cuninghame; Marialyse Délano S.; Elisabeth Dietrich Schulz; Anita Dudina; Andrzej Dziubecki; Eva Falk; Soledad Ferreiro S.; Sandra Fine; Hugh Finsten; Samuel Fonkam Azuú; Moira Fraser; Marianne Gei-Khoibes;



Kristin Geirsdottir; Patrick Gregory; Kristiina Hakala; Katalin Haraszti; Jean-Claude Hayoz; Alina Aldama Inniss; Jae Ha Jung; Fumihiko Kamata; Kapenieks Hanis; Jan Keukens; Ashot Khachatryan; Ali Khakpour; Kim Moo-Dong; Kim Seung-Hyun; Neomi Kimhi; Francis T. Kirkwood; Jójciech Julisiewicz; Tuula Laaksovirta; Barbara Lazo Rodriguez; Ene Loddes; Todorce Lukarevski; Eva Malackova; Bella Markarian; Branka Martincic; André van der Meer; Mara Mezniece; Eleni Mitrakou; Ulla Moller; Daniel P. Mulhollan; Sunil Dutt Nautiyal; Albert Ntunka; Denis Oag; ,Keum-Soon Park; Ouk-Ju Park; Young-Hee Park; Sara Parker; Sangduen Pn gput; Jamriang Prasongdee; Hanne Rasmussen; Marku Rist; Renu Sadana; Daniel Samu Nagy; Gloria Sarku; Phillippe Sauvageau; Donna Scheeder; Janet Seaton; Karel Sosna; Segundo Soto Coronel; Wieslaw Staskiewicz; Susan Swift; Raissa Teodori; Eleanor Valentine; Bernard Vansteelandt; Simon Wakefield; Show-Rong Wang; Jacob Warshavsky; Iain Watt; Gladys Ann Wells; Vicki Whitnell; Eva Zahriadnikova; Hovhannes Zargaryan. **And the Norwegian hosts:** Inger Aure; Jeannette Berseth; Hans Brattesta; Brit Floistad; Inger L. Figved; Grete Karin Granholt; Vigdis Grasto; Laila Hoge; Kleppa Marit; Hilde Markhus; Vivi Melkersen; Rita Otterstad; Bjorn R. Ronning; Gro Sandgrind; Jarle Skorestad; Nina T. Svendsen; Merete Lossius Thorin; Ivar Buch Ostbo, Ebbe Aarvag.

Location: the Storting building

Theme: Knowledge and Information for Parliaments – a premise for Democracy

WEDNESDAY, 10 AUGUST

The activities, meetings and presentations planned for Wednesday were chaired by Gro Sandgrind, the Parliamentary Librarian, the Stortinget.

The Delegates were warmly received at the Storting for registration, coffee and snack, between 12 and 13 hrs. For all, it was a moment for enjoying meeting friends after a year of not seeing each other.

The Conference was opened with addresses from Inge Lønning, Vice-President of the Storting and Gro Sandgrind, Parliamentary Librarian. The presentations considered Parliaments and Parliamentary Libraries as communities that enable politicians to do a good job. We are in a high touch organisation, with community sharing to bring and take ideas, as a challenge and positive experience of neighbourly help.

Following the welcome speeches, the audience heard the presentations from Erik Nessheim, Senior Political Adviser, Conservative Party; Lisbeth Rugtvedt, Political Adviser, Socialist Left Party; Jarle Skjørestad, Head of Research Services on the need for knowledge and information in the parliamentary process. Mr. Nessheim mentioned that although Library work was an asset, there were instances in which parliamentarians could live a comfortable and quite successful life sticking to what the government said. He considered of importance whitepapers, newspapers and information from lobby areas. Ms. Rugtvedt leading the work of 14 staff, mentioned the importance of working directly with the Library, and not with information intermediaries. She stressed the importance of building trust ref the model of reality implicit in research, not only facts and information. And, opposition needs independent and not government information. She considered Internet as a new arena for political work. A lively discussion period followed, in which Jarlo Sjørestad, from the Research Services mentioned the tyranny of experts and yet required experts in the legislative process. Dan Mulhollan, from the US CRS mentioned public hearings in the US, and Donna Scheeder the intelligence forum for serious debate; Eva Falk discussed the tyranny of selected experts, and Eva ref information from constituencies.

After coffee, the subject of Openness, transparency and democracy – the Norwegian model, was addressed by Professor Tom Christensen, University of Oslo. Prof. Christensen referred to the concept of direct and indirect democracy; the relationship between election results and representation and the increasingly strong role of the executive branches. As to openness and transparency, information is the central issue and a crucial precondition for popular participation. The issues opened up with considerations as to access to information, e-government, referenda, and the Norwegian model with unique Scandinavian features including strong people and media scrutiny. The role of the State as a service provider and optimistic and pessimistic views of openness and transparency.



The next paper, Preparing the grounds for democracy, was presented by Inger L. Figved, Head of Information and Documentation Department Inger Figved is the head of a department including the Library, the Research Service, the printing office and other areas related to information at the Stortinget. Ms. Figved referred to the concept of information and the better use of democratic rights, a better decision taking on the part of an MP and a well informed staff providing better support for its members. She mentioned the Constitutional principles, the objectives of information activities, the manner of obtaining information for work at the Starting, documentation aspects, the freedom of information act and outreaching information. Upon finishing her presentation, Ms. Figved took the Alice in Wonderland metaphor of the grinning cat that is getting somewhere as long as he walks enough. She then asked participants to join her in a lively song.

Later in the evening, Ms. Figved, Gro and members of the Stortinget invited the participants to a fine Reception in the Eidsvoll Gallery, a large historical room with paintings depicting famous MPs. A Guided tour of the Storting in English, German and French "The Storting and the Union between Norway and Sweden" – an exhibition was offered. Observing the areas for student democracy and parliamentary training with role playing was particularly interesting to the visitors from several points of view; citizen education; youth involvement in political activities; simulation of legislative processes; the physical layout of the area for this activity; the subject amplitude of the simulations.

THURSDAY 11 AUGUST

The Thursday meetings were chaired by Grete Karin Granholt

The first and second blocks of the morning were a presentation of strategic services offered by the Storting Library, by: Ebbe Aarvåg, Jeannette Berseth, Nina T. Svendsen and Gro Sandgrind. The portal – Løveporten was shown and a very interesting service, that of news services and news monitoring – current awareness services for parliamentarians generated quite a bit of interest. The training and the use of electronic services were also shown.

After a very nice lunch at the Storting restaurant, the afternoon continued with presentations on the cooperation between the Nordic parliamentary libraries Representatives from the Nordic parliamentary libraries share their experiences of working together. Presentations by: Tuula Laaksovirta and Kristiina Hakala, Finland, Eva Falk, Sweden, Hanne Rasmussen, Denmark, Kristín Geirsdóttir, Iceland and Gro Sandgrind, Norway. The Nordic parliamentary libraries showed their tradition of working together, networking and meeting at least once a year for common projects, as well as organising a meeting amongst operative staff of the libraries. The years of sharing ideas such as information kiosks, addressing similar problems such as budget and relations with IT people, and cooperation with ECPRD, have built strong friendships. Tuula wrapped her presentation with a reflection on sharing as difficult, rewarding, expensive, and if cooperation is helping democracy in the North... human interaction, she says is always a set of successes and failures, and Nordic cooperation is a study of democracy, going on for 83 years.

Kristiina Hakala, from the Finnish Information and Communication Unit made a brief presentation of the Finnish Parliament, and three components: the Library, the Research Service and the Parliament Information Office. The main issues addressed by Kristiina were the web services; training; visitor's centre; the research service and the library.

Dinner at Østmarkseteren was hosted by Hans Brattestå, Secretary General of the Storting. The restaurant is one of the best dining places in Oslo with an outstanding view of the hills and forests surrounding the city. The members of the Section were delighted and thankful to the Norwegian hosts and specially Mr. Brattesta, for arranging a very special invitation with superb cuisine, too.

Friday, August 12th

Research Meeting and IFLA Coordinating Board Meetings.

The Research meeting was formerly a satellite meeting on its own, within the IFLA Conference frame, but due to the demand of shortening the IFLA Conference it has been included in the Preconference since 2004. The Coordinating Board Meetings are the IFLA business meetings of the Division members; the Library and Research Services for Parliaments Section belongs to Division I: general research Libraries, as well as general university libraries and national libraries.

Brit Fløistad, Research Services of the Storting and former Secretary and SC member of the Section, gave the opening remarks and chaired the Research Day.

Theme 1 Updated and reliable knowledge to parliamentarians – the main challenge for parliamentary research services

This block of presentations included the Scottish Parliament, by Denis Oag and Simon Wakefield³; the Armenian Parliament, by Ellie Valentine and the Norwegian Parliament, Hilde Markhus.

The Norwegian Research is made up of 5 full time researchers and 2 part times and met 300 requests. The challenge for the group was reliability, full responsibility for work, the time frame and the increasing demands. The client decides if the request is confidential. Hilde Markhus presented the Research Service, the main activities, staff, quality assurance issues and obtaining trust from the clients.

Denis and Simon, from Scotland referred to the enquiry systems and a database for tracking complex enquiries. They do not have a unique entry point for requests. Susan Swift from Canada asked about the mentoring aspect for researchers. In the presentation they referred to the main challenges, building and maintaining a distinctive service without the spin of the government, the hype of the media, the jargon of academia or vested interests of lobby groups. The main concern is understanding needs and aligning services, client liaison for getting closer to customer needs, personal interview planning process, and feedback

Ellie Valentine, from Armenia, presented the main challenge for parliamentary research services in Armenia. She began with terms definition to set the frame for her presentation. The National Assembly of the Republic of Armenia has had 15 years of activity, and it has a research mission. She mentioned the strengths and difficulties on getting the service going and the inevitable search for creative solutions.

Theme 2 The role of research services in the parliamentary process

The introduction by Brit was followed by presentations of the Library of Parliament, Canada, Hugh Finsten; the Israeli Parliament, Jacob Warshavski, the House of Commons, Keith Cuninghame and Fumihiko Kamata, from the Japanese National Diet Library.

Canada, Hugh Finsten presented the delegated legislation in Canada, in which the legislative delegates power to the executive for regulations, orders and subordinate legislation. This, because of the complexity of modern government and other aspects of the process such as issues that cannot be put into legislation. But, it has consequences since these regulations could be precisely those that affect the citizen's every day life. Hugh also referred to the role of the library on the review of government spending.

Andrzej Dziubecky from Poland presented a paper of the Polish Senate Information Services after the accession to the European Union. It represents a challenge such as creating an European information system. There is presently an office responsible for the flow of information from the European Parliament to the Senate and an ongoing project IPEX network which will facilitate this flow.

