

THE 6th BIENNIAL CONFERENCE

ASSOCIATION OF PARLIAMENTARY  
LIBRARIANS OF ASIA AND THE PACIFIC

October 2 - 6, 2000  
TOKYO, JAPAN

# **APLAP**

The Parliamentary Library:  
Research and Information Services  
in the New Era

**Report of the Conference  
with Papers and Proceedings**

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**Mr. Tamisuke Watanuki, Speaker of the House of Representative, delivers Welcoming speech at the Reception.**



**Mr. Juro Saito, President of the House of Councillors, welcomes delegates.**

## OVERVIEW

The Conference of the Association of Parliamentary Librarians of Asia and the Pacific (APLAP) was held in Tokyo on October 2-5, 2000. The Tokyo Conference, which the National Diet Library hosted, was the sixth biennial meeting of the Association, previous venues being Seoul, Islamabad, Bangkok, Canberra and Manila.

The objective of the APLAP is to enrich parliamentary services through cooperation among member libraries. The theme of the Tokyo Conference was "The Parliamentary Library: Research and Information services in the New Era." Thirty-four participants from twenty-two parliaments – Australia, Australia (NSW), Bangladesh, Cambodia, Cook Islands, Hong Kong, India, Indonesia, Japan, Kiribati, Korea, Micronesia, Mongolia, Pakistan, Philippines, Singapore, Solomon Islands, Sri Lanka, Taiwan, Thailand, Turkey, Vietnam – exchanged experiences and had intensive discussions on how they could enhance services for their respective legislatures in the years to come.

The Japan Foundation granted the travelling expenses to the delegates from seven Asian countries.

The substantial part of the Conference started with the presentations by guest speakers, Dr. TAKAMI Katsutoshi, Professor, School of Law, Hokkaido University, and Mr. Patricio ARANDA TORRES, Director, Library of Congress, Republic of Peru.

Working sessions and business meetings were held on the subsequent days. Sixteen country papers were read in working sessions, which were devoted to sub-themes: "Services for Members and information technology," "Development and enhancement of services in the New Era" and "Staff in the future." In the general business meeting, new executive committee members of APLAP were elected.

The next conference of APLAP will be held in Ankara, Turkey, in September 2002. The theme of the Ankara Conference is "The role of the parliamentary library in enhancing democracy in the digital age."



## PROGRAM OF ACTIVITIES

### SUNDAY 1<sup>st</sup> OCTOBER 2000

Arrival of delegates

### MONDAY 2<sup>nd</sup> OCTOBER 2000

- 11:00 : Registration (National Diet Library (NDL))
- 11:30 : Snack and coffee
- 12:45 : Opening ceremony (Venue: Auditorium, Annex Building, NDL)
- 13:30 : Session 1: Keynote speeches ( // )
- 15:00 : Tour of NDL
- 18:30 : Welcoming reception hosted by the Librarian of NDL  
(Venue: Fuji-no-ma room, Grand Arc Hanzomon Hotel)

### TUESDAY 3<sup>rd</sup> OCTOBER 2000

- 9:00 : Session 2: Services for Members and information technology  
(Venue: Conference room I, Parliamentary Museum)  
Country reports
- 10:30 : Coffee break
- 11:00 : Discussion
- 12:10 : Lunch (Venue: "Kitano Arms")
- 13:30 : Session 3: Development and enhancement of services in the New Era  
(Venue: Conference room I, Parliamentary Museum)  
Country reports
- 15:00 : Coffee break
- 15:30 : Discussion
- 18:00 : Dinner hosted by the President of APLAP (Venue: "Kitano Arms")

### WEDNESDAY 4<sup>th</sup> OCTOBER 2000

- 9:00 : Session 3 (continues)/Session 4: Staff in the future  
(Venue: Conference room I, Parliamentary Museum)  
Country reports
- 10:30 : Coffee break
- 10:50 : Discussion
- 12:00 : Lunch (Venue: "Seabornia")
- 13:30 : Tour of the Diet

(The schedule divides.)

[A: Executive Committee members, etc.]

15:40 : Executive Committee meeting

(Venue: Conference room III, Parliamentary Museum)

[B: Other delegates]

15:30 : Tour of Detached Library in the Diet

(A and B rejoin)

18:00 : Reception hosted by the Speaker of the House of Representatives  
and the President of the House Councillors.

#### **THURSDAY 5<sup>th</sup>OCTOBER 2000**

9:00 : Session 5: Roundup of sessions

Reports by the chairpersons

(Venue: Conference Room I, Parliamentary Museum)

10:00 : Business Meeting ( // )

(The schedule divides.)

[A: Executive Committee members, chairpersons, etc.]

11:30 : Preparation for Communiqué

[B: Other delegates]

11:30 : Tour of the Parliamentary Museum

(A and B rejoin)

12:40 : Lunch (Venue: "Kitano Arms")

14:15 : Tour of the Imperial Palace garden

17:20 : Closing ceremony (Venue: Auditorium, Annex Building, NDL)

18:00 : Farewell Party hosted by the Librarian of the NDL

(Venue: Foyer, Annex Building, NDL)

#### **FRIDAY 6<sup>th</sup>OCTOBER 2000**

9:00 : Sightseeing in Tokyo

13:30 : Lunch (Venue: Japanese restaurant "Akasaka Zakuro")

(free time)

#### **SATURDAY 7<sup>th</sup>OCTOBER 2000**

Departure of delegates

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## **OPENING SPEECH**

**Opening Speech by Mr. Masao Tobari,  
Librarian of the National Diet Library,  
at the Opening Ceremony, October 2, 2000**

It is my great pleasure to speak to you at the opening ceremony of the 6<sup>th</sup> Biennial Conference of the Association of Parliamentary Librarians of Asia and the Pacific as the Librarian of the National Diet Library, the host library of this conference.

It has been ten years since APLAP was established in May 1990 as an international cooperative organization of information and research libraries and services for parliaments. It was founded with the object of establishing and developing parliamentary democracy in the Asia-Pacific region.

Today, all over the region, people are still making constant efforts to develop parliamentary democracy, and expanding information services to parliaments remains the most important objective of parliamentary libraries.

So far we have been holding an APLAP conference every two years, in which the members can get together and exchange opinions at close quarters. In the course of the past conferences, mutual understanding and cooperation between member libraries have been significantly deepened.

The main theme of this year's conference is "The Parliamentary Library: Research and Information Services in the New Era." The Asia-Pacific region has a variety of ethnic groups and cultures, each socio-economically different from the others. However, the world is now globally changing to the information society, and we thought it would be meaningful for us to look together at how our services to parliaments need to be changed

In the sessions following this opening ceremony, I expect that the current status of the services in member libraries and their efforts in major fields will be presented from various angles, and that candid opinions on them will be exchanged. I believe these sessions will help us find a way to upgrade our own libraries' information service systems according to our own needs and situations.

We, the staff of the National Diet Library, have been working hard to make this conference a fruitful one. We hope that by the end of this 5-day conference, all the participants will have gained a deeper understanding and cemented cooperative relations with each other.

**ASSOCIATION OF PARLIAMENTARY LIBRARIANS OF  
ASIA AND THE PACIFIC  
(APLAP)**

**Speech**

**By Ms. Aurora Christiana Simandjuntak  
(President of APLAP)  
During the Opening  
Ceremony of the VI th APLAP  
Biennial Conference**

**Tokyo 2 Oct. 2000**

**Respected Librarian of the Diet,  
Distinguished guests  
Ladies and gentlemen,**

**It is an honour for us APLAP members to be here in Tokyo to have our VI th Biennial Conference, thanks to the generosity and far sightedness of the Speaker, President of the House of Councillors and of course the respected Librarian of the Diet.**

**Why far sightedness? Because it is fact that only some Parliaments in the Asia Pacific Region have an excellent Library and Information Service for their MPs. And if we do not work together and cooperate closeely, the gap between informed and less informed MPs of our different Parliaments will be wider and wider. This means they can not speak or communicate at the same level, and the result will not be very bright for Asia and the Pacific.**

**Realizing this, the trained Parliamntary Librarians have now this organization, which is called the APLAP, i.e. the Association of Parliamentary Librarians for Asia and the Pacific, and we all try to work hard to achieve a common goal, that is to help each other to reach a better level in the services we should render to all our MPs, so they in turn can give better services to our respective peoples, especially in politics,**

economy, and law, the 3 basic knowledge that should help our MPs to steer the future of our people, and for the Asia Pacific region in general.

Luckily these endeavours and needs are recognized by almost all the Presiding Officers of our Parliaments, in the Asia Pacific region, hence they did not hesitate to host those conferences whenever they can afford to do so. For they do realize that good cooperation between the Librarians in the region will automatically helped their own Parliament and that of the Asia Pacific region to succeed.

We the APLAP members also realize that a lot has still to be done about it, among others to improve the knowledge of the staffers in the Parliamentary Libraries. This was already offered by Taiwan during the V<sup>th</sup> Biennial Conference in Manila in 1998, and all expenses to come to Taiwan for that purpose for 2 staffers each will be shouldered by Taiwan. Alas..., natural disasters could not be predicted, and Taiwan was no exception to suffer from them. And therefore it is understandable that priorities should be given to solve those disasters first, and the plan to host those seminars had to be postponed. But here amongst us we have a guest Speaker from Peru: Mr. Patricio Aranda Torres, who is willing to share his knowledge of how he succeeded to use the IT in the Peruvian Parliamentary Library to advance the Democracy in Peru, and Dr. Katsutoshi Takami from the Hokaido University who will talk about the role of National Parliament in the New Century and National Parliamentary Library's New Tasks. So all is not completely lost.

Last but not least may I hereby on behalf of all of the APLAP members offer our sincere gratitude to the Diet of Japan as well as the Japan Foundation to make this Biennial Conference come true and extend their generosity to us in so many ways especially to make a lot of us able to attend this important conference.

May I add the good news that the Right Hon. Speaker of Turkey had graciously written to me that they would host the VII<sup>th</sup> Biennial APLAP Conference in Ankara Turkey 2002, and this of course could be achieved through the efforts of Mr. Ali Riza Cihan, Director of the Library of the Turkey's Parliament.

I am sure that with our good will, friendship and common sense we will be able to help create a more happy and peaceful atmosphere in the Asia Pacific region. God willing.

Thank you

## **PRESENTATIONS BY GUEST SPEAKERS**



**Mr. Takami Kasutoshi (Professor, Hokkaido University)**



**Mr. Patricio Aranda Torres (Peru)**

# The Role of Parliament and the Parliamentary Library in the New Century

TAKAMI Katsutoshi

Professor, School of Law, Hokkaido University

Madame Chairman, Ladies and Gentlemen,

1. I am most honored to be invited to speak at the APLAP Tokyo Conference. Today, I would like to elaborate on the expectations we have for the parliament in the new century and for the parliamentary library which supports it.

2. It was in the late 1960s and early 1970s that the term "Information Society" came to use in Japan. The term was replaced by "Advanced Information Society" and "Networked Society" in the '80s and '90s. Now in the year 2000, with the new millennium closing in, we have the "Information Technology (IT) Revolution" making headlines in the media, foreboding a great change to come. These terms were first used in the developed countries, but now they are spoken about in every corner of the world: – which points to the direction of a rapidly transforming society. Since parliament stands on the basis of society, it is directly affected by this social upheaval.

Here I will discuss the role to be played by parliament, and subsequently, the mission to be carried out by the parliamentary library from the viewpoint of "information" and "flow of information".

3. Firstly, let us look at government and parliament from the viewpoint of "quantity of information." One cannot help being astonished at the imbalance that exists between the executive and the legislature. The government daily gathers and accumulates immense quantities of information through their nationwide network of administrative and bureaucratic system, whereas the information the parliament possesses is

very limited. One can figuratively compare this imbalance to a mammoth versus a little mouse. And traditionally, the executive has regarded its information monopoly and secrecy as a useful tool for effective control over the people. The development of democracy, however, made sure that the executive could not get away with this "the less they know, the better" attitude. The 1960s saw the movement for disclosure of government information rise in developed countries, and the subsequent enactment of "free information" legislation punched holes in executive secrecy. In Japan, although we had some local legislation in the '80s and '90s, it was only in May 1999 that a law for freedom of information was enacted with respect to the central government.

4. Parliament, on the other hand, is by nature open to the public, being a discussion forum, whose members are elected directly by the people and represent the people as a whole. This contrasts with the hierarchical, and therefore, closed structure of the bureaucracy or the executive. Thus, the expected function of parliament at its creation was to penetrate executive secrecy and open up the information monopolized by the government. This can be likened to a drill that makes a wind hole into the secret box of information or a pipe through which the information flows. It was in 1890 that the first general election was held and parliament, the Imperial Diet, was convened for the first time in Japan. Shortly before, a diplomat well versed in the working of the English parliament and the American congress commented:

"Administrative corruption such as taking a bribe in connection with public construction is so widespread as to be countless. We even have a high official who sells school textbooks from his own publishing house or an official who creates a ghost and issues 'him' an official trip in order to embezzle 'his' wage and travel expenses. But the situation will no doubt improve naturally from now on, since the establishment of the Diet will reveal their wrongdoings and make it difficult for them to hide. That is one merit of introducing legislature in the Government."

This remark expressed the people's expectation of new legislature that would bring about a great change in the secrecy and arbitrary administration of the executive.

5. Now, taking a look at parliament from the viewpoint of "flow of information," we may observe that it stands between people and government, at the junction of the government-to-parliament flow and parliament-to-people flow.

First, the government—parliament relationship. Here, the parliamentary task is to watch and control the executive bureaucracy by drawing out the information they love to hide, that is, the information against the executive. The opposition is especially expected to be the recipient of such information or to watch and control the government, since in a parliamentary system like Japan's, the majority in the parliament forms the cabinet and supports government. And when the opposition is to take a controlling measure including a legislative solution, the parliamentary library, notably its research bureau, will play a very important role in providing information.

Second, the parliament—people relationship. Thanks to its structural openness, parliament enjoys a relatively free exchange of information. The flow of information used to be one-way from the parliament, but the rapid advance of information technology enabled people to send information directly to the members of parliament and their parties, not only during election campaigns but rather as daily practice. Parliament, in turn, will selectively utilize the people's information in the legislation. Since both ruling and opposition parties can equally avail themselves of a variety of information from outside, parliament is not necessarily polarized in a ruling-opposition confrontation, at least in its relations with the people. The establishment of a forum will be the next step, where people and parliament share information. The parliamentary library is expected to be the cornerstone of the forum, providing the latest parliamentary information and developing a system to offer its vast accumulation of materials to the people who are interested in legislative activities. The "electronic library project" will contribute to building such a system.

6. From the viewpoint of "information flow," parliament is a public space in which entirely different information from both government and people mix and swirl. The task of parliament is to shape the chaos into something tangible, to make fundamental decision for government, and to show the direction in which the nation should be heading. In other words, the

parliament has an "articulation function," a "strategy function" and a "teaching function." Parliamentary functions can also be characterized as two contrasting models: "transforming" type versus "arena" type, or "working" type versus "address" type. A "transforming" parliament filters and processes the information that flows in, and transforms it into a law as output. A "working" parliament examines governmental proposals from various aspects, and tailors them to be acceptable for the people. The prime example of these types is the United States Congress. A parliament of the "arena" and "address" type, on the other hand, views parliament as a competition ground or a theater, in which the Prime minister and the head of the opposition party, or ministers and members have a battle of words, fully conscious of the public audience. The prime example of these is the British Parliament. However, the US Congress and the British Parliament of course have both types of functions. Specialized committees belong to, or play the function of, the former type, while the plenary belongs to, or plays the function of, the latter. The parliaments of other countries also have both types of functions.

The parliamentary library, being a support agency of the parliament, has little role to play in the "arena" or "address" model which is more or less a political show for the public. But in the "transforming" or "working" model, the characteristic of which is the steady and specialized deliberation in the committee, it may fairly be said that the quality of information provided by the parliamentary library and other support agencies is vital in the transforming and working function of the parliament.

7. In Japan, the Liberal Democratic Party has been in power since the middle of the 1950s, and this brought forth the customary practice that any bill or budget to be submitted to the Diet was scrutinized and amended within the ruling party in advance. As a result, the opposition parties have been more active in committee deliberations. Also, a large part of private Members' bills are from the opposition. Accordingly, the parliamentary library (National Diet Library, in this case) has so far tended to be relatively more relied upon by the opposition. However, if the government information is digitized and the parliamentary library has full access to it, and if the parliamentary library comes to be able to offer better information than the government in quality, then, the ruling party also will pay attention

to it, consider the prior party examination insufficient, and join positively in committee deliberations. Whether parliament can extricate itself from the status of a rubber stamp of the executive or bureaucracy and establish legislative superiority depends on the success of the parliamentary library to provide information of good quality and on the ability of the political parties to utilize it.

8. Lastly, in this context, I would like to raise three points concerning the role of the parliamentary library, especially its legislative support section, or the information which the section should provide.

First, you need to consciously provide factual data on the legislation that will facilitate review of the law by the judiciary, or objective data on the policy that supports the legislation as a foundation. The preparation of information of this kind is needed especially in the light of the fact that judicial review does not function well in Japan. Also, the preparation of "constitution-conscious" information is needed; such as, whether or not rationality is recognized both in the aim of the law and the means to realize it, and whether or not there is any measure less restrictive when the law will impose some restriction on human rights.

Second, the parliamentary library should actively inform the legislature of its own objective appraisal and evaluation of the policy behind the bill. The National Diet Library Law of 1948, Article 15, lays down the mission of the Research and Legislative Reference Bureau, and its subparagraph 1 stipulates that "Upon request, to advise and assist any committee of the Diet in the analysis, appraisal or evaluation of legislation pending before it, or of proposals submitted to the Diet by the Cabinet..." Although conditioned as "upon request," the appraisal or evaluation of legislation must certainly be the task of the Bureau, preparing it ready to submit when requested. By systematically informing the legislature of its prepared appraisal, I assume the Bureau will be able to contribute greatly to the committee deliberation of the bill. Of course, the policy evaluation which the Bureau offers as information must be accurate and objective, based on data, and non-partisan and balanced. It would contribute to the enhancement of parliamentary activities, if the Bureau functions as a think tank for the legislature, examines the issues from a medium/ long-term perspective, and, above all, provides policy evaluating information of high quality, from parliamentary

librarians or legislative experts.

Third, the National Diet Library, which collects domestic information by legal deposit of publications and otherwise, as the national central library open to the public, and which extensively acquires and accumulates information from abroad also, should become an "information base" that plays the role of "go-between" between parliament and civil society, and serve as a core system of the continuous communication between them. It is not too much to say that whether parliament can duly function in the information society or not depends on the ability of parliamentary library to accumulate and supply information.

9. In the catalog hall of the main building of the National Diet Library is inscribed "Truth Makes Us Free." This motto was inscribed to recall that painful event: with truth hidden from the people, Japan blindly dashed into devastating war, but after the war she determined to contribute to democracy and world peace by making all information available to the people. I am convinced that this motto will be given further life in the 21st century, when the parliamentary librarians gathered here closely cooperate with each other and establish a solid information network.

Thank you for your kind attention.



Library of Congress of the  
Republic of Peru

**REPORT TO THE ASSOCIATION OF PARLIAMENTARY LIBRARIES OF  
THE ASIA PACIFIC (APLAP) ON THE CURRENT STATUS OF ASIA PACIFIC  
OPEN INFORMATION NETWORK APOINT 2001**

**I. THE ASIA PACIFIC PARLIAMENTARY FORUM**

The Asia Pacific Parliamentary Forum (APPF) is an inter-parliamentary organization founded in 1993 in Tokyo, by the parliamentarian and former Prime Minister of Japan, the Honorable Yasuhiro Nakasone. Mr. Nakasone is also the current APPF president. This organization comprises the national parliaments, assemblies or equivalent legislative bodies of most of the countries located in the Asia Pacific region, namely Australia, Canada, Cambodia, Colombia, Chile, China, Fiji, Indonesia, Japan, South Korea, Laos, Malaysia, Marshall Islands, Mexico, Micronesia, Mongolia, New Zealand, New Guinea, Peru, the Philippines, the Russian Federation, Singapore, Thailand, the United States of America and Vietnam.

The APPF is the most important parliamentary organization of the Asia Pacific region, and it seeks to provide opportunities for national parliamentarians to identify and discuss critical political, social and cultural matters; and promote regional cooperation and economic integration through the furthering of free trade, investments, sustainable development, and sound environmental practices in their respective countries.

**II. APOINT 2001**

The APPF, aware of the need of taking good advantage of modern communication means, devised a technology development plan called the Asia Pacific Open Information Network, or APOINT 2001, whose complete version may be consulted in the following address: [www.appf.org.pe/apoint/apoint.htm](http://www.appf.org.pe/apoint/apoint.htm), and which is expected to be fully operational by next year. This plan included the creation and operation of a web site, currently hosted and maintained by the Peruvian Parliament, which contains all the relevant information available on this inter-parliamentary organization.



## Library of Congress of the Republic of Peru

A key component of the APOINT is the implementation of what has been called the Legislative Exchange System, which aims at the possibility of searching and retrieving in one site the laws of all APPF member countries on six areas of interest, namely politics and security; economy; environment; law and order; human rights; and education and cultural exchanges. The objective of the system is to enable parliamentarians and other users to search and locate a law, within one of those six areas, in a legislative database so that parliamentarians of the Asia Pacific region can see how other legislatures have ruled a specific area, and compare the advantages and disadvantages of such legal rules. Parliamentarians may specially benefit from this system since they would be able to compare and introduce amendments to inadequate or somehow hampering legislation.

Needless to say that in order for this system to work efficiently, the database must have complete, accurate, reliable information provided by each member country. Here is where parliamentary libraries can play an essential role since most of them are the depositories of national legislation, and are consequently in a favorable position to contribute to the creation of this legal database.

On August 27, 1999, some members of the Section on Library and Research Services for Parliaments at the 65<sup>th</sup> IFLA Council and General Conference held in Thailand signed a document called the Bangkok Agreement where they, in their personal capacities, agreed on the development of the APOINT. The text of this document is available at the APPF website too.

Based on this agreement, in September 1999 the Library of Congress of the Republic of Peru extended an invitation to other Asia Pacific Parliamentary Libraries to jointly create the APPF database in order to help bring this system into fruition. To date we have received the positive response of the following libraries: Canada, Russia, Thailand, Papua New Guinea, Philippines, Mongolia, Laos, Fiji, Chile, Australia, New Zealand and the United States of America. We would like to see other parliamentary libraries join in this important endeavor.

Initially, we kindly request parliamentary libraries to appoint a team or a person in charge of coordinating the library participation in this project and send the information concerning their contact names and addresses to the APPF operator in Peru at the following address: [appf@congreso.gob.pe](mailto:appf@congreso.gob.pe). Should further clarification of responsibilities be needed, they may well be established on a library-to-library coordination, but this should not be a deterrent to the implementation of the project.



## Library of Congress of the Republic of Peru

For your reference, in February of this year, the Parliamentary Library of Canada entered Canadian legislative information in the APPF database in response to our invitation. The procedure proved to be simple, easy and relatively fast since it only took them between 25 to 30 hours to go through the whole process. Mr. Richard Pare, Canada's Parliamentary Librarian, expressed that they found that participating in the project did not involve excessive demands on their resources.

The APPF, in recognition of the importance of the support given by IFLA members, has recently placed on line a manual of the technical procedure to follow for the creation of the legislative database in order to facilitate its diffusion and use by library staff in charge of the project.

### **III. CONCLUSION**

The APOINT 2001 has potential value as a tool for comparing national legislation of the Asia Pacific countries. The Congressional Library of Peru would like to encourage the parliamentary libraries that have not responded to its invitation to finally decide to cooperate in the creation of the APPF database.

We understand that the amount of effort required for each library to contribute to the database will vary according to the volume of legislation involved and the adequacy of subject indexes available, but we firmly believe that Parliamentary Librarians' awareness of the importance of this plan for the development of legislative harmonization in Asia Pacific countries will eventually overcome any arising difficulty.