Jacob Warshavsky, from the Knesset Research and Information Services made a presentation on the role of the research and information services in the parliamentary process. He emphasized "to see analyze and understand what no one understood before". The presentation described the Service's organization, the conceptual model of the service and activities such as mapping the government activities.

Keith Cuninghame presented the UK perspective on the role of the research service in the parliamentary process.



He described the role of the library and the draft of the primary objectives; some facts about the library; research outputs, scrutiny of the executive. Some products are: research papers; standard notes; debate packs. The Library is examining the role of legislation briefing, to see if it needs refocusing. The contribution to the scrutiny roles has been limited, and even though changing, it is unlikely to become a central part of the work; the importance of constituency work of the MPs; general debates have been rather neglected but that is changing.

Fumihiko Kamata, from Japan's NDL described the recent developments of services in providing foreign legislative information. He also referred to the role of the NDL as a national library and the structural reforms of the Main Library and the Research Bureau. An overseas legislative information division was set up to monitor foreign legislative trends. The division is made up of 12 staff, and monitors 9 countries. Much information is published on the Internet. Some subjects covered as anticipatory work have been a joint research on human trafficking. A current theme is renewable energy.

After the presentations, the floor was opened and participants encouraged to give short reports from research services on organizational changes, new services, extended/changed routines etc. Some questions brought up and discussed by Gro Sandgrind, Alim Garga, Soledad Ferreiro, and Keith Cuninghame were: Some doubts about assessment; who is really evaluating; a major reinvention project in Chile and the interest in knowing assessment experiences; and.. is it possible to measure, get the figures and still be wrong... soft measurements? Some reflections and a new term: the experience economy. You could be user driven into the ground; indicators aligned with strategic and operational objectives; involve all the staff, or hand down the indicators?; some experiences with ISO 9000 and ISO 9001 as a quality manual of processes.

Closing remarks. Marialyse Délano, Chair, Library and Research Services for Parliaments Section addressed the group some time before the closing of the meeting because of the IFLA Coordinating Board Meeting, to be attended by the Section Officers. Mrs. Delano thanked the hosts, complimented the speakers and presented the chairpersons with a token of appreciation. Inger L. Figved, Head of the Information and Documentation Department, addressed the group with the final words.

Saturday, August 13th

On the morning of Saturday 13th the Section was invited to a hiking walk to Nordmarka, to Frognerseteren and to the Holmenkollen area, a mountainous area in the outskirts of Oslo. The group was provided with a picnic pack, a raincoat and took a train to the starting point of the walk. The day was lovely and the Section members vigorously climbed and descended the wooded hills to the ski jumping arena, to meet the buses. At the end of the morning, buses picked up the group and took them directly to the SC venue.

Monday, August 15th

On Monday, while the main IFLA Conference was on going, a group met for planning ideas for Korea. Janet Seaton, Anita Dudina, Moira Fraser, Gro Sandgrind, Donna Scheeder and Marialyse Delano. Moira volunteered to organise the Management Workshop and Hugh and Keith the Research Meeting. Later, conversations were held with our Korean colleagues and important information they could share with the Section such as top notch technology issues.

Tuesday, August 16th

On Tuesday morning, the Storting provided a meeting room for a group from the Section who were interested in reviewing IT issues, as present or future users of new software, Autonomy. Participants were: Jan Keukens, Soledad Ferreiro, Edward Wood, Janet Seaton, Erik (Market Audit, Norway, Autonomy service provider) Sarah Parker, Hugh Finsten, Andre van der Meer, Patrick Gregory, Keith Cuninghame, Anita Bloomberg, Jeannette Berseth, Gro Sandgrind, Moira Fraser, Marialyse Délano. The meeting was for sharing IT ideas and concerns, and the experience in using a new software engine. The participants were in the process of changing the IT or

had just done so. Many were interested in knowing about the Autonomy experience of the Netherlands, UK, Norway and Sweden, as a cross search integrating software. The meeting precisely showed the value of coming to IFLA meetings, sharing concerns and establishing networks between colleagues.

On Tuesday, from 14:30 to 15:00, a special appointment was set to introduce Donna Scheeder as new SC Chair to IFLA Headquarters, Sjoerd Koopman and Josche Neven.

Wednesday, August 17th

Management Workshop of the Section.

The Library and Research Services for Parliaments Section traditionally holds a Workshop on Management issues that are particular to Parliamentary services. This workshop has been particularly useful and popular amongst the members of the Section, as alternatives to share important "tips", ideas and concrete problems and solutions. The Workshop was successfully chaired and organised by Anita Dudina from Latvia.

Each workshop had a rapporteur and a final wrap up ended the day. The reports by the rapporteurs are indicated separately. The following workshops were held, in a repeated format to allow all to attend more than one:

1. How can the impact of the work of Parliamentary Libraries and Research Services be measured? Hugh Finsten (Canada)
2. The challenges of staff management in a parliamentary environment. Margareta Brundin (Sweden). Margareta had prepared an introduction but was unable to participate and Anita Dudina (Latvia) stepped into her position.
3. Information literacy and the parliament. Moira Fraser (New Zealand)
4. How to use and regulate outsourcing of research services. (Brainstorm) Ahmed al-Mukhaini (Oman)
5. Technology as servant or master: striking the right balance. Soledad Ferreiro (Chile)
6. Marketing in the parliamentary environment: political, cultural and traditional restraints. Marga Coing (Germany)

Some interesting figures:

Norway: Unicameral congress, 169 MPs, ca 560 political and administrative staff, 1, Library 13, Research 6 people.

USA, aprox 8000 congressional staff. CRS aprox 709 staff.

Cameroon: two chambers; 180 Mps, 100 Senators, staff aprox. 700

Brazil: two chambers, 500 Mps, 81 Senators, 100 staff, and 3000 staff Senate, 4000 staff Chamber.

Dutch parliament: Two chambers, 150 Mps, 65 Senators. Staff: 1.100, information department 70 and senate aprox 50 staff.

European Parliament: 732 MPs, 4000 staff, 6000 client base, library 85.

Switzerland. 150 persons, 13 in the documentation centre.

Scotland: 650 MPs, 1.500 staff, 220 information staff.

India: 550 MPs, 250 upper house, 162 library and research, 3000 staff of the lower house,.



Thursday, August 18th Section Programme Meeting

On Thursday, August 18th, at the main IFLA Conference, the programme meeting was held. The programme included two papers on the red thread IFLA subject: Parliamentary libraries and research services, a voyage of discovery

A short introduction and presentation was made by Marialyse Delano, upon the difference between unveiling and discovering and inventing: something that is there to be found out and something that must be created. She addressed complexity issues and navigating in a sea of complexity and uncertainty. How a new buzz word has come up, that of the "Experience Economy", and the relevancy which we cannot do without.

1. Information quality standards: our guide to navigating the seas of misinformation. DONNA SCHEEDER (Law Library of Congress, Washington DC, USA). At: <http://www.ifla.org/IV/ifla71/papers/192e-Scheeder.pdf>

2. 21st century challenges: the view from the Scottish Parliament JANET SEATON (Scottish Parliament, Edinburgh, UK)

The papers were presented and a lively and active discussion period followed. The full papers are available at the IFLA web.



General Research Libraries (Division I) Coordinating Board

I. PROPOSED AGENDA , 71st IFLA WLIC, Oslo 2005

Chair/Treasurer: Cristóbal Pasadas Ureña, Spain

Secretary: Marialyse Délano, Chile

Agenda, Coordinating Board I: Friday, August 12, 15:00–18:00

1. – Opening of the meeting
 - Registration of members present
 - Introduction of observers
 - Apologies
2. – Adoption of agenda for CB I and CB II
3. – Approval of CB Minutes, Buenos Aires, 2004
4. – Governing Board (GB) + Professional Committee (PC) reports
 - Special focus on the Three Pillars document and the review process
5. – Review of Division and Sections finances
6. – Sections programme plans for Oslo
7. – Sections Strategic Plans 2005–2007
8. – IFLA Booth assignments:
 - Tuesday, August 16, 12:00–13:00 : National Libraries + Library and Research Services for Parliaments
 - Tuesday, August 16, 15:00–16:00 : University and Research Libraries + Quality Issues DG
9. – Officers Training Sessions: Tuesday, August 16, 17:00–18:00; Wednesday, August 17, 10,45–11,45
10. – Meeting for Information Coordinators: Wednesday, August 17, 09:30–10:30
11. – Other business
12. – Adjournment.

Agenda, Extra Coordinating Board meeting to elect Division representative to PC + GB: Sunday, August 14, 16:00–16:30

1. – Opening of the meeting
 - Registration of members present
2. – Election of CB Officers 2005–2007. (Only those officers elected by their SC to serve during the term are eligible to be nominated or to vote)
3. – Adjournment

Agenda, Coordinating Board II: Friday, August 19, 17:00–18:30

1. – Opening of the meeting
 - Registration of members present
 - Introduction of observers
 - Apologies
2. – Sections Plans for Seoul 2006
 - a) National Libraries
 - b) University and Research Libraries
 - c) Library and Research Services for Parliaments
3. – Sections Plans for Durban 2007
4. – Strategic Plans 2005–2007
5. – Projects
6. – Evaluation of the Oslo WLIC
7. – Other Business
8. – Adjournment



II . Minutes from Coordinating Board I

Coordinating Board I: Friday, August 12, 15:00–18:00

1. – **Opening of the meeting.** The meeting was opened by Mr. Cristóbal Pasadas, Chair.
 - **Registration of members present:** Genevieve Clavel, Sue McKnight, Frances Groen, Fernanda Campos, Cristóbal Pasadas, Marialyse Délano.
 - **Introduction of observers:** Donna Scheeder, Library and Research Services for Parliaments Section, introduced as probable new Chair of the Section.
 - **Apologies: no members absent.**

2. – **Adoption of agenda for CB I and CB II:** The agenda was agreed.

3. – **Approval of CB Minutes, Buenos Aires, 2004:** The minutes were approved with minor addenda: the assistance of Ms. Genevieve Clavel and Sue MckKnight and CB I, and Genevieve Clavel at CB II.

4. – **Governing Board (GB) + Professional Committee (PC) reports**
 - Special focus on the Three Pillars document and the review process. Mr Pasadas presented the information from IFLA HQ and the three pillars document. He stressed the financial difficulties and made a summary of issues such as the certificates of appreciation to outgoing SC members that have serviced the sections for the whole two periods. An informal conversation was held on diverse IFLA affairs, and the upcoming review, for November 14th, and the main headlines for strategic plans for the next two years. The three pillars are: Professionals, society and members.

It is important to expand IFLA membership.

The election process was commented. Sue McKnight indicated that few libraries can hold positions within IFLA because of budgetary restraints, which generates a group of privileged people.