We call upon APLAP members to help convey the message of the importance of this project to those in charge of making the final decision in regards to the involvement of the parliamentary library in this joint endeavor.

หน้าว่าง

สมบัติห้องสมุดรัฐสภา

## WORKING SESSIONS

## Session 2: Services for Members and information technology

For the second session which held on October 3, Australia, Japan, Korea, Taiwan, briefed on the histories, status, and prospects of improved services for their respective parliaments with IT.

As an online integrated knowledge management service, Ms. Kuruppu(Austraria1) discussed the different services, which the Department of Parliamentary Library of Australia offers, which include, among others, parliamentary information database, library databases and newspaper database.

Mr. Nakano (Japan) spoke of the information network systems for the National Diet Library's House of Representatives and House of Councilors, and a full text database system for the minutes of the Diet.

Mr. Choi(Korea) introduced the National Assembly of Korea's legislative knowledge database.

Mr. Ku's(Taiwan) paper developed on the work plans for Taiwan's Legislative Yuan Library and the Legislative Web-site Library and service system.



**Association of Parliamentary Librarians of Asia and the Pacific  
(APLAP)**

**6<sup>th</sup> Biennial Conference**

**The Parliamentary Library:  
Research and Information Services in the New Era**

**Report of the  
Department of the Parliamentary Library, Australia**

by

**Indra Kuruppu and Bernice Donnellan**

**Information and Research Services**

**October 2000**

## **The Parliamentary Library: Research and Information Services In the New Era**

This report is arranged in three sections, a general introduction to the Library, followed by detailed consideration of the Sub-themes, that for Session 2 'The services for the Members and information technology', followed by the Sub-theme for Session 3 'Development and enhancement of services in the new era'

### **General Introduction/background**

The Australian Parliamentary Library will be 100 years old next year when Australia celebrates the Centenary of its Federation. For the first 60 years of its existence it was also the National Library but this was changed by an Act of Parliament in 1960 which created a separate National Library leaving the Parliamentary Library free to focus solely on the business of meeting the needs of Senators and Members. In 1966, a Parliamentary Research Service was created to add to the range of library services available to Senators and Members. In 1997 the Research Service was amalgamated with Library Services to create an integrated, seamless service for Senators and Members and to ensure that the most appropriate response is provided to each request, from the quick factual response at one end of the spectrum to policy analysis and advice at the other.

The Department of the Parliamentary Library (DPL) is one of five departments which support the Australian federal Parliament, the others being the Department of the Senate, the Department of the House of Representatives, the Department of the Parliamentary Reporting Staff and the Joint House Department.

With a staff of approximately 200 the DPL provides services to the 224 Senators and Members of the House of Representatives, Parliamentary Committees and the other Parliamentary Departments and is directly accountable to Parliament.

As mentioned above, in January 1997 the Department created a single client service program to reflect more precisely its client service and support functions and to prepare the DPL for the new era. The new Program 1 Information and Research Services (IRS) was formed by an amalgamation of the client service functions of the former Program 1 the Parliamentary Library Information Service with those of the former Program 2 the Parliamentary Research Service. This Program provides information analysis and advice on national and international issues to meet the needs of Senators, Members and other parliamentary clients.

It is still divided into the same eight workgroups which were established then, seven of them are subject based, they are:

- Economics, Commerce and Industrial Relations
- Foreign Affairs, Defence and Trade
- Law and Bills Digest
- Politics and Public Administration
- Science, Technology, Environment and Resources
- Social Policy
- Statistics

Each of these Groups has a Director and is staffed by Subject Information Specialists who are professional librarians with skills in identifying, accessing and assembling information and by Analysts who have tertiary qualifications at a high level as well as significant experience in policy analysis and extensive subject expertise.

In addition to the subject based groups there is the Client Relations and Services section which provides some of the more traditional library functions such as Circulation, InterLibrary Loans and a Document Backup Service as well as the DPL's photocopying service. It also contains the Publications and Seminars Unit as well as two System Administrators who support a range of electronic services. The Manager of the Central Enquiry Point (CEP) is also located in this Group. The CEP is both a frontline, telephone and e-mail link to all DPL services as well as providing an immediate, one-stop shop for short factual enquiries with tight deadlines. It is staffed on a rostered basis by a combination of Circulation Officers, Information Specialists, Analysts and Librarians from Resource Development Services. The Manager Client Relations, Publications and Seminars is responsible for the DPL's publishing program, the coordination of orientation for Senators, Members and their staff as well as managing programs for official visitors to the DPL.

Since the 1997 restructure Program 2, Resource Development Services, consists of the resource development and organisation functions, which include acquisitions, cataloguing and indexing, of the former Program 1 and the information systems functions which were formerly part of Program 3, Corporate Management. In March of this year it had an internal restructure into three sections, Library Databases, Information Resources and Information Systems and Web Services. It also has one direct client service unit the Electronic Media Monitoring Unit.

In the 1997 restructure Program 3 Corporate Management remained largely unchanged.

## **Sub-theme for Session 2**

### **Services for the Members and Information Technology**

Another department, the Department of the Parliamentary Reporting Staff (DPRS), is responsible for Parliament's central information technology and communications systems and infrastructure. These central services include the parliamentary computing network, which connects Parliament House and 250 electorate offices across Australia, corporate databases and applications. As well as DPRS the Senate, the House of Representatives and the DPL contribute data to the ParlInfo service and the Internet web site and use the ParlInfo service, the News Service and electronic mail. All departments including the Joint House Department have their own Intranets.

In conjunction with the Department of Finance and Administration (DoFA) a government department, DPRS operates the Australian Electronic Office Network Service which links electorate offices to Parliament House. From 1 July 1998, following the outsourcing of DoFA's information technology services, CSC Australia Pty Ltd took over DoFA responsibilities for electorate office services. This arrangement has added a layer of complexity for DPL staff when we are responding to clients' enquiries for assistance with searching library databases provided through ParlInfo.

During the past year remote and mobile facilities which provide access to the parliamentary network have enabled Senators and Members to undertake their

parliamentary work irrespective of their location. And on the 14 August 2000 the Speaker announced to the House that chamber access to the Parliamentary Network and its resources was now possible:

In May 1997, Speaker Halverson approved the use of notebook style or laptop computers in the chamber when the House is sitting. Until now, the computers could only be used in stand-alone mode as there were no connections from the chamber to the parliamentary computing network. During the break, those connections have been installed and there is therefore an extension of the existing capacity to use computer support in the chamber. It is now possible to connect laptops or notebooks to the network to access services such as e-mail, ParlInfo, news, the Internet and the *intraNet*<sup>1</sup>

To encourage Members and Senators who do use their laptops in the Chambers to make use of the library we have publicised the DPL's ability to provide a speedy response to a reference enquiry and have offered to e-mail documents or deliver them directly. We are awaiting our first e-mail from the Chambers.

For the next stage of I T development, which will be in content management, see *Attachment A* which has been provided by the Department of the Parliamentary Reporting Staff.

### **ParlInfo**

This is the main Parliamentary Information database system which since 1997 has been a Windows application replacing the earlier text based system PDBS which had been first installed in 1987. The infrastructure is maintained by DPRS and the other parliamentary departments all contribute material to it.

The various information repositories are:

- Chamber which includes Parliamentary Debates since 1981, Votes and Proceedings of the House of Representatives and Journals of the Senate since 1973
- Legislation which includes Bills, Explanatory Memoranda, Bills Digests
- Procedural which includes House & Senate Practice and Standing Orders,
- Committees which contains transcripts of committee hearings
- Constitution
- Conferences
- 

The DPL maintains the following three repositories:

- Library which provides a version of the catalogue, an index to journal articles and since 1996 political party documents in full text
- Media which contains Newspaper clippings, press releases, radio and television program transcripts
- Parliamentary Handbook

### **Virtual library/self help**

During daylight saving (October to March) the Department of the Parliamentary Library serves Senators & Members from all over Australia in up to five different time zones. Even without daylight saving there is a time difference between Canberra and Perth of two hours. As a consequence of this, and in response to clients' requirements for access to materials when the Library is closed, the Library has improved access to its

virtual library particularly through its Internet/intraNet services and its increased use of fulltext images in its own databases which will be described in detail later in the report.

## **Internet site**

Initially, in 1994, it was the DPL who developed the first Internet site in the Parliament because we were convinced of the importance of access to the Internet. This meant that DPL staff had nearly two years to become the experts in its use and to take a prominent role in not only organising material on the site but also in training clients to use it effectively. However in 1996, after security issues were resolved, it became a whole of Parliament cooperative effort with each Department having input but with the DPL providing the Web Manager. This was to give the public access to parliamentary information because at this time there was no official access to the Internet for the Members and Senators. The site was recently upgraded and now provides search and browse access to all the material contained in the ParlInfo repositories.

In 1996, the Parliamentary Library began publishing the full text of its General Distribution Research Papers including Bills Digests on the Internet. It was the first Parliamentary Library to do and the move has been exceptionally well received by a community now more aware of the quality and range of work done by the DPL. The Library's web page contains the full text of wide ranging papers including Research papers, Current Issues Briefs, Research Notes, & Monthly Economic and Statistical Indicators.

As the Members and Senators began to get access to the Internet, the DPL started to use it as a means of conveying information directly to them. In addition to the DPL publications each subject group has its own Subject Resource Guides and provides links to resources on the Internet in a particular field. Information and Policy Analysts from the IRS use their information gathering skills, subject knowledge and Internet expertise to enhance these Subject Resource Guides. In the past few years the guides have provided links to a range of authoritative and diverse external web sites of interest to Senators/Members and other Parliamentary clients. These developments have naturally led to significant changes in the work patterns of our librarians. Training clients to make best use of the electronic resources available to them is now a central part of their work. Parliamentarians, while themselves becoming more IT literate, nonetheless rely on our considerable expertise in searching and assessing the best sites.

## **Use of the Internet**

During 1999 a Client Services Evaluation survey was conducted by ARTD Research and Management Consultants and The Albany Consulting Group and they found that ' in some situations, the Internet is being used for functions that might otherwise have been directed to DPL. However, the overwhelming sense from the interviews is of the enormous potential of the rise of the Internet for DPL and its client service function. Many of the apparently most sophisticated Net users strongly urged the Library to provide a range of services that could help them make the best use of the Internet'<sup>2</sup>

The first service that the DPL provided in response to that suggestion began in late 1999 when the Library started publishing Electronic Briefs. An Electronic Brief is an interactive document which provides background and commentary as well as web links on topical issues. Some of the topics covered in recent times include:

- Budget 2000–2001
- Gambling Policy & Regulation
- Hospitals in Australia
- The Coup in Fiji

A key DPL objective is to assist Senators, Members and their staff become as proficient as possible with electronic (self-help) services. This, in turn, enables DPL staff to concentrate on more value-added services which are less likely to be able to be performed by or in Members and Senators offices.

### **Establishment of Internet links between member libraries**

The DPL acknowledges that the Internet is a brilliant tool for cooperative ventures. The Australian Parliament is a participant in the Asia Pacific Parliamentary Forum and is working on a project with Korea, Japan, Peru and Thailand to establish a database of legislation from the twenty-five APPF countries.

### **Intranet**

Up to this stage each Parliamentary department has had its own intranet which has been mainly designed for use by departmental staff as they have contained documents and information needed for their daily work. In the DPL this emphasis will soon change as the DPL *intra*Net is now seen as a vital tool which will be developed for use by clients with the launch of an electronic version of the *Guide to Information and Research Services*. This guide has been published twice a year and distributed to clients as it contains brief guides to selected services and an alphabetical listing of subjects and the staff who are the experts in them. The electronic gateway will bring together, at one point, access to our staff, to the web-based catalogue, to our publications and to the Internet. Clients will be able to do one search either by subject or by a staffers name and will be able to e-mail them at that stage or get other contact details. Another feature of the electronic version is that it will be up-to-date with staffing changes and with breaking subjects. Eventually it will also provide a link to electronic publications written by DPL staff.

### **Databases—DPL**

As mentioned earlier the Resource Development Services Program has one section devoted to the creation and maintenance of Library Databases. As well as the newspaper clippings database, there is one for media releases and one for program notes and transcripts of radio and television news and current affairs programs. Recently a web-based catalogue has been acquired which as well as being a traditional library catalogue now provides desktop access to an increasing range of full text electronic resources.

## **Newspaper clippings database**

Since the mid 1960s the Parliamentary Library has recognised the importance of media resources in our political environment, and has monitored newspapers and clipped and filed selected items on a range of subjects (from the major daily newspapers from around Australia) and housed them in Information Files. These files are a unique resource, very heavily used by all Senators and Members and can be seen to be the core of any Parliamentary Library's value added services. As a part of the DPL's attempt to provide as much material as it can 24 hours a day the Department felt that it was important to have these files available in electronic format so that clients could access this material electronically through the Parliamentary Computing Network.

As a result from 1 January 2000 newspaper clippings went online on the ParlInfo database. About 2,000 clippings a week are added to this database. All items relevant to the interests of Parliament from the major Australian dailies, *The Age*, *Australian*, *Australian Financial Review*, *Canberra Times* and *the Sydney Morning Herald* are scanned into the database and indexed. State newspapers such as the *The Adelaide Advertiser*, *Courier Mail*, *Tasmanian Mercury*, *Northern Territory News* and *the West Australian* are clipped more selectively with an emphasis on issues in the home state relevant to the interests to Parliament. All text in the scanned in images can be searched. There are now 60,000 images in the database.

## **Journal articles database**

This has always been a journal citation database with clients able to request photocopied items from our Document Supply Section but now has a growing number of full text articles in it. At present there are 990 which is only 1.9% of the database but it will increase rapidly as more journals become available electronically.

## **Press releases database**

Historically this has been a database which contained the full text of releases issued by Ministers, Shadow Ministers and lobby groups. It was constructed by scanning in the hard copy so that there were two places for the releases - online or in files. From the beginning of 2000 these items have only been available electronically and they are now in the main being captured electronically from the various web sites rather than having to be scanned in.

## **Web based catalogue**

This catalogue provides links to electronic documents which may be monographic items, serials available on the web, serials delivered by e-mail, web sites and services and web sites which are archived. When we have negotiated the rights to make certain serials available to our clients then access to them is through the publisher's url being included in the bibliographic record. These now include *Keesing's Record of World Events*, *Jobsons Online*, *EIU Country Reports* as well as *ProQuest Direct* which contains full text articles from *ABI/INFORM Global* and *Social Sciences Plus* thus giving clients direct access to the articles in over 2,500 business and social science periodicals.

## **Databases—commercial**

As yet, while the DPL has to pay to access commercial databases on pay as you use basis, they are not being offered to our clients at their desktop. Even having the DPL newspaper database has not decreased the use of commercial newspaper databases like Reuters, Dow Jones and Newstext. Another database which is heavily used is ASIC the Australian Securities and Investments Commission's database of company information

## **Copyright**

The impact of copyright on the DPL is limited as we have a privileged and unique position of copyright exemption for work done for current Members and Senators. It does however limit what can be accessed by the public on the Parliamentary Internet site, as we cannot display the fulltext of transcripts or newspaper clippings.

## **Dissemination of key official documents in electronic form**

The Parliamentary Internet site, particularly now that the ParlInfo document repositories are searchable through a web interface, provides electronic access to Parliamentary Debates (Hansard) and Committee Transcripts, to Bills including explanatory memoranda and amendments. It also provides links to the Attorney-General Department's site which has a database named Scale containing all Australian legislation.

The Parliamentary Papers series is still being produced and distributed in hardcopy although many of the Departmental Annual Reports are available in electronic form on the relevant department or agency site. The reports of Parliamentary Committees are available on the Internet but are not in ParlInfo.

The proceedings of both Chambers and some committee hearings are now broadcast live on the web site. However there is no guarantee that this material will remain on the web site forever. The DPL is establishing our own repository for archiving either entire web sites or important documents from these sites.

## **Guidelines for the effective orientation of Members and preparation of user education programs**

'Educating' Senators and Members about DPL services or the best use of DPL services, is an ongoing task. A particular effort is made for new members after each election, including assignment of a 'contact officer' to each of them to introduce library services. The idea was that these officers would act as a liaison between the parliamentarian's offices and the Library until they were able to operate independently. In addition, after a few months of parliamentary life, a followup exercise is mounted on the basis of their record of use and date.

Their staff are offered induction sessions and we are available to make individual calls on offices to assist in any way.

Naturally literature is available on our services but in the competition for their reading time, we are aware it is not likely to get high priority. All officers are therefore encouraged to take every opportunity to broaden clients understanding of our opportunity to broaden clients understanding of our services and how best to use them.

We judge that our online *Guide to Library and Information Services*, which is about to be released, will make a major contribution to clients awareness of the full range of our services.

6th Biennial Conference of  
the Association of Parliamentary Librarians of  
Asia and the Pacific (APLAP):  
2-6 October 2000, Tokyo, Japan

## **The electronic legislative support services of the National Diet Library**

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### **Introduction**

The G-8 leaders in the Okinawa Summit 2000 reaffirmed that "Information and Communication Technology (IT) is one of the most potent forces in shaping the 21st century" ('Okinawa Charter on Global Information Society' para.1). Following it up, Japanese government is going to submit a bill 'Information Technology Basic Law.' This legislation is to establish basic plans and policies for e-commerce, electronic government, application of IT to education, preparation of information infrastructure, and technological development.

Use of the Internet is now widespread among the general public. It is reported that the Internet population in Japan as of 1999 was just over 27 million and estimated to exceed 30 million in 2000 and 80 million in 2005.

Recent development of IT has changed the way legislative support agencies carry out their duties. This paper describes how the National Diet Library has coped with the challenge of the new technology and applied it to its services and products.

## **1. Information tactics of the Members and Secretariats**

### **1.1 Information tactics of the Diet Members**

In recent years, Members and their staff have been eager to ride on the tide of the information age and have started to equip themselves with personal computers (PC), which are networked and connected to the Internet with e-mail function.

The distinctive characteristics of the Internet, interaction, promptness, diversity, cost-effectiveness, are of great interest to the Members. They have started to introduce PCs and create their own web-sites in order to disseminate their policy and activities and to communicate with the electorate. In 1996, the number of Members who had their own web-site totaled 134 in both Houses. Inspired by the installation of PCs in each office in the Members' Office Buildings in 1997, this figure jumped up to 370 in June 2000; 220 for the House of Representatives and 150 for the House of Councillors respectively.

Political parties compete with each other in setting up web-sites, and encourage Members to create their own. Communication between the party and the Members is carried out by e-mail. Nowadays e-mail and Internet operations are daily business among the Members of the younger generation in particular.

We can surely say that the Members are duly aware of the importance of IT, their information environment has been drastically improved, and they are making tactical use of IT.

### **1.2 Provision of electronic information by the Secretariats**

In the 1980s, automation in the both Houses was limited to such office works as payment or accounting. In step with the development of IT in the mid 1990s, the secretariat made great efforts to introduce a more sophisticated computer systems. Both Houses constructed a local area network (LAN) for the Members and staff. They also started to provide Diet Information to the public through their Internet web-sites.

In 1997, the House of Representatives (H.R.) launched 'The House of Representatives Information Network System.' Its aims are:

- (1) to activate deliberations in plenary and committee meetings,
- (2) to foster and increase Members' bills,

- (3) to enhance legislative support services, and
- (4) to make the Diet more open and transparent by providing information to the people.

H.R. Members have now access to the following information through the System:

- Legislation
  - Bills and Measures
  - Records of plenary sittings and committee meetings
  - Petitions and Representations
  - Official Bulletin of the House
  - Committee / House precedents
- Research
  - Legislative research-related information prepared by H.R. Research Bureau and its Offices
  - Legislative drafting-related information prepared by H.R. Legislative Bureau

Links to web-sites of political parties, ministries and agencies of the executive branch of the Government, and others are available as well. Access to the H.R. Information Network System is limited to the H.R. Members and staff only. However, the Records of plenary sittings and committee meetings, Bills and Measures, Petitions and Representations, and Official Bulletins of the House are offered to the general public in the H.R. Internet web-site.

The House of Councillors (H.C.) also constructed 'The House of Councillors Information Network System' in 1998. The objectives are:

- (1) to provide Members with a new form of services befitting the 21<sup>st</sup> century,
- (2) to communicate with the people using new IT under the motto of 'Open Diet',
- (3) to digitize communication methods both in-house and outside,
- (4) to catch up with the IT revolution, and
- (5) to constantly improve the System, bearing in mind such key words as seamless, interactive and user-friendly.

The System provides almost the same information as the House of Representatives. Part of the information is available to the public through

the H.C. web-site.

The Secretariats have prepared the information infrastructure – installing PCs in each Member's office and constructing LAN as well as Diet WAN, which connects other component bodies of the Diet, and they are offering intensive PC training courses for the Members and the staff.

## **2. The National Diet Library and IT**

### **2.1 Information and research process**

The National Diet Library has long been keen on the introduction of IT. The Research and Legislative Reference Bureau (hereafter referred to as the Bureau) has utilized IT in acquiring, storing and providing information.

Information is indispensable to research. In order to answer requests from the members, the staff must have information in various fields. Information, however, remains dormant unless we approach it actively and subjectively. It stays inactive unless we connect ourselves with it, interact with it, and utilize it.

The approach starts from 'being connecting with information.' We define needs, we identify gaps in existing knowledge, and we search, find and locate information. Next comes 'interacting with' or struggling with information. We question, challenge, evaluate, filter, analyze, interpret, organize, and synthesize it. Finally we 'utilize' information in problem solving, making decisions, getting answers, finding directions, and preparing products.

This process has been, and still is, largely associated with printed materials. It has acquired dynamism, however, as various kinds of databases developed and the Internet emerged.

### **2.2 The Internet as information resource**

It was in 1997 that PCs in the Bureau were networked and had full access to the Internet. Before that, computer terminals were connected with the main frame computer of the Library and had access only to the in-house databases.

The Internet brought us immense advantages as an information resource. The web-sites to which research staff make frequent visits include those of legislatures, government agencies, local governments,

intergovernmental organizations, political parties, universities, non-profit organizations, cooperative bodies, newspapers, news agencies, and others, both domestic and abroad.

No matter how convenient the Internet maybe, everything has two sides. What researchers have found so far includes:

- it is uncertain how far we can trust in the information
- it is strong in present, weak in past [information]
- it has little reference or updated information
- a document posted, or even the site itself, often disappears
- charged information is increasing, that is, we have to pay
- it has language limitations

Aware of these limitations, the research staff makes the most of the Internet.

It is also true that the emergence of the Internet brought some uneasiness to the research staff of the Bureau. They have enjoyed a dominant position in obtaining information, because they have a huge collection of library materials at hand, and have knowledge and skill to access the information. There is no doubt that they have been information-rich. The Internet, however, opened the possibility for Diet Members and secretariat staff to obtain information directly from the Internet. The Internet is apparently on the side of the less information-rich.

When parliamentary clients have access to the Internet information, it will not be sufficient for us to provide the same kind of information. They may demand further information. Accordingly, the research staff must strive in the field of approaching information mentioned above (2.1), notably the process of 'interacting with,' and 'utilizing' information.

### **2.3 'Total System for Research and Information Services'**

In 1997, the Bureau developed 'Total System for Research and Information Services.' The objectives of this System are:

- (1) Improvement of the provision of services to the Diet
  - building a database which meets the information needs of the Members
  - receiving requests and sending answers electronically
- (2) Strengthening support for research work
  - building an information database for the staff
  - sharing such information and research results among the staff

- enabling reuse of past research results
- (3) Improvement of efficiency in request-answer handling
  - digitizing the process of filing, recording and tracking requests and answers
  - automation of making statistics for requests and answers
  - digital approval of the answer by supervisors

### **2.3.1 Information Sharing System**

The Total System for Research and Information Services consists of two sub-systems: 'Information Sharing System' and 'Tracking Request System.' The Information Sharing System is an in-house database, the content of which is the data and materials collected or prepared by the research staff of the Bureau.