The Preconference, Seoul, of the Library and Research Services for Parliaments was approved.

5. – **Review of Division and Sections finances:** Mr. Pasadas presented the report on the finances. (document included). The new financial procedures were informed, and the need return the funds and to close the accounts, upon handing over to the next Chair and officers, before November 30th.

Branding was increased to Euro 300 for Seoul.

The Financial Report was approved by the members.

6. – **Sections programme plans for Oslo:** The section programmes for Oslo were shared, and reports that all were going well. Some suggestions: that for next conferences, always have a call for papers. But, this could have the downside of requiring rigorous editing work to make sure the best papers are presented. At the same time it could mean a difficult issue for the SC, to inform of papers not accepted to the authors.

- The National Libraries, Archives and Museums have been working together, with two keynote speakers. National Libraries consider that working together is of utmost importance, given the digitization of

II. Extra Coordinating Board meeting to elect Division representative to PC + GB

Sunday, August 14, 16:00–16:30

1. – **Opening of the meeting:** The meeting was opened by Mr. Cristóbal Pasadas.

Registration of members present.

Outgoing members: Cristóbal Pasadas; Marialyse Délano; Fernanda Campos, Ingrid Parent, Frances Groan.

Roll call of incoming members: Jim Neil, Genevieve Clavel, Donna Scheeder, Sue Macknight. Absent; Margareta Brundin.

2. – **Election of CB Officers 2005–2007.** (Only those officers elected by their SC to serve during the term are eligible to be nominated or to vote)

Ingrid Parent and Genevieve Clavel, new officers from the National Libraries; Sue Mc Night and Jim Neil from University Libraries; Donna Scheeder and Margareta Brundin, Parliamentary Libraries and Research Services.

The group voted and Donna Scheeder was elected Division Chair and Genevieve Clavel, as

Division

Secretary.

3. – **Adjournment.**



Standing Committee I and II

STANDING COMMITTEE I, LIBRARY AND RESEARCH SERVICES FOR PARLIAMENTS – AUGUST 13TH 2005.

1. Opening of the meeting.

The meeting was opened by Marialyse Délano, chair, with the assistance of: Gro Sandgrind, Moira Fraser, Janet Seaton, Anita Dudina, Eleni Mitrakou, Sara Parker, Nancy Bolt, Irina Andreeva, Karel Sosna, Iain Watt, Daniel Mulhollan, Show Rone Wang, Chung cheng Chen, Keith Cuninghame, Marit Kleppa, Marga Coing, Soledad Ferreiro, Andrzej Dziubckek, Wojciech Kuslisiewicz, Jan Keukens, Sangduen Pngput, Renu Sadana, Saroj Bala, Sunil Dutt Mautiyal, Ellie Valentine, Sandra Fine, Jean Claude Hayoz, Raissa Teodori, Ali Khakpour, Inger Aure, Johanna Cappolecchia, Jae Ha Jung, Younghee Park, Caryn Carr, Renata Bagliene, Hugh Finsten, Donna Scheeder, M. Délano, Gloria Sarku, Khachatyan Ashot, Wieslaw Stakiewicz, Fumihiko Kamata.

2. Approval of the Agenda

The agenda was approved.

3. Approval of the Minutes of the Standing Committee meetings in Buenos Aires

The minutes of the SC meetings in Buenos Aires were approved.

4. Roll call of Standing Committee members.

SC committee members present:

- Ms. Irina Andreeva
- Mrs. Eleni Mitrakou
- Ms. Caryn Carr
- Ms. Anita Dudina
- Mr. Hugh Finsten
- Ms. Moira Fraser
- Mr. Younghee Park
- Mrs. Gro Sandgrind
- Ms. Janet Seaton
- Delano, Marialyse
- Ms. Sara Parker
- Ms. Donna Scheeder

Not present:

- Mr. Segundo Soto Coronel
- Mrs. Margareta Brundin
- Ali-Abdel-Elah, Wafaaa
- Almeida Maia, Cristiane
- Karl Min Ku
- Moesi, Josephine
- Singh, N.K
- Verrier, June



Corresponding member present:

- Fumihiko Kamata

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

- Membership: The Libraries and Research Services for Parliaments has 80 institutional members, 2 international associations, 17 national associations and 11 personal affiliates as registered members.
- Financial report: The financial report was included in the Annual Report and the December Newsletter. The next financial report is going to be included in the next Annual report and the Newsletter, for the fiscal year January–December 2005
- Report by the Information Coordinator, Ms. Gro Sandgrind:

Thanks to Pierrette Landry for her assistance with the information to the IFLANET and updating the iflaparl and iflaparl 2 distribution e-mail lists. If you use these distribution lists– do not attach large documents to the e-mail. The lists should be only used for short text messages. If you have attachments, it is better to publish them in the Newsletter or on the website IFLANET. Please contact the Information Coordinator if you have questions about this!

People interested in information from or about the Section are encouraged to use the IFLANET website. <http://www.ifla.org/VI/s3/content-e.htm>

Here you will find the newsletters and information about the preconferences and main conferences. Last year and his years preconferences have websites which include papers and photos from different sessions. <http://www.stortinget.no/preifla2005/home.html>

Last year the Section nominated Margareta Brundin’s paper ”Democracy enabling activities in the Swedish Riksdag and the role of the parliamentary library” for inclusion in the IFLA journal. It as chosen and was included in the Spring 2005 volume.

6. Elections for Officers 2005–2007

6.1 Report on SC elections

The Chair reported on the recent election process, thanked outgoing members and welcomed incoming members. For the election process the Chair sent letters and mails to every registered member of the Section, to the SC members and to a mailing list of participants in the Section activities and programmes. In the letter she informed of the election process, of the nomination procedures and invited members to participate.

The Chair also reported on the unfortunate declination of Ms. June Verrier as SC member and as Secretary of the Section during the year. Ms. Verrier was thanked in absence for her collaboration and the members commented upon missing her timely contributions, collaboration and contributions.

Our newly elected or re-elected members, 2005–2009

- Ms. Irina Andreeva
- Mrs. Eleni Mitrakou
- Mrs. Margareta Brundin
- Ms. Caryn Carr
- Ms. Anita Dudina
- Mr. Hugh Finsten
- Ms. Moira Fraser
- Mr. Younghee Park
- Mrs. Gro Sandgrind
- Ms. Janet Seaton
- Mr. Segundo Soto Coronel

SC members whose term is on going are:

- Ali-Abdel-Elah, Wafaaa: second term 2003–2007
- Almeida Maia, Cristiane: first term 2003–2007
- Delano, Marialyse: second term 2003–2007
- Karl Min Ku: first term 2003–2007
- Moesi, Josephine: first term 2003–2007
- Parker, Sara: second term 2003–2007
- Scheeder, Donna: second term 2003–2007
- Singh, N.K: first term 2003–2007
- Verrier, June: second term 2003–2007 (recently resigned as Secretary of the Section).

Corresponding Members, 2003–2007 are:

- Margarita Angelova
- Tembi Chalabase Mtine
- Bharti Tiwari
- Fumihiko Kamata

Members whose two terms have expired or who not re-nominated.

- Aranda Torres, Patricio
- Cuninghame, Keith
- Kulisiewicz, Wojciech
- Choi Moon Hyu
- Nzo-Nguty, Bernard
- Paré, Richard, who served as Chair and has made great contributions to the Section during his tenure.

6.2 Elections for new officers, 2005–2007

The new cycle of officers is beginning, and according to procedures, elections were held for the period 2005–2007. As is the course committed by the Section, officers stand for only one period.

A nominee for Chair was announced, Ms. Donna Scheeder, and Ms. Margareta Brundin for Secretary. Ms. Gro Sandgrind offered to continue as Information Coordinator. The floor was offered for any other nominees who would like to postulate as officers, but no candidates came about. The procedures had previously been sent by mail to institutional members, SC members and participants in recent conferences. It is very important to stress that colleagues and members of the Section must know procedures for electing officers because due to the commitment required by new officers, they usually have to coordinate with their organisations to see if they can be candidates.

The SC members voted and unanimously approved:

Ms. Donna Scheeder as Chair of the Section.

Ms. Margareta Brundin, as Secretary of the Section even given an emergency that impeded her from attending. Ms. Gro Sandgrind, as Information Coordinator.

Ms. Donna Scheeder was congratulated and took the floor to address the participants. As from this moment the meeting was jointly conducted by the outgoing and the incoming Chair.

7. News from the Coordinating Board

The news from the coordinating board meeting were informed to the SC meeting, about future conferences, financial difficulties of IFLA, future plans.



8. Strategic plans

The Strategic plans must be informed in the annual report, and it is necessary for the Section to review them and present new or revised strategic plans for 2005–2007.

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 financment.
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 Libraries have solved them.
 - 4.2 Open a FAQ page on an Information Resources for parliaments, and requests and the way in which Parliamentary Libraries and Research Services have solved them, as part of the web pages in development by the Chilean Library of Congress with ECPRD and Chilean financment.
 - 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 Exchange information permanently via Iflaparl
 - 7.3 Keep members and SC permanently informed and consulted on issues relating IFLA and the Section.
 - 7.4 Promote democratic participation on decisions and issues pertaining 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, 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, particularly in Latin America and developing countries to attend and participate in Oslo, IFLA 2005.



9. Reports on regional activities:

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

Regional Report – European Centre for Parliamentary Research and Documentation (ECPRD)

This year has been a year of transition for the ECPRD. Following the 2004 European Election and the enlargement, the European Parliament restructured its administration and created a new Directorate for Relations with national parliaments. This Directorate ensures the coordination of the different participants, not only at the political level, but also at the level of civil servants in the national parliaments.

The most important consequence is that the ECPRD Secretariat has been transferred to the new directorate and its Director Mr. Bo Manderup Jensen became a new Co-Director of the ECPRD instead of Mr. Dick Thornstra.

The directorate has already started new various steps of inter-parliamentary cooperation. For instance, it is organization of inter-parliamentary seminars on different subjects in cooperation with the parliamentary committees in the European Parliament. The participants include members of the European as well as of national parliaments, together with the staff in the related committees. Based in the Directorate, a network of permanent representatives of national parliaments (for the moment most of the 25 EU-countries plus the candidate countries) has been created. It is really something new and represents a new approach in our activities.

The Directorate will also continue in coordination of the integration of the database of parliamentary committees in the national and the European parliaments in IPEX (Inter-parliamentary EU Information Exchange) and the ECPRD database (<http://www.ecprd.org>) will be completely reorganized in a more modern and user-friendly way. The intention is to add new features on the web-site, with well functioning search module and to find better solution for the archiving of the continually growing number of comparative requests. According to the statistics, between August 2004 and August 2005 there were 152 requests from almost all fields of parliamentary administration and 2 931 replies from 55 different national chambers. So, we have about 20 replies pro request which seems to be very effective.