Within the limits of copyright law, each datum or material is digitized and stored in folders. The folders are organized into several levels. Top folders are politics, public administration, judicial affairs, foreign affairs and national defense, finance, international trade, industry, agriculture, environment, land development, communications, education and science, culture, welfare, labor, and so on. The folders in the second level that corresponds to the top folder 'politics,' for example, are parliament, member of parliament, election, party, political finance, constitution, and so on. Full-text search of the data and materials is possible, but browsing can also be done by virtue of this folder system.

The data and materials are shared in three categories; namely, 'shared in specific research division,' 'shared within the Bureau' and 'shared in the Diet.' The data and materials of the third category (most of which are reports written by researchers of the Bureau at present) are open to access by the Members through the Bureau's web-site, to which will be referred later (2.5).

### **2.3.2 Tracking Request System**

Another sub-system, the Tracking Request System, is solely for internal use by the staff of the Bureau.

Before 1997, receipt and assignment of requests, and summaries of the answers, were recorded and handled manually in a paper-based system. The Tracking Requests System has automated this process as follows:

when a request is received by the Bureau, necessary information are input into the System, such as Members name, party, secretary's name and phone number, deadline, and of course the subject of research. The request (the file) is assigned (forwarded) to a division electronically. Then the researcher in charge inputs the results of the research or answer to the reference inquiry, including bibliographic data of the material used (or the material itself) and statistical data of the request. Lastly the record is submitted electronically to the supervisors for approval.

All fields of a record including client, secretary, researcher in charge, can be retrieved. Full-text search is possible for such fields as inquiry, answer, attached documents, and comments. Various kinds of statistic are available, which will contribute to the analysis and improvement of the service.

In order to keep confidentiality, this System is closed within the Bureau only. Such functions to display, retrieve, file a new record, and enter or modify records, can only be done by client PCs in which special application software is installed.

#### **2.4 'Full-Text Database System for the Minutes of the Diet'**

Since 1967, the National Diet Library has been compiling and publishing 'Index to the Minutes of the Diet' by computer. In 1992, the Bureau developed the 'Optical Disc Filing System for the Minutes of the Diet' which made it possible to retrieve the index and display, print and send the text of the Minutes by facsimile.

The 'Full-Text Database System for the Minutes of the Diet' is completely different from the preceding databases. The development of this System was a joint project of the Secretariats of the House and the National Diet Library. The project has distinctive objectives as had been agreed among the Librarian of NDL and the Secretaries General of two Houses. The objectives are:

- (1) to improve the means of delivering the contents of the Diet deliberations to the Diet Members and to the general public,
- (2) to improve the efficiency of work done by the three organizations for the compilation and provision of the Minutes of the Diet, and
- (3) to make the Diet open, promoting information access to it, in line with efforts for information disclosure in the administrative and judicial

branches of the government.

The System first helps stenographers compile the Minutes efficiently as digital data. The retrieval system then enables users to search the contents of the Minutes by word, name of speaker, title of speaker, date, house, committee and so on speedily, and display, edit and print out or download the text. This system started to operate in 1998 and now all the Minutes of the plenary and committee meetings back from 1947 are digitized and ready to be retrieved. An abridged edition of the database is offered to the public through the Internet web-sites of the National Diet Library and two Houses.

## **2.5 The web-site 'Chosa no Mado'**

In 1998, the Bureau, together with the Detached Library in the Diet, set up its web-site named 'Chosa no Mado,' literally 'Window of Research,' or gateway to electronic services. It is an intranet web-site on the Diet WAN, which means an in-house site accessible by the Members and the staff only.

At present, the site offers 11 categories of information:

- (1) 'Key Issue' series: brief commentary or backgrounder with links to further information or related web-sites,
- (2) 'Legislative Information Library': data and materials of the aforementioned 'Information Sharing System' (shared in the Diet, see 2.3.1 above),
- (3) 'Issue Brief': digitized version (text file and PDF file) of monograph series prepared and published by the Bureau since 1986,
- (4) 'Overseas News Guide': summary of news, commentary and articles reported by the overseas media,
- (5) Full- Text Database of the Minutes of the Diet (full edition, see 2.4 above.),
- (6) Web-OPAC: catalog of Library collection and the Periodicals Index compiled by the National Diet Library,
- (7) 'Statutes and Parliamentary Documents': the web-site maintained by the Statutes and Parliamentary Documents Division of the Bureau, including links to parliaments and law libraries of the world,
- (8) Detached Library in the Diet: a guide to the Detached Library in the Diet building, newspaper clipping-related information, and

- others,
- (9) What's New,
  - (10) Users Guide: a guide to the Bureau, including how to place a request, and
  - (11) Links to useful web-sites.
- Full-text search is possible for information in categories (2) to (5).

## **2.6 The Kansai-kan Project and the Bureau**

The National Diet Library is preparing to open a new facility in Kansai area near Kyoto, which is provisionally named 'Kansai-kan.' The Kansai-kan is intended to have five functions:

- (1) Large storage of national collections,
- (2) Provision of a document supply service,
- (3) Provision of information from Asian resources,
- (4) Library cooperation, and
- (5) R&D and training services in the field of library and information science.

The basic function of the National Diet Library will be strengthened by the construction of the new facility and a new basic system named 'Electronic Library Infrastructure System.' Information services for the Diet are also expected to be enhanced in relation to the project.

## **2.7 Prospect for next-generation information system**

The Total System for Research and Information Services (2.3 above) has remained as a work-supporting system so far, and the information service function is limited. Accordingly, it is necessary for us to develop a more service-oriented information system in the years to come. The next system will render more personalized information service in response to the Members' needs. The system will also integrate the Full-Text Database of the Minutes of the Diet (2.4 above) and offer various kinds of Diet information (including laws) in a total, unified manner.

If we succeed in developing an integrated system for Diet information, it will not only help the legislation by the Members but also contribute to the better understanding of the activities of the Diet by voters, and, in the end, to the development of parliamentary democracy.

## Legislative Knowledge Database

### I. Introduction

Most developed countries support the cultivation of information technology to enhance their competitiveness. Our country, the Republic of Korea (ROK), is also sparing no effort. The purpose of these efforts is to increase the efficiency of firms, society, and government by enabling these entities to make full advantage of the latest developments in information technology.

The Legislative Knowledge Database (LKDB) of the ROK National Assembly Library represents a turning point in the use of information technology for legislative affairs, from traditional "off-line" methods to an on-line service. LKDB is a collection of data concerning important, topical issues that are classified into six subject areas. The LKDB is organized in a format that is appropriate for legislative needs.

### II. Background and Characteristics

**Background:** Before the LKDB, legislators (National Assembly Members, Members' Staff) had to rely on a unique legislation service that provided them with materials and analyses only upon their request. Such an off-line service often failed to provide sufficient information in a timely manner, especially when dealing with specific issues involving complex social issues that can sometimes be abruptly focused as national issues. To compensate for this deficiency, the LKDB was developed to help the members and their staffs achieve a quick understanding of the issues and to help them devise effective solutions in a short period of time. Therefore, the goal was to give legislators access to an on-line service as a means of enhancing their ability to make use of the materials and information in the National Assembly Library.

**Characteristics:** LKDB is an integrated knowledge management system in which each issue includes a summary, related journal articles, monographs, addresses and names of related agencies and specialists. The summary of each issue is composed either by a researcher of the National Assembly Library or by an outside specialist. This knowledge is made available in advance for issues expected to be important for use by National Inspection of State Administration and by special or regular sessions. This service is only available within the National Assembly facility; in other words, it is an intranet.

### III. LKDB

The Legislative Information Service Division (LISD) produces the LKDB. The LISD searches and classifies materials related to each issue. It then constructs an index and full text for these materials. The materials are reviewed on a periodic basis to ensure that the information is kept up to date.

Ten legislative researchers work in the LISD and specialize in the following ten fields: law, financial economics, politics and diplomacy, administration, education and culture, science and communication, agriculture and industry, health and welfare, environment and labor, construction and transportation.

If issues arise that are beyond the expertise of our ten researchers, then those issues will be outsourced to outside specialists, such as academics or institute researchers.

Each issue of LKDB consists of monographs, journals, periodicals, theses (Master's, Ph D's), newspaper articles, foreign monographs and articles, and a summary as well. The summary provides an overview of all of the contents of a particular topic.

This system includes a search function that allows searching either by keyword or by subject. The service requires a computer system using Windows 95/98 and Internet Explorer 4.0 web browser, as a minimum.

#### IV. Expected Effect

LKDB is a data base that provides legislators and their staffs with quality information in a timely manner, saving both time and labor.

The systematic classification of information and materials necessary to legislators and their staff members means that information can be easily shared. Duplication of effort can be avoided, thus saving both time and labor.

LKDB was designed to overcome the shortcomings of the previous method of supporting legislative research and to ensure that required information is consistently available. For example, if a certain piece of legislation depends on the knowledge of a small group of specialists, the legislative process can be impeded if the specialists are absent for a period of time.

LKDB can also serve as a good source of reference materials for giving lectures or seminars to the citizens in the society. Because LKDB is produced to enhance understanding of the attention attracting issues of the day, it is helpful to a variety of members' political parliamentary activities.

LKDB provides the web sites of related agencies, institutes, and outside specialists in every field. This will help the members to cooperate on a real time basis when some issue calls for emergency attention.

#### V. Future Task

LKDB started its service effective Aug.3, 2000. However, it is currently in its infancy. The service must develop and maintain the following features in order for LKDB to be successfully operated and reliable.

- There should be continuous efforts to update present issues and to search for new issues to add to the database. As the subject areas included in the service increase, the budget and manpower will likely experience shortfalls. Ideas for reorganization will have to be considered.
- It might be anticipated that legislative information researchers and outside specialists might not be diligent in updating the stored knowledge or in developing and adding new issues. Continuous efforts must be made to keep the materials up to date by deleting old information and adding current information and knowledge.
- All the personnel working for the LKDB, such as researchers, computer managers, and librarians should make endless efforts to develop ideas to increase the efficiency of the LKDB for its intended users.

When expected problems are properly solved and required efforts are performed efficiently, the LKDB users will rely more on the service.

**Building a Library & Information  
Service Net  
for the Members of Legislative Yuan  
in the New Era**

**For the 6<sup>th</sup> Biennial Conference of APLAP  
2-6 October, 2000**

***Karl Min Ku***

**The National Parliamentary Library,**

**Legislative Yuan**

**Taipei, Taiwan, R. O. C.**

## *1. Foreword*

The National Parliamentary Library of Legislative Yuan was established according to "The Organic Law of Legislative Yuan" amended in June 1999 because of the rapidly changing political climate, the competitive global environment as well as the parliamentary reform in the Legislative Yuan, thus improving the legal system and supervising the executive branch. The exiting Library & Information Service (LIS) serves as the core unit, from which new services branch out, and develop into a compound, multi-functional National Parliamentary Library that provides digital information service and traditional library service as well. Article 22 of the Organic Law of Legislative Yuan specifies the library takes charge of: (1) acquisition, maintenance and utilization of legislative books, periodicals, CD-ROMs and other related knowledge media or materials; (2) collecting, value-adding, maintenance, and utilization of public opinions due to the law making affairs through mass media; (3) analysis, research, retrieval and reference services of legislative information; (4) compilation and exchange of legislative publications; (5) planning, processing and management of legislative information systems; (6) inter-library cooperation with other libraries; (7) office automation and network applications; (8) other library-related matters.

## *2. Service Policies and Work Plans*

The Legislative Yuan had organized several seminars and conventions gathering together Legislators of the fourth tenure term for the discussion of internal affairs and service works of Legislative Yuan in March 1999. Thirty-six Legislators had kindly offered their views concerning the operation of National Parliamentary Library. The main points of their suggestions had been recorded as follows:

(1) Overall planning and developing a new parliamentary library in the new legislature; (2) Application and strengthening the new technology for computer network and information system; (3) Providing individualized information service to each legislator; (4) Increase the variety of library collections, such as, government documents, periodicals, audio collections and general publications; (5) Production of literature review, document analysis and bibliographic service to meet the information needs of Legislators. All

above points are the fundamentals of the service policy of National Parliamentary Library.

Consequently, the National Parliamentary Library has begun to set working goals for several developing stages from now on according to the suggestions of Legislators as well as the current trend of networks and resources development. A list of work plan and schedule summarizes as follows:

I. Short-term Work Plan (for the year of 1999 to December, 2000) :

- (1) Practically conduct the goals of plan in the pre-launching stage, i.e., the amendment of related regulations and the formation of task-flow.
- (2) Highly improve information services to Legislators using manpower and library resources available.
- (3) Actively survey the information demand and its resolution focused on different types of services and facilities.
- (4) Broadly connect useful sites and offer user training.
- (5) Strongly push "The Legislative website library and the service system".
- (6) Systematically conduct a comparative study of international parliamentary librarianship to get developmental experiences from other parliaments.

II. Mid-term Work Plan (for the year of 2000 to 2002) :

- (1) Fully upgrade the Legislative Information Systems to the second generation.
- (2) Systematically build up Legislators' homepages connected to the Library's Internet site.
- (3) Strategically install the broad band network for the Library's multimedia and hypermedia resources online.
- (4) Practically work on the research project of the "Legislative Website Library" for completing a hybrid modern library.
- (5) Constantly scheme the plan for a new parliamentary library and new services based on the moving and construction proposal of Legislative Yuan.

III. Policy for long-term development:

- (1) Firmly establish the goal of a long-term overall development plan as “Improving oneself, valuing community and leading the universe”.
- (2) Widely construct an all direction legislative network infrastructure and information sharing system on Intranet and Internet, covering the capital area and every electoral district in Taiwan for practicing governmental publicity and communication to the general public.
- (3) Actively organize a congressional knowledge center linking to academic institutes aiming for conducting research and literature analysis to the general public.
- (4) Profoundly expand the cooperation and exchange of information industries to establish the cultural windows and the wisdom banks for benefiting Chinese society in the coming new century.

### *3. Library Service Net*

To provide a nation-wide service of legislative documentation and information is essential to the National Parliamentary Library. The Library based upon the conventional missions of the Library & Information Services since 1984. The staff of National Parliamentary Library planned four outlines for the service net, such as the service of question-and-answering (QA), the Information Dissemination Service (IDS), the Multimedia ISAR service (ISAR) and the Internet website access, for forming a library service network in legislative profession to meet the massive information demands.

#### (1) Readers' reference and referral service:

The Reader, Reference and Referral, short for 3R's, is the basic and traditional library services. The National Parliamentary Library will offer individualized service by means of face-to-face contact to each user, and increase the degree of user's confidence due to our long-term user relations in the past seventeen years. The professional librarians will play the leading and active role in the operation of library service network. The basic rule and work concept for them will be kindness, earnestness, professionalism and effectiveness. Besides, it is required for each librarian to improve the personal contacting/communication skills. A professional librarianship is needed for this type of service.

(2) Information Dissemination Service:

Packing up the knowledge and information dissemination service are common service types in the parliamentary library environment. The National Parliamentary Library have provided some services covering the knowledge and information dissemination, i.e., the current awareness service, the legislative SDI service, the legislative decision support, the newspaper clipping indexing service, the pathfinder as well as the briefing of foreign codes. We deliver above publications to our customers regularly by the traditional printed format, and the current electronic transmission formats. It could be considered as a small group library service or a library community information service for the purpose of serving the specific users' group. Online order or information on demand is a new face of this kind of service. A professional librarianship has to meet the variable demands from our users.

(3) Multimedia Information Storage and Retrieval (ISAR) Services:

The library collections may include the real collection and the virtual collection in conjunction with the multimedia storage and retrieval service utilizing the new technology. The purchased inventory collection is the so-called real collection; the authorized and paid collection is the so-called virtual collection. The National Parliamentary Library now furnishes the multimedia ISAR services, i.e., CD-ROM retrieval, UDAS service (including Dialog and Lexis/Nexis), microform retrieval, as well as the self-developed Chinese legislative database retrieval. The service and the traditional 3R's service mutually connect to each other, and sometimes combine with the readers' reference and referral services to create a multi-functional services for the new environment. Therefore, a professional librarian must apply all kinds of media resources into actual services with sophistication and strategy.

(4) Internet Website Access Service:

The definition of virtual library so far still varies; however, the establishment of a global information network for the National Parliamentary Library is one kind of virtual library, which can provide unlimited services to anywhere without office hour and space

boundary. Started in February 1999, the National Parliamentary Library of Legislative Yuan rebuilt a new website to enrich its contents for browsing, and to provide "Legislative database" for retrieval from network. The potential Internet user market is huge in Taiwan for more than three millions are network explorers (i. e. equivalent to one-seventh of the total population in Taiwan). In addition, there are personal or note-book computers equipped in every office of the Legislative Yuan. Triggering by the impact from public society and congressional community, the National Parliamentary Library website is ready to commence its "Internet Legislative Library Service". It consists of the sub-sites of "Your Members", "Legislative Yuan at Work", "Code Library", "Legislative News", "Legislative Literature", "Law References", "Collections", "What We Serve" and "Contents on the Web", et. al. This is the first step of Legislative Digital Library Initiatives, there remains a series of challenges, such as web construction, maintenance, interactions, and hyper-link services, to the National Parliamentary Library.

#### *4. IT Application Background & Prospects*

In the past decade, there has been tremendous progress in parliamentary librarianship worldwide. There are four major reasons to make this progress. First, the political activities of human beings come to a more mature stage. Second, the promotions from international organizations, such as International Federation of Library Associations (IFLA) holds International Conference of Parliamentary Librarians, supported by the Section of Library & Research Services for Parliaments of IFLA; and regional organizations, such as The Association of Parliamentary Librarians of Asia & the Pacific (APLAP). Third, the widely use of new technology. The last and also the most important is the public knowledge has developed as a popular value, so knowledge society is thus firmed.

The National Parliamentary Library has a good IT applications experience in the past fifteen years for online database system. And has a nice Internet and web applications supporting background developed from the Information Technology Department of the Legislative Yuan. The Information Technology Department now undertakes the wideband network system for the multimedia video on demand (VOD) system, the

high-tech multimedia television wall for committee meetings and debates in the sitting, as well as another Internet application in general, such as the members' homepage system. Therefore, the NPL has strong background and supporting unit for developing new library service in the knowledge of social-economic universe.

On the other hand, the National Parliamentary library has almost two dozens of professional librarians in the library reference service experience. The National Parliamentary Library currently undertakes reorganization for developing a better, more modernized and overall advanced library service and re-engine techniques. Those qualified staffs make the library service net becomes a new reality.

## SESSION 2 DISCUSSION

Chaired by Mr. John Templeton (Australia)

CHAIRPERSON: We might now commence the discussion period, in which we can consider the four presentations that we heard this morning. As I listened to them, it was interesting to hear the fact that although different legislatures were working in their own way to improve the services they provide to their Members, a number of common themes seem to come through from each of the presentations.

The first one was that the domain for information services and analyses was always increasing. Members of our Parliaments don't ever seem to ask for less, they always ask for more.

The second thing that struck me was that there was so much commonality between the sorts of information that were being requested by Members of quite diverse legislatures. No one explicitly stated this but I would not be surprised if another factor which we are all experiencing is that the Members of our legislatures want information provided more quickly. They always ask for things more quickly than they did perhaps a few years ago.

### Point 1: What software are they using to deliver the services?

NEW SOUTH WALES: Obviously you are all providing new services. What software are you using to deliver the services?

KOREA: Windows 95 and 98, and the Internet Explorer, 4.0 Web Browser. That is the minimum system for the acceptance of our service.

AUSTRALIA: I think we use Windows 98 and Internet Explorer, the latest version.

JAPAN: We use the same system and a special software as far as the Total System for Research and Information Services.

TAIWAN: We use the Windows 95 and Windows 98. We developed the system for our own server, the customized system for our users. Our users who just use the browsers can use this system is concerned.

PERU: We have to make the difference between the operating system, the database managers, and also the programs that we use for recovery information. If we put the information on the Internet it can be in two forms, one in HTML language and the other one in PDF format that is related with Acrobat. For the Database Managers you can use Microsoft Access and also Lotus Modes Domino, and some of the programs for library management, for example Webcut, Unicorn.

### Point 2: The relation between IT and the number of staff

JAPAN: I have a question to the four papers – the relation between IT or Information

Technology and the number of staff. Almost all the parliamentary Libraries are getting severe financial constraints. Suppose they introduce IT, will it be a substitute for the number of staff?

KOREA: On the on-line service, the information is shared by all the Members and they can have an access to the program on the computer system. They don't have to request us to work on the same thing. On the demand side and supply side there is efficiency in work and no more duplication of work. Because we have reduction of work, the human reduction can happen through that kind of information technology methodology.

AUSTRALIA: Because the information is available now on the Internet and on the Intranet, our clients in the electorate offices and in the Parliament House offices are sharing the information for themselves first. They come to the library staff when they have got more detailed questions that they would like answered.

JAPAN: As far as our situation is concerned, there is no such requirement just because of the adoption of IT to our work. The statistics show the increase of the number of requests. We receive more than 30,000 requests annually. The figure grows up and up. If we implement this kind of IT, we must do other things.

TAIWAN: We call this kind of question as relating to information literacy as well as staffing. Information literacy means the general knowledge relating to IT. The staffing means we need to train the trainees, the members of the staff as well as all the clients. For all clients in the systems we need to let them know what is going on. There is no special way to solve this problem but just to pay attention and train the people promoting their information literacy.

AUSTRALIA (CHAIRPERSON): If you go into IT as an exercise in reducing staff or saving costs, you won't make these savings. Because once you may make some initial reductions in areas where there is staff, the work that has been automated, our experience has been that as you provide more information electronically, you generate additional requests of greater complexity. While you may save a few staff you will find very quickly that you will need additional research or analysis staff.

### Point 3: The problem of small budget.

INDONESIA: Most of us have the same problems about budgeting. How do you (Mr. Aranda Torres, Peru) manage to deal with the very small budget and the very demand for the information for the public as well as for the MPs?

PERU: The legal deposit is a good tool to make the information of public institutions come to the library in any kind of formats or supports. Our budget is not too small compared with all other libraries in the country. The libraries that have the task to inform the people or MPs who decide on the rules of the country cannot have a small budget.

### Point 4: The Tracking Request System of the National Diet Library, Japan

AUSTRALIA: I was very interested to hear about the request tracking system that you have in the Diet Library. Who actually has access to that information? Do all of the librarians and researchers have access to that information? How does it work?

JAPAN: As far as the system is concerned, the confidentiality is the point, the important point. Among staff members of the Research Bureau, all supervisors can have a look at the requests. Those who are not responsible for handling request cannot retrieve or see the request.

JAPAN: The Bureau has 14 divisions. Researchers can see all contents of their division but not the MP's names of other divisions.

#### Point 5: The backup of information

PERU: How do they manage the backup of information?

AUSTRALIA: Our material was backed up every night and a duplicate storage is stored securely away from the main building. So we have off-site storage and we have regular backup. That is from the central system and individual MPs are able to backup onto their PCs as well.

JAPAN: In case of an earthquake or fire or power failure, then the battery will work and it will continue for some time to work all the system. During that time all the memories are crystallized in the hard disk.

TAIWAN: The backup is necessary, but sometimes it is difficult for the Internet resources. We have to backup the inventory information by recording the inventory of Internet resources into a new database. That is what I call the Library of Digital Library or the Library for Internet Resources.

#### Point 6: The conversion of newspaper clippings or news items into electronic format by the Parliamentary Library, Australia

PHILIPPINES: I would like to find out the experience of the Parliamentary Library, Australia concerning the conversion of your newspaper clippings or news items into electronic format.

AUSTRALIA: At the present moment staff members are getting the newspapers, they are selecting the articles, and then they are cutting the articles from the newspapers, and scanning them into the database. The articles are mounted to be scanned in. There is an image which is Acrobat and able to be read, and there is also a citation which is separate. The support officers put in the citation, and then the image is linked to that, and then the librarians will eventually index that image. You can search the full text of the image as well as by the subject indexing.