Thanks to all of above mentioned changes, the list of conferences, seminars and meetings for the year 2005 is a bit shorter. There were or will be held:

1. Meeting of the Executive Committee, London, 2 March
2. Meeting of the Working Group on the ECPRD Statutes, Rome, 20 May
3. Meeting of the Macroeconomic Research Working Group, Yerevan, 3–4 June
4. Meeting of the Executive Committee, Brussels, 9 September
5. Annual Conference of Correspondents, Bucharest, 13–15 October
6. Meeting of the ICT Working Group (joint meeting with Parliament on the Net), Ljubljana
7. Seminar on Relation between National Parliaments and the European Parliament, Madrid
8. Meeting of the Macroeconomic Research Working Group, Brussels
9. Seminar on Parliamentary Administration, Rome

- Association of Parliamentary Libraries of Australasia: APLA Report, Moira Fraser
- **APLIC / ABPAC Canada. Report by Vicky Whitmell, presented by Hugh Finsten.**

The Association of Parliamentary Libraries in Canada has met twice in the past year. In September 2004 our biannual conference was held in Edmonton, Alberta. The highlight of that meeting was our guest, Moira Fraser from New Zealand. Moira made two presentations to our group that were well received. APLIC held its annual business meeting in Toronto Ontario in June 2005 in conjunction

with the Special Libraries Association which held its conference in the city. We had presentations on partnerships and partnering. This meeting gave us a chance to say good-bye to our long time member Richard Pare. He and his wife Renee were honoured with a special gift and dinner.

APLIC continues to focus on its activities on the following: a) Supporting preservation projects such as Canadiana .org and the continued publishing of the Canadian Parliamentary Guide; b) Conducting our annual survey that allows us to compare service, staffing and funding levels, and identify best practices among our members; c) Considering partnerships possibilities such as consortia purchasing; d) Archiving our membership website and developing a public site and profile for the group, e) increasing the professional development opportunities offered by APLIC.

The next biannual conference is scheduled for September 2006 and the intention is to hold it in Canada's North: Iqualit, Nunavut.

- APLAP Report. M. Noboko
- APLESA, representative from Uganda
- AAPLD, report
- PARDOC, report M. Francois Milogo
- NCLS, report Ms. Donna Scheeder
- **Nordic Countries, report by Ms. Gro Sandgrind**

Report from the 52nd. Meeting between Nordic Parliamentary Librarians, Reykjavik, 12–13 May, 2005.

Kristin Geirsdottir was the host, in the Althingi. The main issues were:

Consortia: Iceland has a national consortia (the only one we know of), that gives free use for all inhabitants in the country to 8000 fulltext journals, 350000 electronic publications, 3 encyclopedias and 1 dictionary. All libraries share the expenses. Finland has FInElib consortia, Denmark has DEFF and Sweden has Bibsam. Norway has so far, no good solution.

New services: Searching facilities were discussed. Sharing ideas on the use of Metalib and Autonomy. Althinget has started a research service with one new staff member. IFLA preconference: planning a coordinated presentation. Next meeting in Copenhagen, June 2006.

- **Latin American Parliamentary Library Association, report by M.Délano**

Ms. Délano reported on the fledgling Latin American Parliamentary Library Association such as a) establishing the statutes for the Association which are presently in revision; b) requests for information made by the members; c) proposal of a meeting in Brasilia, in April 2006. Peru, Brazil, Peru, Bolivia, Guatemala, Mexico, Argentina and Chile have been actively corresponding for the meeting.

10. Future Conferences

IFLA 2006, Seoul, Korea. Presentation by Korean Representative.

IFLA 2007, Durban, South Africa

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

- Windows of opportunity
- Compared studies on services, technologies, staff, indicators, etc., for benchmarking.
- Getting the request out of the user



- Information literacy
- Globalization
- Organizational structures
- Recruitment
- User education
- Impact of Libraries and Research services on legislative outcome.... better laws, for example
- Parliaments and anticipation: one step before or one step behind societal, cultural and technological changes
- Change management: users, environment and ourselves
- Consortia and cooperative acquisitions
- Training: what makes a good researcher
- Knowledge management in a parliamentary environment
- Collaboration with other parliaments and their services
- The other side: integrating executive and legislative information
- Special collections management, including multimedia
- Electronic / virtual services and products: the electronic or virtual parliamentary library and research service.
- Citizen participation and involvement from the library of parliament.
- Business or IT architecture: technology and content
- Marketing practices – failures and best practice
- Information literacy – for MPs and the public
- Knowledge database
- Copyright
- How do we handle content so that we find the right information?

12. IFLA booth schedule

The IFLA booth schedule was confirmed and Raissa Teodori volunteered to help with the booth.

13. Useful information

Useful information, venues and such was exchanged.

14. Any other business

Parlanet. M. Délano informed that the Chilean Library of Congress has been developing the Parlanet portal for Parliamentary Libraries, with funds provided by the ECPRD. She gave members the presentation and page prints (powerpoints), for the members present to comment and suggest upon during the Conference and agree on the last SC.

15. Adjournment of the meeting



4. Number of papers in Section's conference programmes.

Number of papers in Section's conference programmes, 2001, 2002, 2003, 2004 (supported by list of references)

2001:

Preconference in Canada, 6 papers.
Boston, 12 including research seminar.

2002:

Preconference in London: 10 papers
Glasgow: 7 papers including research seminar

2003:

Preconference in Prague: 15 papers
Berlin: 3 open meeting papers, 15 research session

2004:

Preconference Chile: 21 papers, including the research session
Buenos Aires: 4 papers

As to the list of papers, they can be found at the IFLA web and in reports in the Newsletters, where each presentation is individually commented.

5. Number of Section's other publications.

The question is difficult to isolate in a parliamentary library context, because part of our business is preparing papers and research for parliamentarians. For example: do we include papers presented to other conferences; papers presented to parliaments; papers prepared and published for management or project purposes; papers published ref trade subjects (metadata, IT issues); papers internally distributed in the organization's editorial work, etc., papers in which our members have participated? For example, do we count the publications made by the Chilean Library of Congress or by the CRS, because they are Section members... Do we count papers such as History of a National Parliament or a book on poets created by the Greek Parliament as a publication? Do we count a member that is doing a PhD and publishes a thesis or a paper? Do we count an individual's publication of a paper for a Bowker book for example? If a member publishes literary reviews, does it count as a publication from Section members?

If the question refers to the Section acting as editor / corporate author of publications, the answer is only for projects financed by IFLA or individually presented. We know of publications edited by Bill Robinson, by Jennifer Tanfield and some with the collaboration of Irina Andreeva.

Part 2: Evaluative self assessment (IFLA professional priorities)

Supporting the Role of Libraries in Society

Our Section has worked actively in strengthening the role of libraries within the context of parliaments, as providers of knowledge and information for better laws and better legislative processes. This has been particularly evident with the presence of libraries belonging to parliaments of new democracies, the exchange of ideas, experiences and information between members.

Defending the Principle of Freedom of Information

Parliamentary libraries are present at the core of the principle of freedom of information. In the services provided and in upholding the values of IFLA:

Promoting Literacy, Reading, and Lifelong Learning

The Section has been exchanging experiences on promoting and providing information literacy, as key issues for parliamentarians. The subject has been considered in the workshops, for addressing the issue within complex political environments.



Providing Unrestricted Access to Information

Within their individual parliaments, Section members strive for offering information and knowledge in an unrestricted manner, although with some limitations given the nature of legislative activities. For example, a Research paper on a given bill could alter the whole business of the sector if prematurely Published publicly. The section has co-sponsored a program with Government Information on access to government information, particularly the role of parliaments in this arena. The section has also presented papers at their conference session on the role of parliaments in promoting information literacy and in their roles in making their own information available to the public. This is a difficult issue for the libraries and research services whose parliaments have determined that they work exclusively for the members and not the public.

Balancing the Intellectual Property Rights of Authors with the Needs of Users

Parliamentary Libraries and Research Services are looking for ways in which the author's and the user's requirements are in balance, with a fair use Outlook. The subject is difficult given the diverse makeup of parliamentary libraries.

Promoting Resource Sharing

The Section members have been actively sharing resources, experiences, ideas both within the Conference and as a result of contacts and networks built under the IFLA umbrella. The workshops conducted at the annual conference provide a particularly good platform for facilitating this.

Preserving Our Intellectual Heritage

Some parliamentary libraries are already participating in the Blue Shield initiative, such as Chile, and as keepers of the legislative memory, many libraries have considered issues. One already is the preservation of electronic resources, as an issue to be taken up.

Developing Library Professionals

Individual Libraries have been promoting the exchange of professionals, training and sharing experiences, specially in the workshops. As a continuous concern, the Section is usually updating information for developing professionals and for recruitment of staff. Members of the section are frequently invited by their colleagues to make a visit to lecture and conduct workshops and otherwise provide professional development opportunities. The section has located sources of funds for librarians from lesser developed countries to attend the IFLA meetings.

Promoting Standards, Guidelines, and Best Practices

The Section definitely promotes standards, guidelines and best practices, in parliamentary library and research activities. The what, the how, the political neutrality, how to deal with political environments are some of the issues.

Supporting the Infrastructure of Library Associations

Most libraries belonging to the Section belong at the same time to regional associations or the country's main library association. Members participate in multiple endeavors of associations such as SLG, Aplap, Aplesa, Association of Parliamentary Libraries of the Nordic Countries, and many others. Many of the members serve as officers and conference planners for these associations. The section used the pre-conference in Valparaiso as an opportunity to bring together representatives from the countries of South America to form a new regional association in order to share best practices and promote professional development.

Representing Libraries in the Technological Marketplace

The Section has been extremely active in this issue, sharing experiences and helping each other in complex technological issue. One recent example was a side-meeting in Oslo, to share major concerns about a software that was being used by several parliamentary libraries.



6. Review the Section's achievements, 2002–2003

The Section won the Newsletter award for the 2003 Newsletters, and during the Preconference in Valparaíso, previous to Buenos Aires, the Latin American Parliamentary Libraries present signed an agreement for an Association of Parliamentary Libraries. We have successfully begun a tradition of having parliamentarians address us so that we can hear of our work from our users perspective. This has been a huge step forward and is testimony to the work of the Section, that members of parliament respect us that they will take time in their very busy schedules to address and share with us. The workshops have provided a slot for different parliamentary libraries to share their everyday concerns and help in aspects from complex political environments to research for parliaments. The Research meeting has allowed the Section to learn about different outlooks for providing value added services to parliamentarians in the legislative process.

7. Outline the Section's projected goals, 2004–2005

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.
2. Promote citizen participation and democratic enabling activities from Parliaments, in the context of the Information Society and Information Literacy initiatives.
3. Promote better laws and better lawmaking processes with the provision of information and knowledge services.
Promote understanding and experience sharing of working in a politically complex environment.
4. 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.
5. Encourage professional competencies required within the Parliamentary Library and Research services environment. Provide and share information about the Section and the Standing Committee. and the SC:
6. To promote membership of the Section and seek a broader representation of the standing committee.

8. With what other Sections does the Section collaborate

The Section has had some activities and presentations with Government Publications in shared endeavours with Mr. Frank Kirkwood.

9. Are there other Sections which you feel might logically collaborate with yours? Indicate ways in which this might be done

The Section has some natural partners such as Government libraries, law libraries, government publications, IT, Management, indicators, etc. Occasionally the programme conference could be shared with these other Sections, provided that the thread of parliamentary concerns is kept. And, Parliamentary Libraries do have common con-



cerns with many other libraries, such as collection development, serials, electronic materials, etc., but the attendance to IFLA is mainly of Library planners cum directors who do not immediately deal with these issues.

10. If you received Project money in 2001, 2002, 2003, 2004 how was it spent and how successful was the outcome?

We have not had any new project money provided by IFLA during the period.

Every time our parliaments finance a parliamentary assistance trip for strengthening or starting a parliamentary library there is a benefit to the section and thus to IFLA. We spend time raising support for a pre-conference that meets our needs since we can't do so within the confines of the IFLA conference. We are interested as a section in finding resources to bring our members to conference which does generate money for IFLA in the way of conference fees.

11. Outline the ways in which the Section communicates with its members, giving an indication of any improvements that might be made.

The Section communicates by e-mail, mail and when required by phone. The members attend different meetings like IPU, EU, ECPRD, etc. and establish contacts and work activities with the host country. Improvements could be made if the SC members could have administrative support; one major impediment is the volunteer work done by the members. All must be done in costly hours and time mainly payed by the member's individual and personal time.

12. In what ways has the Section sought to develop its membership? How could it further this in the future?

Mailing, inviting, stimulating regional participants, promoting regional activities (such as Latin American parliaments). It could be furthered if the participation is not narrowed to those affluent countries that can pay memberships and attend IFLA Conferences. The cost is a deterrent and the makeup up of the same power driven members is a deterrent too. The same people get the posts, the papers and the finance over and over.

13. Are there any ways in which the Section might benefit from support from IFLA Headquarters/other Sections/any other sources? If so, give suggestions.

The main issue for more participation is the cost of a) attending the Conference and b) being part of IFLA. Additionally, there are the hidden costs caused by all of the volunteer work of the Officers and the SC. So, more scholarships and not only for younger colleagues would be helpful.

14. Has the Section generated any money for IFLA – and in what ways might it do so in the future? (Examples: publications, conferences etc.)

No, and is not interested in doing so for the time being. IFLA is too expensive as it is. Furthermore, IFLA is already costing a lot considering the member fee, the expense of a very costly conference and the running of activities with volunteer work (which adds in cost if calculated in resources and man/hours).

15. Please provide a series of keywords which best express the topics and issues that are of concern to your Section

Democracy, Legislative process, representation, knowledge for better law making, support of legislative processes, Information for laws, Impact of laws on the citizen, and more. Politics and information; legislative subjects. marketing services, parliamentary assistance programs, personnel management issues, globalization.

16. Please add any other information that you feel is relevant to an evaluation of your Section.

The Section has presented misgivings about belonging to IFLA and the value received for the input (member fee, cost of attending). Members who have embraced a strategy of customization of the services they provide to their clients see IFLA as rigid in its approach to customer service. Recent chairs have had lobbying to do to keep



members within IFLA and not splintering. Other is the rigidity of IFLA procedures that limit the initiative of the Sections.

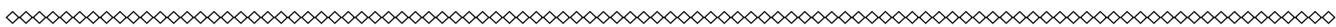
Another comment: surveys and information gathering are important if the data is useful for decision making. So far, we do not think the data is useful (for example publications by members of the Section). This survey offers little information of use for IFLA HQ planning. We do not see any relevant information being gathered that could redirect IFLA.

Members have indicated their disapproval of main HQ expenses, staff maintenance and on top of that having to pay for being a member and attending IFLA. There is no overwhelming value out of belonging to IFLA vs. handling relations as a splinter group only for parliamentary libraries.

Members have indicated their rejection for perceived HQ arrogant attitudes and not a colleague, team work attitude.

The plus side is the broader picture of information and library work that members get when they come together for face to face meetings. They have an opportunity to discuss issues related to their practice of their profession that they cannot put in writing and deliver as a paper. In some environments, some best practices are better communicated orally.

The work of our Section members has changed dramatically since the Section was first established. The work has expanded from library work to research service, which goes way beyond reference, to the provision of written background and analysis on the issues of the day. This means that our constituency is more diverse occupationally and if the section is to stay relevant to its members we need to address the needs of the research work as well.



Report on the IFLA Workshop August 17, 2005 OSLO

TOPIC: How can the impact of the work of Parliamentary Libraries and Research Services be measured??

Led by: Hugh Finsten, Parliament of Canada

Report: Ellie Valentine, Armenia Legislative Strengthening Program

The agenda presented by Hugh Finsten included:

- A. What do we mean by "having an impact"
- B. Why Measure Impact
- C. Defining our Role
- D. How can we measure our impact?
 - a. Outputs
 - b. Quality of Work
 - c. Use of our services – coverage
 - d. Use of our services – Tracking
 - e. Feedback from Clients
 - f. Other

The workshop was conducted twice with 17 participants in the first session and 25 in the second. This report is a synthesis of the discussions and contributions of both groups.

A. What is Impact?

Hugh posed the question whether impact of libraries and research services of parliaments means contributing to policy making (affecting the legislative functions of parliament as well as scrutiny and government spending) or whether it is sufficient if our services have an impact just by assisting MP's in carrying out their work including their ability to understand issues, respond to constituency requests." Is the impact of the services to increase the knowledge level of MPs? Does it mean simply providing Members with what they want?

Others in the groups suggested that the broader impact of contributing to better law making and effective democracy was important to consider.

Another opinion was that the work of the library and research services of parliament also impacts their own organizations by the management principles they introduce.

B. Why Measure Impact?

There are many reasons why measuring impact could be important. Among those presented were:

To influence budget allocations

It provides an opportunity to assess the work that we do

Measuring impact can help to identify what new services might be required and what our "market" demands

Measuring impact can be an important motivator for L/RS staff to know how their work is being used



C. Defining our Role

Measuring impact should be connected to our mission statement. As some participants pointed out, we have different clientele. Some L/RS's serve only MPs; others serve staff as well, while still others serve the general public. The level of services in our mission statements vary as well and this can be connected to whether we work to "improve the knowledge level of MPs" or to "improve the legislative process."

The way we provide our services will influence our ability to measure impact. If we provide services confidentially, it will limit our ability to measure impact of services. If services are provided electronically it is a different potential if the services are provided on the intranet and internet.

D. How can we measure impact??

a. Outputs

Many colleagues reported on different schemes of measuring outputs (the number of reports, the number of requests, the number of follow-up questions). But these numbers can be interpreted in different ways. One colleague reported that they actually measure the "decrease" in the number of requests because their goal is to increase self-sufficiency of members or staff to conduct their own simple requests, thus leaving L/RS staff to be able to concentrate their efforts on more complex queries. Another colleague posed the provocative question of whether follow-up requests were an indicator of positive impact, or whether it was a negative indicator (perhaps if we didn't do a good job from the start the clients need to come back to get the answers required). One colleague posed the question of whether the outputs we produce have a public or private value.

Most participants agreed that outputs alone were not enough of a measurement of impact, but that it was still necessary to measure them. However, we have to be careful, because if your numbers show something and you make an interpretation of what that means, then you need to test the hypothesis behind it (e.g., there is a reduction in requests, but that is because the requests are getting more complex).

b. The Quality of our Work

Several participants mentioned the different cultures in which they work and how that defines quality. These refer not just to the traditional differences of legislative research versus academic research for example, but broader differences. For example, in some parliaments the oral traditions among some MPs (for example, New Zealand and Oman parliaments) can affect on the perceived quality of the product produced. In this context one of the participants suggested that there were even individual differences among MPs related to their "learning styles" (visual, aural or kinetic) and the delivery of services may take into account when one is evaluating quality.

Some participants posed the question of whether quality is really what we perceive it to be or what they want. This also led to a discussion that as we develop quality standards, so it will be able to measure quality – but posed the question whether we share those standards with our clients. The House of Commons "fit for purpose" standard most specifically addresses this.

C. Coverage

How do we know that our services are being used and by whom?? Most parliaments' representatives agreed that monitoring web statistics falls short because the statistics are very general and with few examples, one cannot distinguish the web stats the name if the person with the parliament or the general public. Just looking at the Website hits cannot tell you much, and tracking the number of hits on the web is also of limited value. On the other hand, those parliaments which have the required software programming have said that they use web statistics not of hits, but rather of deeper use of the web (number of kilobytes or pages downloaded from specific pages on the site).

Hugh shared the results of a survey the Canadian library commissioned in 2003 which confirmed the reasons why MPs used the services provided by the library and research services. However, several colleagues raised the issue of intermediaries who use the L/RS (e.g., committee staff or MP assistants).



One colleague raised the question whether we can value what one "touch" of a client is and whether it is universal. Should a research paper have more value than, perhaps five book loans or one quick and timely reference query?

Some L/RS's use member profiles to address the coverage of their needs either by theme or service provided.

The issue of location of the L/RS service can be directly related to the coverage provided – if services are provided from the floor of the plenary debate hall or strategically located public terminals could influence who use the services. Physical location is important even in the age of electronic service delivery.

Introducing services to attract users to other services was mentioned as well (such as having a fiction collection to attract users into the service and once they come, introduce them to the array of services at their disposal).

Hugh also posed the question: when will we be satisfied with the degree of coverage we have? Is 75% coverage satisfying?? Is 98%?

c. Tracking Impact

Bringing up the issue of social scientists who use the number of citations as an indicator of their value to the profession, Hugh opened the discussion on whether there are ways we can track our impact.

One small parliament (Provincial Canadian legislature of Newfoundland) actually tracked references to the library and research services in the Hansard (transcripts of plenary sittings). Most parliaments would not have the ability to do that on a regular basis. However, when MPs write books or articles, they may acknowledge the L/RS. In Greece, it is a specific request of the library that the each MP who publishes something based on information provided by the library acknowledge that. We understand that MPs may not wish it to be known that they "don't know something" and may take something provided by the library and call it his/her own; however, we don't appreciate it when staff do the same.