AUSTRALIA (CHAIRPERSON): Previously, the newspaper clippings were done in hard copy and put into a number of folders. The only way that our clients could use them was

if they were in Parliament House in Canberra and they came up to the library and looked at them. As a result of the change by going electronic, they can look at the database of newspaper clippings from anywhere in Australia or in fact other cities, as a result of our remote capacity. And lots of people can look at the same newspaper clippings at the same time, without obviously realizing that they are doing that. But there was no staff saving in this. We needed additional staff. But those extra two to three staffs are the cost of a much more accessible and much more efficient service.

**SINGAPORE:** After you enter the image of the original copy of the paper into the database, do you keep the hard copy or do you discard the hard copy of the original newspaper cutting?

**AUSTRALIA:** We keep the hard copy of the original newspaper cutting for three months, just in a daily package. That is only because we reuse it, if the image hasn't gone in properly. It does not need any real storage space.

**INDIA:** What about the old clippings, old folders?

**AUSTRALIA:** That is still just kept in folders in the library. It goes back to about 1960. It is all kept in storage. The most current from 1998 to 1999 is kept in the main library. So clients have access to it in the hard copy format.

**JAPAN:** I would like to ask all of the floor how do they deal with the copyright? Copyrights are headaches to us, but as an institution in legislature we cannot break any law. As far as the newspapers are concerned, we are talking with the Newspaper Publishers Association to allow us to deliver electronically not all but important articles, which are of great use for the Members. We are asking if it is possible for us to deliver such information through Intranet. We have just started negotiating with the Association and we are waiting for their answer.

**AUSTRALIA (CHAIRPERSON):** Our Copyright Act has an expressed provision in it that exempts Parliamentary Libraries where they are providing information to the Members of the Parliament from the copyright obligations. That is why the electronic newspaper clipping database is not put on the Internet.

**JAPAN:** I think there is a commercial database covering these newspapers and magazines. Aren't you using it?

**AUSTRALIA:** We do have access to commercial on-line databases where we can get newspaper articles. But in some instances the Members and Senators actually want the actual newspaper article, not an on-line version. This is where they can actually print the actual newspaper article image.

**AUSTRALIA:** When we started this scheme, we did approach the newspapers to see if we can get articles electronically from them. But they weren't interested in doing that for us.

**PHILIPPINES:** How many papers do you clip and how many staff required from selection up to the time of, say, availability for retrieval?

**AUSTRALIA:** We clip the major Australian newspapers, five of them, Australian, Sydney Morning Herald, the Australian Financial Review, the Canberra Times, and the

Age. That is from each of the States in Australia. Then we also clip the newspapers that are put out by the other states, South Australia, Queensland and Western Australia. Those newspapers that come from the regions are the priority-2 newspapers. They have a much different time span to go on to databases. But the five major newspapers are available electronically in the afternoon of that day, not subject-indexed but scanned.

AUSTRALIA: In the support staff there might be about 8 or 10, and the people who index the books and the journal articles and the newspapers, it is about 8 to 10 in that area as well.

Point 7: The copyright of the research paper available on Intranet or Internet

INDIA: You said you have put the reference papers on the Intranet. If some Members use that information in his name, how do you deal with such situation?

AUSTRALIA (CHAIRPERSON): The copyright essentially stays with the Commonwealth, because both our organization and the Senator or the Member are part of commonwealth of Australia.

There are two sorts of papers that our staff prepare. Some are provided on a one-to-one confidential basis. They are never put up on any electronic storage area at all. However, the library does anticipate issues and general distribution products are written on those issues. They are made available to all Senators and Members and anyone else who is interested equally, and those are put up on our Internet site. The copyright for those rests with the Library as an agent of the Commonwealth.

INDONESIA: If it is confidential, will the Member not protest?

AUSTRALIA (CHAIRPERSON): If we want to make a confidential paper available, we would ask the Member's permission not because we can see that he has the copyright on it. It was a question of confidentiality, your respect for your clients and general courtesy.

CHAIRPERSON: I think we might have to conclude this session here. Can I firstly thank all the presenters this morning? I think we have had a very, very interesting range of ideas and work put before us. May I also thank everyone who has contributed during this discussion period.

### Session 3: Development and enhancement of services in the New Era

For the third session, which was held on October 3, Australia, Bangladesh, Hong Kong, India, Indonesia and Pakistan reported their papers.

Ms. Donnellan (Australia2) cited the value of Internet, the value Internet has added to the role the Department of Parliamentary Library plays in Australia and society and identified the additional roles. She cited also the examples of building the library-client relationships.

Mr. Hasan(Bangladesh) talked about the ongoing modernization plan and the Legislative Information Centre of the Parliament Library of Bangladesh.

Mr. Law(Hong Kong) presented the Hong Kong Legislative Council Library's research and library information system comprised of the document management system and the library management system.

Mr. Sapra (India1) discussed the different services in India's Parliament Library and library reference and research, documentation or information service, or LARRDIS for short, the Parliamentary Museum and Archives, and the Parliamentary Library information system.

Mr. Aminudin(Indonesia) spoke of the creation of the services by the Centre of Analysis and Information service of which the library is an integral part.



**Association of Parliamentary Librarians of Asia and the Pacific  
(APLAP)**

**6<sup>th</sup> Biennial Conference**

**The Parliamentary Library:  
Research and Information Services in the New Era**

**Report of the  
Department of the Parliamentary Library, Australia**

**by**

**Indra Kuruppu and Bernice Donnellan**

**Information and Research Services**

**October 2000**

## **Sub-theme for Session 3**

### **Development and enhancement of services in the New Era**

#### **General outline of services**

The amalgamation of the information and research services in 1997 was to provide a seamless and flexible approach to services so that it would be easy for clients to negotiate requests with the Library. In this framework, requests for information or for analysis and advice on public policy issues can be easily submitted and negotiated and responses provided from the most appropriate officer(s) available and in a form that is easily assimilated and readily used. Requests can be submitted either through the DPL's Central Enquiry Point for referral, to the Director of the relevant subject group, or directly to the relevant information specialist or analyst whose details have been found by the client in the *Guide to Information and Research Services*. The 1999 triennial external evaluation of DPL services showed that this approach is working well and that the majority of clients are satisfied with the seamlessness of Library services.<sup>9</sup>

As well as one-on-one commissioned work, which remains the majority of our work, the Program produces papers for General Distribution on issues of current or anticipated interest which assists in managing staff resources in high-pressured areas. These are available to all Senators and Members on request.

Each subject Group has a combination of librarians and analysts/researchers and over time there has been a change in the work roles of both these professions with some librarians choosing to develop writing and analysis skills and some analysts developing skills in searching electronic services. These changing roles are most noticeable in the publication arena with both streams writing traditional papers, research notes and Bills Digests and are particularly apparent in the new service of E briefs.

#### **Developments and enhancements**

##### **Reference, Research, Analysis, Briefing**

The strategic developments that DPL is pursuing in the next years come from the findings of the Client Services Evaluation conducted in 1999<sup>4</sup> and from client feedback. This feedback is obtained as a result of regular consultations with clients either as structured individual calls on Senators and Members, by the heads of the Program which were initiated in 1996 or from Client Fora which began in 1999. These fora are held quarterly and usually discuss specific issues with an opportunity for clients to raise any points for discussion.

In particular the strategic implications that are of most concern to IRS are highlighted in the following paragraphs.

## **How can the DPL find new ways to add value in the face of new and potentially more powerful Internet and related virtual information and research services?**

As Dr June Verrier Head of Information and Research Services, explained in her recent paper *How to establish a Parliamentary Research Service: Does one size fit all?* which she presented at IFLA 2000.

'It is clear how little understood the Internet still is when so many people, politicians among them, wonder why parliamentary libraries, or even research services, are necessary when there is Internet. Internet is a brilliant tool which makes for a much higher level of self-help among parliamentarians which can leave highly qualified librarians and analysts free to focus on the more complex value-added work than was once the case. However, while the Internet has changed dramatically the volume and speed of access to information, the traditional library skills of searching, sifting and sorting, and analyst skills of synthesising and assessing, remain as essential as ever in a world confronted by exponential information overload.'<sup>6</sup>

In DPL we have approached this challenge in two ways to make it easy for clients to use the Internet on a self-help basis. One way is to create structured pathways through the Internet as was described earlier in the paper. Another way is to provide training either in regular courses or on an as needed basis. This has meant that reference staff have developed new computing and training skills. Staff, especially when working at the CEP, are spending more of their time, usually on the phone, explaining search techniques for both the Internet and ParlInfo. What used to be a request for relevant print material will now often be a request for a web sites. This assistance is of value to the client as both services save their time which is precious to them.

Once clients have done the initial searching then DPL staff are available to provide analysis, commentary and insights on the particular issues.

And the soon to be implemented online *Guide to Information and Research Services* will be the beginnings of an electronic 24 hour reference centre. While staff will not be available outside normal working hours there will be an increasing range of resources available at the desktop.

## **How can the DPL remain an important source of information and advice when there are many competing sources such as party based research teams like the Government Members' Secretariat, Interest Groups, Lobbyists and Local Contacts?**

This can be done by building on the reasons that clients give now for using the DPL which are that the DPL responds to the client's need for their deadlines to be met, that the DPL is reliable, credible, independent and is funded to provide services equally and impartially. They recognise that the DPL understands the rhythm and reality of politics. They also appreciate the fact that the DPL has a comprehensive coverage of sources and references including basic facts and statistics. DPL is a service organisation which always has the client at the forefront of its focus. Another strategy is to ensure that the specialist expertise is always available to provide the added value service and this may mean an expansion of the use of short-term contracts or the buying in of additional expertise when needed. Another strategy is to ensure that the right mix of skills and capabilities is available in its staff so that when clients needs change we are able to respond to these new demands.

## **How can the DPL build and maintain good relationships with its clients?**

The starting point is to recognise that each client is different and has different needs and in the case of the Australian Parliament it has been likened to having 224 individual businesses to deal with.

The DPL has already started to build stronger relationships with its clients by holding the Client Fora, and by visiting clients in their own offices instead of communicating by phone or e-mail. Groups are being encouraged to identify 'key clients' and to get to know how their office operates so that their preferences are taken into account when responses to their requests are given. For instance regular oral briefings may be of much more use to certain clients than a written paper.

Another aspect of maintaining good relationships is in responding to changes in the needs of clients. An example of this is the way in which the DPL has made its products available electronically as well as in hard copy. One product, the ALERT selective dissemination of information service, is now available via e-mail with the recipient being able to download items such as articles or press clippings from the hotlinks in the profile. Any item not available online can be requested by e-mail from the Document Supply Section and supplied by ordinary mail.

It is also important not to move too quickly with change as there will always be a mixture of clients who are used to the way services have been delivered and still require them that way.

A traditional service such as Book lending still has value to our clients with almost all Senators and Members and their staff borrowing from the Library, a quarter of them borrowing frequently. While many reports are available electronically there is still heavy demand for certain books. Some of the most recent hot titles have been political like *The new prince: Machiavelli updated for the twenty-first century* by Dick Morris or about globalisation like *The Lexus and the olive tree* by Thomas Friedman. The next hot subject area seems to be cyberspace, with demand for titles like *The governance of cyberspace: politics, technology and global restructuring* by Brian Loader. It will be interesting to see if the new E-books which can be downloaded into handsize computers will replace the traditional print book format.

### **Services for the Public**

While the DPL is exclusively for the use of Senators and Members and members of the public are not able to visit, some basic phone enquiries those which are just as easy to answer immediately as to refer elsewhere are answered at the CEP. In all cases DPL policy is to refer members of the public to alternative sources like the National Library or State Libraries in the respective States. Many are also directed to the Parliament House web site, which was designed for the public, and the Web Manager also responds to queries which may either be about the arrangement or the contents of the site. In July 2000 there were 4,630,579 hits on the whole site with 190,588 direct Internet hits on the DPL's web site. The general outcome of this access has been positive, with only a few instances of calls from the public about our publications.

There is also a Parliamentary Education Office (not part of DPL) which is designed to assist teachers and students to learn about Parliament and they have also have a web site for use by school children.