In both sessions, the question was raised whether it is possible to evaluate the impact of the L/RS in legislation that is produced. This is very difficult in general, but also it is difficult to separate the L/RS impact from the other entities that may have influenced the legislative process.

Sometimes the impact might be to prevent legislation from being passed.

g. Feedback from Clients

There is strategic feedback that is planned by the L/RS:
Surveys; tear sheets; phone interviews; structured interviews; on-line pop-up questions; focus groups.

There is also indirect feedback through the House Administration Committee for example or through secretaries and assistants.

For those services that have attachments to committees, the staff might well learn how much the work of the L/RS influences the debate or deliberations at that level.

It was stressed that asking open-ended questions is important when conducting surveys. One colleague stressed the importance of getting to know the concerns of members, as well as finding out who is NOT using the services and why.

Delivering products by hand can provide an opportunity for oral feedback, or at least to encourage the client to discuss it with the library/RS staff afterwards if necessary.

Again, it is important to be cognizant of the fact that MPs may be hesitant to admit that they had knowledge gaps so a relationship of trust is essential in getting feedback from MPs.



IN SUMMARY

We were mostly agreed that impact should be measured and that there is a combination of ways that it can be. Many of these are dependent on the culture of the institutions in which we work.

Impact measurements can be helpful because it can be used to support budget appropriations or to show relative value of our services compared to others in our institutions.

But the challenge remains to define that value and to communicate that to our administration and our staff and to use that to continually improve our services.

IFLA 2005 OSLO

Section on Library and research Services for Parliaments Report from the workshop on Library marketing

Workshop leader: Marga Coing

Rapporteur: Jan Keukens

First session: 13 attendees

Second session: 21 attendees

In a short introduction Mrs Coing touched upon the main issues of library marketing:

A market approach; competition with other institutions within and outside the parliament; networking; quality of services offered and developing of quality standards; quality standards for personnel and the continuing training of personnel; exploiting the libraries' internal knowledge (Experience shows that well over 60% of the knowledge needed to improve one's own products can be gained from own experiences). She opened the discussion by raising five questions: 1) Are we doing the right things? 2) Are we doing things right? 3) Do we have "an early warning system" in place to indicate weak points at an early stage? 4) Has a proper balance between input and output been struck? (optimisation of the service provided?) 5) Is the field of "public relations" and "event marketing" perhaps more important today than quality? (a rather provocative question as Mrs Coing stressed herself).

A lively discussion followed to which all colleagues contributed. My main observation of the first session is that we talked more about what our MP's and political assistants really need than about marketing tools. Before you come to marketing you must have a clear understanding of what the needs and concerns of MP's are.

The following contributions were made:

- 1) Learn from your front desk staff. They often understand in their day-to-day contacts with the MP's and political assistants the needs of our clients better than back office or research staff.
- 2) If possible let your back office staff do shifts at your information desk so that they understand more about the needs of MP's.
- 3) Try not to be too academic in your research papers
- 4) Do not forget that MP's also need a lot of low level information –what is in the newspapers– to do their work. Try to full fill these needs well and quickly and after you have done this try what you can do with your more sophisticated products and services.
- 5) Let them feel that they (MP's) are unique and important. Try to educate them without giving them the impression that you are doing so.
- 6) Try to find out what their needs are. Marialyse Délano from Chile explained about their relational marketing concept. They talk with their MP's and senators about their needs and concerns. Not about the products of the library and research services. They go out with them to their constituencies and see how they work.

Marketing tools:

- 1) Branding
- 2) Keep the notion in mind that MP's are individuals and differ very much from each other. This makes it difficult to fit them into a group orientated marketing approach.
- 3) Sidelines can be an important marketing tool. You can attract your clientele by offering them nice things – a lecture or party – in stead of your core business only.
- 4) Statistics are important. However the statistics of our “old” products tend to go down and a lot of us do not have good and reliable statistics of new products on the intranet.
- 5) Try to get support for what you are doing now and for your new products within your own administration. Be sure that your library is represented in those administrative committees were strategic decisions will bet taken.

Session 2 dealt more with marketing and marketing tools than the first session.

- 1) Quality is important but as time is an important quality standard it is better to speak of products which are “fit for purpose” than of high quality products.
- 2) Competition, an example from the Belgian Parliament. The library faced serious competition for its daily press review from two commercial news agencies. The parliamentary library delivered its press review at 9.15 am, the agencies at 7 am. The quality of the review of the parliament proved to be more tailor made thus better. Now these two agencies and the library are working together to make the press review of the library even better.
- 3) You must always market your “unique selling point”. The thing(s) that you can do better than others. That can be among others things the fact that your service is unpartisan, timely, tailor made or of high quality.
- 4) Again marketing towards your own organization/administration was mentioned. Do explain also to other sectors of your administration why you need all these staff and resources.
- 5) If possible, use your MP's as your ambassadors. The library of the Scottish Parliament and the broadcasting department wanted to put short biographies on video of MP's on the intranet. They selected two MP's to become their ambassadors for the project. They did the lobby work and it was then quite easy to get the funding.
- 6) Learn from complaints. Talk to MP's and staff and listen carefully especially when they are not satisfied.
- 7) Introductions/instructions can be a strong marketing tool whether this is a general introduction programme or at a one to one basis in a private office.

WORKSHOPS ON INFORMATION LITERACY

*IFLA Library & Research Services for Parliaments
Oslo, Wednesday 17 August 2005*

Leader: Moira Fraser, New Zealand Parliament
Rapporteur: Iain Watt, European Parliament

Summary of points raised

[As is sometimes conventional for workshops, this is a synthesis, and most contributions are unattributed. This is intended to make it easier to follow the main lines of what were two different, wide-ranging, discussions; and to avoid any risk that an attributed comment will inadvertently lead to difficulties. The synthesis was done very rapidly – but I do have blow-by-blow attributed notes for the meetings if they are needed, and of course any attendee is welcome to challenge the synthesis].



1. What is Information Literacy?

To summarise the various definitions presented by Ms Fraser:-

Someone who is 'information literate' can

1. recognise when information is needed
2. find relevant information
3. evaluate the information they have found
4. understand the information and incorporate it within their existing knowledge
5. use the information to create new knowledge
6. understand the broader issues relating to the use of information and use it ethically and legally

The definitions have become more complex over time and not every element might be considered fully relevant by everyone, in every situation.

The focus in libraries has generally been on *client* information literacy but it is also relevant to library staff competences.

In terms of clients it is relevant to:

self-service – client ability to find and use information for themselves

library service – client ability to articulate needs, ability to process responses from the Library

Information literacy has also been considered relevant to effective citizen participation in the political process.

The main interest so far in parliamentary libraries has been in *clients* (especially Members and their staff) *finding* information, and much less in issues of *evaluation* and *use* of information, and rarely in *citizen participation*¹.

2. Environmental issues

1. The political system also responds to Information Literacy ('IL') issues - cases were mentioned of parties consistently losing debates (even if they won votes) and consequently upgrading their selection criteria for candidates in terms of education level and commitment to IL. There were also some signs of increasing interest in IL training in order to achieve competitive advantage.
2. Client awareness of IL as a problem is a fundamental issue - activities to tackle IL get a good response when the client is aware of a need (e.g. an issue on which the information problem is staring them in the face), whereas proactive IL activities offered in a vacuum tend to get a much more patchy response. [Not actually mentioned in the workshops, but implicit: a key area for future work might therefore be how libraries can raise clients consciousness of IL needs]. Libraries can also do much more to raise client awareness of how Libraries use IL to add value - libraries do not sell this added value hard enough.
3. We are dealing with the 'Google generation', especially considering Members' assistants. For some, information that can be found quickly is good information, with less weighting than we ourselves would give to information quality. (Based on at least one study of parliamentary work, anecdotal evidence from other parliaments). It is also much easier for bad information to get into circulation, to reach many people quickly, and to become persistent. People with an information literacy problem could nevertheless be highly confident in their information skills, and were therefore unlikely to realise there was any problem. Library staff had a critical approach to information as an automatic response, but we should not assume that all our clients had the same reaction.
4. The ECPRD conference last year on client needs² was referred to as a possible source of information/ ideas for IL. It was noted that both the ECPRD seminar and the IFLA events had shown a division in parliamentary libraries: there were major differences in the place of libraries in general in the culture, in the historical and physical place of the library in the Parliament. In some countries (parliamentary) libraries are seen as central institutions and an obvious source of information and information service.

1. The only library to mention action in relation to citizen information literacy was Chile. The library runs seminars out in the regions, directed mainly at teachers, on how to find information on the parliamentary website.

2. EXPRD Seminar **Parliamentary libraries and research services: meeting users' changing needs** London, 4 and 5 November 2004, Portcullis House, House of Commons.

In new parliaments, in countries where libraries have a different history, role and place in society, parliamentary libraries may be operating in a very different context. They may for example be much more marginal both organisationally and physically, they are less obvious to clients as a solution for information problems. For information literacy, as in other matters, the issues and the solutions which might appear obvious in some parliamentary libraries do not hold in others.

3. Parliamentary library activity in relation to Information Literacy

The workshops revealed widespread and varied activities in relation to IL, even if they were not necessarily labelled as such.

The activities mainly consisted of raising awareness amongst Members and their assistants, with training focused on the assistants. [This did not indicate a lack of ambition to train Members, but rather the practical point that assistants were more likely to take up a training offer].

The training offered included:

- general introductions to library use and finding information
- specialised training (information for specific subject areas, specific types of information, 'difficult' information sources...)
- group and individual training
- systematic offers of structured courses and ad hoc reactions to individual needs
- training offered on library premises and outreach or 'consultancy' activities delivered in the client's office (possibly combining information coaching/problem-solving with collection of feedback and raising awareness of library services generally).

One specific idea that was regarded as very promising was 'co-browsing' - solving client information problems by remotely taking charge of their browser and taking them through the information search & evaluation process live on their computer screen. This was seen as not only leading to a better result for the specific enquiry but also raising IL and improving understanding between client and Library. However, the only library to have actually tried co-browsing had had technical problems in implementation.

Training activities were mostly delivered by generalist library staff, but some services had specialists in training/client communications to do this work.

A common problem was that proactive offers of IL training had a low take-up rate, and/or were seen as low priority (bookings might be high but the rate of no-shows was also high). The exception, as noted earlier, was when (a) clients clearly understood that they had an information problem (b) it was sufficiently important for them to invest in a solution, and (c) they realised the library could help.

4. Notes of caution on the IL model

The origin of the 'Information Literacy' concept appears to be in developing academic skills (even if it has later been applied more generally). The ideal of information literacy for a student in a university may not appeal or be strictly relevant to e.g. a Member's assistant. Parliamentary library clients are not academics, they often want politically useful information - which may not be comprehensive, objective information, or nice, balanced academic discussion papers. [This is not at all to argue that libraries abandon their commitment to objectivity and to IL, but we do need to consider what IL might mean for different clients and also to adapt its marketing or it will get no response]. It was also observed that clients may not function best with an academic type of information service - some are based in oral cultures and prefer oral briefings or a discussion. Others prefer highly-condensed reports rather than a comprehensive document or range of documents. It was also noted that there might be more interest amongst some (many?) clients in learning how to manage TV, radio and press information than in the (traditional, academic) information literacy of dealing with typical library documentation.

IW

23 August 2005



21st century challenges: the view from the Scottish Parliament

Janet Seaton

Head of Research and Information Services
Scottish Parliament

Abstract

Library and information services increasingly face the challenge of justifying the value they are adding to their organisation. SPICe, the Scottish Parliament Information Centre, was created at the end of the 20th century to meet the needs of the new Scottish Parliament. With the opportunity to start afresh, this paper analyses the most important elements on which new services were based. These include the need to align your service with the objectives of your organisation, the need to build and maintain your credibility, and the need to meet your customers face to face. The biggest challenge facing research and information staff in the 21st century is identified as the need to embrace change.

A SHORT HISTORY – ESTABLISHING A 21ST CENTURY SERVICE

The Scottish Parliament was established on the cusp of the 21st century. Members of the first Scottish Parliament for 300 years were elected on 6 May 1999. With a four-year electoral cycle we have had another general election since then, so we are now in our second session. Despite our short history, there are so few examples of establishing new parliamentary information services that some analysis of the challenges we have faced and continue to face may be instructive.

Towards the end of 1998 a small team of about 20 people gathered within the Scottish Office (a UK government department) in Edinburgh. Our task was to establish a new Parliament with all the necessary accommodation, facilities, services and procedures to enable it to start functioning as soon as the new Members were elected less than 9 months later. This process was able to take place in a remarkably short space of time due to the amount of prior planning and thinking that had gone on before the team had been established, and indeed before the legislation which established a parliament for Scotland had even been introduced into the UK Parliament. We were not, therefore, starting with a totally blank sheet of paper. A great deal of work had already been done over a number of years, on a cross-party and cross-community basis, not only to describe what the people of Scotland wanted the Parliament to look like but also by research into features of Parliaments elsewhere which might be usefully incorporated into a brand new Scottish Parliament. This task was also helped by the typically Scottish trait of going back to first principles and cutting through jargon and sophistry in order to come up with a solution that fits the required objective. I was seconded to this team from the House of Commons Library at Westminster, where I had worked for 20 years.

The Scottish Parliament was shaped by four fundamental principles, which were defined for it by a consultative steering group chaired by a UK Government Minister, Henry McLeish. Its report, *Shaping Scotland's Parliament*, was published in December 1998 and set out the four principles of accountability, sharing the power, equal opportunities and accessibility to the people of Scotland. In designing the framework for the Parliament and how it should operate, these four principles were the touchstone against which proposals were measured. Indeed, these were to become a benchmark by which any future developments could also be judged.

In setting anything up from scratch, you have the opportunity to leave the weight of tradition behind; to take a leap ahead of old practices and start afresh using all the experience that you and others have gathered before you. Each time you do this you hope that you will have got it right, you will have avoided the mistakes of the past and you will be ready to face the challenges of the future. The only certainty, however, is that nothing stays the same.

Those of us who were planning the research and information service for the new Parliament made a number of crucial decisions that shaped our expectations of our staff and our services. First of all, we decided *not* to call it a library. There was no collection of books, no room to house them, and most important of all, no suggestion that there would be a quiet atmosphere in which to study them. The emphasis was on speed, service, and innovation. We needed a brand; we needed to make an impact, and we needed to capture the imagination. SPICe, the Scottish Parliament Information Service, was born. The name's short, it's memorable, and it makes people smile.

Secondly, we recognised that our new staff would need to be adaptable; able to embrace change. However confident we were that the service would work; we could not fully predict what the demands on it would be. Change was inevitable. This meant that our new staff needed to be self confident, sure of their own abilities and able to communicate effectively and to work under pressure. They needed analytical and negotiating skills. Above all they needed to be flexible. We were determined that we would not create two types of information workers i.e. those in backroom and front room jobs. Customer-facing elements were built in to all jobs so that no one could be squirreling away in a back room, insulated from customer demands. The recognition of customer needs is the engine of change.

Recruitment timescales are lengthy in the UK, so we needed to describe the service and the jobs that we needed towards the end of 1998 in order to have staff in place to get things organised in time for polling day, 6 May 1999. With no relevant models in Scotland to look at, we recognized that we would have to explain what the new Parliament was and what it would be doing, what a research and information service would be doing for the Parliament, and how the posts that we were advertising would fit into that picture. Already we were in the business of justifying and marketing our services.

Our third decision was that there would be only one collection of stock to serve the needs of our research and information staff, and of our users. Furthermore, this collection would be, as far as possible, classified in a single browsable sequence. This would maximise the 'self-service' approach and simplify our cataloguing and indexing. Several years later this decision had the interesting effect of preventing our staff being split between different buildings when an accommodation shortage arose. It was more efficient to stay together because we all depended on the same collection.

Positioning your service

The role that your service can play in your organisation will depend on a successful combination of two factors: structure and credibility. It is imperative that you position your service so that it is closely aligned with the objectives of your organisation. In order to do this you have to explain what you are doing in terms that those who hold the purse strings and take the big strategic decisions can understand. The Scottish Parliament has a strong corporate ethos. Departments can rarely act in isolation; collaboration is necessary and highly valued. SPICe's remit is its fundamental strength. Our first priority is to support the research and information needs of parliamentary committees. The Scottish Parliament is unicameral, and its committees examine legislative proposals as well as conducting inquiries on subjects of their own choosing. This automatically positions us close to Members and to parliamentary business.

Our research service, comprising 20 staff, is the primary source of research support to committees. Individual researchers are subject specialists in one or more of the areas in which the Parliament has powers to legislate (known as devolved areas). They are organised in teams based around knowledge clusters of similar policy areas. Their team structure intentionally does not reflect committee remits. This strategic decision has two purposes. First, it promotes the ability of staff to cover each other's subjects in the event of leave or absence. Second, it avoids researchers' subject knowledge being submerged in the current agenda. They need to be able to keep an overview of developments beyond short-term and often media-driven interests. Most committees have an annual

'away day' in the summer when they plan their future work programme. SPICe researchers usually present 'forward look' papers to these meetings to inform committees of topics that may become important in the coming year.

We also work for individual Members and their staff. One of our most popular products is a 'virtual debate pack', which we put on to the Parliament's intranet. Members, or more commonly, their staff, can follow up references to material relevant to forthcoming debates, and contact us if they need print sources or more background. Users like the service because it is timely, relevant, and easy to access. It is also our responsibility to supply printed copies of parliamentary and government documents to Members. Since moving to our new parliamentary building, Members have demanded a SPICe presence both in and adjacent to the Chamber to ensure that documents relevant to plenary debates are available at all times.

As a result of the Parliament's corporate culture, SPICe skills and services are available to other parliamentary staff. Their needs range from answers to reference enquiries, to in-depth, often comparative research. One recent growth area is in expert advice on the design of questionnaires for surveys commissioned by staff, such as travel to work surveys or surveys of customer satisfaction with services. It is better value to use existing staff for this purpose than to contract it out, and it avoids the need for a procurement exercise.

Credibility and marketing

Whether or not you have a remit that is central to your organisation, the credibility of your service will directly affect your success. You must build a respected reputation, and once you have achieved it, you must work hard to maintain it. Your credibility will depend on the quality of your staff, of the services you provide, and of your products, externally published or not. Recruit well qualified staff who understand how policy works in practice. Train and retrain them. Introduce peer review procedures for your outputs both within your own team and outside it, and insist on quality. Create a positive atmosphere that values improvement. Seek external validation and reflect it, especially upwards. A survey of the users of our website unexpectedly revealed that SPICe research briefings were used and valued by a wide range of professionals as good summaries of current topics. We have been able to attract respected academics to co-author subject briefings which analyse election results. This visibility has enhanced our profile and our reputation both within and outside the Parliament.

Assuming that you have a good product, it is important to advertise it, otherwise it may be ignored because people are not aware of what you can do. There are simple ways of achieving visibility. For example, we publish our research briefings and fact sheets on our website. We ask our Media Relations Office to make a link from their news stories on the website's front page to the relevant SPICe briefing. This is partly as a contribution to democratic accountability; we believe it is right that everyone should be able to see the briefing material that we provide for our Members. It is also a means of building our reputation by allowing outside scrutiny. In some cases a briefing provokes correspondence from groups or individuals who feel that we have misrepresented or ignored their particular point of view. We will defend our papers, but if we think that the criticism is justified, we will amend the paper accordingly, without compromising our integrity. The fact that our papers are commented on publicly, almost always with praise, adds to our credibility with Members, who are our primary audience.

We are in a competitive environment. You will find increasingly that you have to justify what you are doing, prove its worth and prove that you are providing value for money. A number of challenges face us in this field. How often have we heard the cry 'it's all on the web', 'why do you need so many people when everything I want is available at the touch of a button?' We are in the business of managing information and knowledge. This relies heavily on human judgement, expertise, and professionalism. The world has not yet been taken over by 'google monsters', but they have made finding information seem easy and almost instant. It is our responsibility to demonstrate the limitations of internet search engines, and the added value that professional information specialists can bring to users' enquiries. This is likely to involve more one-to-one training of your users, and at their desktops rather than yours.

Expectations are that responses will be faster, quicker and shorter. Even five years ago we were composing enquiry responses on letter templates, printing them out on to headed notepaper and sending them to Members in the mail. Now, more likely than not, the answer will be either in the form of an electronic attachment to an

we have taken the decision that briefing on reserved matters will be done either at the level of the provision of reference material or by the provision of material already produced by our counterparts in the UK Parliament who, by definition, have the ultimate responsibility for briefing on these subject areas in the legislative and policy context.

In terms of keeping up to date, it is important that both our researchers and our information specialists keep in contact, both electronically and in person, with their professional counterparts. For example if you are a subject researcher specialising in, say, transport or housing, we would expect you to go to at least one major relevant conference a year; to visit your counterparts in the relevant government departments, and to maintain contacts with relevant academics in universities and other institutions, not only in Scotland and the wider UK, but wherever they happen to be. In order to make this happen we have to make sure that it is an objective in everybody's job description to maintain their professional contacts. This means that time away from their desk must be facilitated. This in turn means that you must have a system with adequate flexibility to maintain your services. It is not acceptable for a customer to phone up and for the response to be 'I'm sorry, our transport expert is out of the office until next Thursday and there is nobody who can help you in their absence'.

POLITICISATION

Finally there is the challenge of politicisation, which seems to have increased in recent years. Parliamentary information services are by their nature vulnerable to being brought into the political and public arena. Few services have so many customers (129 in our case), who are independently-minded political animals who can and do quote your advice and your words in public and on the record. Impartiality and objectivity are essential elements of our work. We have to be politically aware, without being politically partisan. Building and maintaining a reputation of trust and respect are priorities. Nevertheless, sometimes your work can be taken out of context or can be used by one faction to attack or criticise another. It is important to have clear procedures for ensuring the quality of your work, and to check that they are being followed. Staff also need to be trained and prepared to deal with the consequences of unwanted publicity. If they are expected to speak directly to journalists, for example, they should have appropriate training. If that is the responsibility of others, your staff must know to whom those enquiries need to be transferred.

If your service plays an essential part in the business of Parliament, there will be times when it becomes a political football. We have experienced this recently in the Scottish Parliament. One of our responsibilities is to receive information or documents referred to in answers to parliamentary questions, and to make them available to all Members. A Member of an opposition party had asked the Minister for Health for information about waiting lists for National Health Service patients. The answer to his written question promised to place the information in SPICe. After a few weeks, despite our staff phoning the relevant office on many occasions, at the request of the Member, to chase the information requested, still nothing had appeared. The opposition party then raised the issue at First Minister's (oral) Question Time, which is the media highlight of the parliamentary week. They suspected that the Minister was reluctant to release the figures in case they embarrassed the coalition government at a time when there was a UK general election in progress. In the course of this rather heated exchange, our staff were unfortunately misquoted. As parliamentary officials there is no public opportunity to reply, although we were able to set the record straight through private channels. This example serves as a salutary reminder that no matter how straightforward your role, it can become the subject of political debate.

A related feature of most parliamentary information services is that their customers tend to come from opposition Members. In many parliaments, including ours, Ministers are precluded from using library, information and research services because they have access to the resources of the relevant government departments. Members from parties which form the government usually have less need to question the government position, so tend to use these services to a lesser extent. In aligning your services to the needs of your customers it is important to balance the loud voices against the silent majority, otherwise you risk compromising your impartiality and your integrity.



CONCLUSION

The biggest challenge facing parliamentary – and other – information services in the 21st century is the need to embrace change. The culture of the Scottish Parliament values innovation and genuinely promotes a 'can do' attitude among its staff. There is a drive towards continuous improvement and an expectation that mistakes are acknowledged, without blame, as lessons for the future. In the Scottish Parliament it is not good enough to say, as was commonly heard in the House of Commons Library 10 years ago, and no doubt elsewhere, that things are 'just about right'. As a young institution we have never been able to say that we've 'always done it like that'. If someone used that justification today, they would be challenged with the simple question 'why?'.

FINANCIAL STATEMENT FORM - 2005**FORM SHOULD BE FILLED OUT IN EURO**

(To be completed by Section Treasurers and sent to the Division Financial Officer no later than **14 October**)
(Labels A-I correspond to items on project and administrative report forms, Annex A and B)

Section: LIBRARY AND RESEARCH SERVICES FOR PARLIAMENTS _____

Date: NOV. 14TH, 2005

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

Description	A Opening balance '04	B Income from HQ '04	C Other income	D Total income at report date (A+B+C)	E Expendi- tures to date	F Balance at report date (D - E)	G Bills to be paid by year-end	H Amount remaining (F - G)	I Amount reserved at HQ for '05 (Only for Projects)	J Request for funding for 2006
1. Administrative funds	280.000	362.431		642.431	193.098	449.333		708 Euros		610
2. Project No: Name:										
3. Project No: Name:										
4. Project No: Name:										
5. Project No: Name:										
Totals	280.000	362.431		642.431	193.098	449.333		708		610

Comments: 1 Euro = \$ 634 pesos. _____

Expenditures were: office material, mailing costs and 100 Euros (110) paid for branding, for the Preconference.

The amount remaining was resented to HQ, Euro 669.35. The difference corresponds to bank transfer fee and taxes. _____

Please use the Sheet with Brief Instructions for more comments.

Signature of Treasurer of Section _____

Signature of Divisional Financial Officer _____

Brief instructions for the Financial Statement Form

Column A is the amount that appeared in column F of **last year's** financial statement + any funds received between report date to 31 December 2004. This should be accounted for on annex A and annex B.

Column E is the total of Annex A + Annex C

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

Column H is the total of Column F - G.

All remaining money from Administrative Funds and finalised project should be returned to IFLA HQ.

All columns should be filled out in EURO, see the Currency Conversion document for instructions

Comments:

The Section was very fortunate because for the Preconference both in Buenos Aires and in Oslo, the National Parliaments provided the venue at no cost to the Section, which was different from previous years. The amount available nevertheless was insufficient for a) translation and printing of preconference papers and b) simultaneous translation for the programme meeting in Oslo. We had requested translations and upon arrival, Congrex quoted an amount of money that exceeded by far available funds. It was extremely expensive and generated frustration amongst the members. _____

ADMINISTRATIVE FUNDS REPORT FORM
ANNEX TO IFLA FINANCIAL STATEMENT FORM 2005

WORKSHEET ADate: November 14th. 2005

Division/Section: Library and Research Services for Parliaments
Designations A-H correspond to columns to be filled in on the Financial Statement Form

The form should be filled out in Euro

ADMINISTRATIVE INCOME
- include bank transfer charges in income

A Balance of Administrative funds at date of 2004 Report

A Received from IFLA HQ (from 2004 report to 31 December 2004): 610

B Received from IFLA HQ (from 1 January 2005 to date of this report): 610

C Other income (please specify source):

D TOTAL ADMINISTRATIVE INCOME: 1220

ADMINISTRATIVE EXPENDITURES

- from date of 2004 report to date of 2005 report
- give breakdown of costs and attach photocopies of invoices, particularly for larger sums
- include bank transfer charges

Month/year	Item	Cost
Nov. 2003	Bank charges	3537
Dec.2003	Bank Charges	3533
Jan.2004	Bank Charges	3524
March 2004	Bank Charges	3524

ADMINISTRATIVE FUNDS REPORT FORM
ANNEX TO IFLA FINANCIAL STATEMENT FORM 2005

WORKSHEET A

Date: November 14th. 2005

Division/Section: Library and Research Services for Parliaments
Designations A-H correspond to columns to be filled in on the Financial Statement Form

The form should be filled out in Euro		
ADMINISTRATIVE INCOME - include bank transfer charges in income		
A	Balance of Administrative funds at date of 2004 Report	
A	Received from IFLA HQ (from 2004 report to 31 December 2004):	610
B	Received from IFLA HQ (from 1 January 2005 to date of this report):	610
C	Other income (please specify source):	
D	TOTAL ADMINISTRATIVE INCOME:	1220
ADMINISTRATIVE EXPENDITURES - from date of 2004 report to date of 2005 report - give breakdown of costs and attach photocopies of invoices, particularly for larger sums - include bank transfer charges		
Month/year	Item	Cost
Nov. 2003	Bank charges	3537
Dec.2003	Bank Charges	3533
Jan.2004	Bank Charges	3524
March 2004	Bank Charges	3524

Funds to be returned to IFLA Headquarters

Date: November 14th., 2005

Section number: III _____

Section name: Library and Research Services for Parliaments

Administrative funds: _____ 669 Euros

Project funds: _____ Project code: _____

Total: 669 Euros _____

Please only return project funds if the project is finalised or cancelled.

IFLA Bank details:

ABN-AMRO bank NV, The Hague
Account No: 51.36.38.911
Account Holder: IFLA Headquarters
IBAN: NL23ABNA0513638911, BIC: ABNANL2A

Please mark the payment characteristic: <Marialyse Délano> <III> Bank Transfer from Corp-banca, Chile.

This form was sent in by:

Name: Marialyse Délano S. _____

Signature:

**Please return the funds to IFLA Headquarters no later than
1 November 2005**



**REGISTRATION
FORM for the**

**22nd Annual Conference of Library and Research Services for Parliaments,
IFLA pre-conference 2006**

Seoul, Korea, 16–18 August 2006

Please fill in this form and return by no later than 15 May 2006 to:

Ms. Anna Lee
International Affairs Officer
National Assembly Library
1 Yeoido-dong, Yeongdeungpo-gu, Seoul, Korea 150-703
Phone : +82 2 788 4143
Fax : +82 2 788 4291
E-mail : intlcoop@nanet.go.kr

Family Name: _____

First Name: _____

Female: _____ Male: _____

Professional title: _____

Parliament: _____

Chamber: _____

Address: _____

City and postal code: _____

Country: _____

Phone: _____ Fax: _____

E-mail: _____

Special dietary requirements: _____

Other special requirements: _____

Dinner Wednesday evening: Yes / No

Dinner Thursday evening: Yes / No

Optional tour on the 19th August: Yes / No



HOTEL BOOKING FORM

22nd Annual Conference of Library and Research Services for Parliaments,

IFLA pre-conference 2006

Seoul, Korea, 16–18 August 2006

Please return this form to:

Ms. Anna Lee
International Affairs Officer
National Assembly Library
1 Yeoido-dong, Yeongdeungpo-gu, Seoul, Korea 150–703
Phone : +82 2 788 4143
Fax : +82 2 788 4291
E-mail : intlcoop@nanet.go.kr
(Hotel booking guarantee: 1 May 2006)

Family
Name: _____

First
Name: _____

Female: _____ Male: _____

Parliament: _____

Address: _____

City and
postal code _____

Country: _____

Phone: _____

Fax: _____

E-mail: _____



HOTEL RESERVATION:

Hotels Choice	Single room* (won)	Double room* (won)
Hotel Prima _____	130,000	150,000
COEX Intercontinental _____	260,150	296,450

* All prices are per room, per night, including breakfast, and city tax and are in Korean currency

Sharing room with _____

Please make sure that only one registered person books the hotel room. The person you are sharing with does not have to book a room.

In case you both book a room through this form or online we will have to charge both rooms.

_____ Single _____ Double _____ Non-smoking

_____ Late departure

_____ Early arrival _____ Late arrival _____ Wheelchair accessible

Date of arrival (dd/mm/yyyy) _____

Date of departure (dd/mm/yyyy) _____



HOTEL BOOKING FORM

Payment Information Hotel Booking

(Hotel booking guarantee: 1 May 2006)

Guarantee

_____ Please use the credit card below to guarantee the hotel booking. The total charges will be settled upon departure.

Following details are required:

Type of Card: _____ AMEX _____ VISA _____ Mastercard

_____ Diners Club

(no other credit card will be accepted!)

Card number: _____

Expiration date (mm/yy): _____

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

Card holder's name: _____

Signature Card holder: _____