## Conclusion

The DPL will continue to use technology as a tool to enhance our services to our clients. We have changed our Collection Development Policy to an Information Access Policy. We will continue to create our own electronic databases and build pathways to other sources of electronic information so that Senators and Members and other Library clients are guided through the information jungle to the information relevant to their needs. By doing this we are freeing our specialists to provide other value-added services of answering the more complex and time consuming requests for information, policy analysis and advice. Our client focus will increase with an emphasis on personal contact between DPL staff and Parliamentarians and their staff so that their needs are met on an individual basis. We will use these connections to ensure that the DPL remains relevant and useful to our clients, with the aim of becoming the first place that Senators and Members turn to when they need information and policy advice.

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- 1 Speaker (Hon Neil Andrew), *Hansard*, House of Representatives, 14 August 2000.
  - 2 3 4 ARTD Research and Management Consultants (ARTD) and The Albany Consulting Group (Albany Consulting). *1999 Client Services Evaluation Final Report*. 1999.
  - 5 J. R. Verrier, *How to establish a Parliamentary Research Service: does one size fit all?* August 2000

## **Attachment A**

### **The Essentials of Enterprise-wide Content Management**

Content management, in various guises and niche areas, has been with us for decades. A prime example of a niche content management system that has been in use in government departments from time immemorial is the paper file registry management system. A more recent example is the electronic document repository, of which Parlinfo is a particular case.

**Essentially, content management is the process of managing documents from their creation or capture, through categorisation, storage, retrieval, re-purposing and publishing.**

Most content management systems that we have direct experience with relate to the management of text-based documents – either in printed or more recently electronic forms.

The challenges that now face us come from several directions:

1. The 'documents' that we must deal with are no longer entirely text-based. They could be:
  - a) Audio files
  - b) Image files
  - c) Video files
  - d) Multi-media compositions
  - e) Any combination of the above.
2. The documents may be created or published on many media types, and often on more than one, for example:
  - a) Paper
  - b) Electronic tape
  - c) Electronic disk
  - d) CD-ROM
  - e) DVD.
3. The documents may need to be sourced or published in many different ways [channels], for example:
  - a) Web pages
  - b) Streaming video
  - c) Desktop Computer
  - d) TV
  - e) Electronic book
  - f) Paper book
  - g) Wireless-connected palmtop device.
4. The documents may not actually exist as a collective item until the client actually decides to view them. This is the concept of an electronic 'virtual document', whereby

a document is comprised of a number of disparate content elements, which are brought together by a viewer selecting a number of location addresses.

5. However, perhaps the greatest challenge is the sheer volume of content that we now have to deal with, both at the organisational level and the individual level.

From a technical perspective, content management elements are evident in most of the applications we deal with in the Parliament. The main problem is that they are not viewed so much as a part of a coherent content management infrastructure, but rather as parts of a whole range of 'vertical' applications. As the number, variety, and pervasiveness of content management needs escalate, this vertical approach to the creation of content management infrastructure is becoming increasingly inefficient.

Our clients do not particularly care whether content comes from the Web, a book, or a colleague; neither do they care whether it is stored on a video server, in Parlinfo, or in an e-mail store. They would [or will] like to be able to manage and manipulate all forms of content in an *integrated* way. A search on a particular issue should throw up *all* the content we have—no matter where it is located. Repurposing tools should be capable of merging content from many different sources and media types. Publishing tools should be capable of delivering output to multiple channels from the *same* content with minimum rework. Publishing approval chains and editing collaboration chains need to be automated. Tools should exist to automatically filter and categorise incoming information and alert the appropriate parties to the fact of its arrival. We need to have sound and low cost methods for storing, archiving, securing and managing the copyright issues associated with all of our content.

Information is becoming the lifeblood of organisations, and this could be no more true than for a place like the Parliament. Content is at the heart of information and must be efficiently captured, catalogued and routed to where it is needed. Content management infrastructure is the technology we now need to examine in its own right, at the enterprise level. This horizontal approach to content management infrastructure will be the focus of our content management group of projects that is expected to span the next few years.

# Bangladesh Parliament

## A Country Report

By  
Kazi Tauhid Hasan,  
Director  
(Library and Research)

Modernization of Parliament Library  
And  
Establishment of a  
**Legislative Information Centre**  
For the  
Development and enhancement of services  
in the New Era

**Bangladesh Parliament Secretariat  
Dhaka  
Bangladesh**

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October 2000.

หน้าว่าง

# Legislative Information Centre

## **Introduction**

The Strengthening Parliamentary Democracy (BGD/97/003) project of the Government of the People's Republic of Bangladesh, supported by UNDP is aimed at the improvement of the legislative and oversight functions of Parliament and the promotion of democratic practice in general. The project is involved in both institutional and operational activities. According to the objectives of the project, a number of priority areas for the staff attachments have been identified. One of these priorities is to establish a "Legislative Information Centre" (LIC) with computerized cataloguing, information retrieval system, digitization of important documents, scanning for CD-ROM and Internet browsing service, through modernization of the Bangladesh Parliament Library.

**Parliament Library:** With a collection of a little over 75 thousand volumes of books and other materials that include debates of different Parliaments, reports, gazettes etc. The Parliament Library is one of the largest in the country. This is the only Library in the country that follows the Library of Congress classification and cataloguing system which the library adopted in the early 80's.

Located in the ground floor around the single pillar that bears the entire load of the central block of the huge Parliament Building, the library has a reading room with present seating arrangements for 50 persons. The reading room has however a potential seating capacity of 200 persons. Most of the collections in the library are of parliamentary interest, but also included books on law, political science, economics, ethics and religion, history and international relations, among some others. It has the following rare materials:

	Name of rare materials	Period
1.	Debates of Constituent Assembly of Bangladesh	1972
2.	Debates of Bengal Legislative Assembly	1937-1946
3.	Debates of East Pakistan Assembly	1948-1969
4.	Debates of Pakistan National Assembly	1947-1969
5.	Debates of House of Commons (U. K.)	1809-1980
6.	Pakistan Gazette	1948-1971
7.	Dhaka Gazette	1948-1971
8.	Pakistan Legal Decision	1948-1994
9.	Pakistan Law Reports	1948-1971
10.	All India Reports	1914-1993
11.	Dhaka Law Reports	1949-1996
12.	Budget of Pakistan	1950-1971
13.	Bangladesh Gazette	1971 to date
14.	All Acts, Ordinances, President's Orders, Martial Law Proclamations, Orders, Regulations, etc.	1793to date.

Debates if first to the seventh Parliament of Bangladesh are available in the library. The library has all the copies of a number of major daily newspapers published from Dhaka since 1974. It has also a good collection of international magazines from that time.

Parliament Library is primarily meant to meet the information needs of Members of Parliament in performance of their functions as legislators. Officers and staff of the Parliament Secretariat can also use the library. Research scholars particularly those from the universities and other educational and research institutions are allowed to use the library, if prior permission of the Secretary of Parliament is obtained. Such use is however subject to certain conditions. While a Member of Parliament or an officer or staff of the Parliament Secretariat can borrow books, other than reference and rare books, for a period of 7 days during sessions of Parliament and for 15 days when Parliament is not in session, research scholars do not enjoy this facility of borrowing books. Demand for use of the library by the research scholars is on the increase.

The library remains open on all weekdays from 9 am to 5 pm. When Parliament is in session it follows the office timing of the Parliament Secretariat which means that library remains open on week days from 8 am to 8 pm and on closed days from 9 am to 12 noon. If a sitting of Parliament continues beyond the time indicated above, the library remains open until half-an-hour after the end of the sitting.

The library has three units viz. Library, Documentation and Research, each headed by a Librarian or a Research Officer of the status of a Class I Officer. The Director (Library and Research) has the responsibility of supervising the operation.

There is a Library Committee of the House consisting of 10 members. The Deputy Speaker is the ex-officio Chairman of that Committee. Officers of the Library render secretariat service to the Library Committee and the Director (Library and Research) is the Secretary of the Committee.

At present, the Bangladesh Parliament Library renders the following services to the Members of Parliament, officers and staff of the Parliament Secretariat and research scholars. The actual processing of all the following activities are manually undertaken:

- (1) Lending service
- (2) M.P's and non-M.P's reading room service
- (3) Reference service to the Chamber during Parliament Session
- (4) Reference service to the Parliamentary Committees
- (5) Information retrieval service to the Members of Parliament and the Senior Officials of the Parliament Secretariat.
- (6) Documentation service to the Members of Parliament and the Senior Officials of the Parliament Secretariat.
- (7) Photocopy service to the Members of Parliament and the Senior Officials of the Parliament Secretariat.

**Legislative Information Centre: *Development and enhancement of services in the New Era*** by providing the Members of Parliament, the Officials of the Parliament Secretariat and authorized research scholars with responsive and user-friendly information and computerized library services, a modern ***Legislative Information Centre (LIC)*** in the Bangladesh Parliament Secretariat is being established through modernization of the present Parliament Library. This modernization process will have a direct effect on the availability of the access to information for the Members of Parliament and Officers and Staff of the Parliament Secretariat and other users. The modernization activities in the library were initiated early this year and will conclude by the end of the year with fully modernized and computerized Legislative Information Centre. The necessary equipment for the Legislative Information Centre has already been procured and installed and the library staff are involved in an intensive process of converting the current manual cataloguing system into a computerized and bar-coded cataloguing system. To assist in this process, a four-month training program for the library staff has been initiated.

The Legislative Information Centre has also established Internet services, with a main Internet server and a Remote Access Server (RAS). The main Internet server is connected to the library server, as well as to the Institute of Parliamentary Studies (IPS) and Computer User's Centre. Through the Internet, users will be able to access the LIC Websites, which is directly linked to the existing Bangladesh Parliament Website. The Website provides

users access to the catalogue of the LIC, to select digitized documents and links to other websites from any remote site via the Internet.

In addition to the cataloguing, a number of priority documents are currently being transformed from paper copies to digitized copies. This will allow these volumes to be easily available in computerised form and will ensure that they are safely preserved for the future.

A final step in the conversion of the Bangladesh Parliament Library into a Legislative Information Centre will be the installation of new furniture, allowing the library to be organized in a more user-friendly style. A reception hall will be established, providing the Central Information Desk of the LIC. Access to computer terminals and Internet will be possible from convenient locations through out the LIC and Members of Parliament will have their exclusive terminals available within the MPs reading room.

**Computer Users Centre:** Current capacities in the use of computer technologies are limited within the Parliament, with only a small number of Members of Parliament and the Officials of the Parliament Secretariat having access to computer facilities or having knowledge on their use. This current activity is therefore focused on two areas: the first is training and the second is providing the necessary access for users to computer facilities.

To achieve the above mentioned objectives, two computer centers have been established. One is Computer Training Centre and another is Computer Users Centre. The Computer Training Centre has been established in the Institute of Parliamentary Studies for conducting training programs for the Members of Parliament and the Officers and Staff of the Parliament Secretariat and the Computer Users Centre has been established in the Legislative Information Centre, providing a pool of computers for the use of the Members of Parliament. Both centers have been locally networked, both to one another and to the information resources of the Parliament Library. Both centers will also provide access to the internet and e-mail systems.

**Session 3      Sub-theme: "Development and enhancement of services in the New Era"**

**The New Era**

1.        The dotcom bomb has been detonated on the arrival of the Millennium and its explosion has revolutionized the management of information in all fields, including of course the management of information in libraries and then the management of libraries themselves.

2.        A library is a source of information and in the past, it was a source for only those who were prepared to visit it. Index cards were an indispensable tool in a library without which a library would just be a storage place for books and periodicals. With the advent of information technology, index cards have been replaced by computers and instead of fingering through such cards laboriously to locate a book, one needs to press a few buttons in a computer either at home or in one's office in order to find out whether a certain book exists in a library; in some libraries, even requests for loans can be made by readers who are on the move. Information technology has also changed the work pattern of a Librarian providing reference service; instead of having to comb through dozens of books in the Library, he may simply need to surf the Internet in order to obtain the required information.

3.        Bearing in mind the fact that decisions made by legislators affect the entire community which they serve, they must have excellent information and research support so that before they decide on the launch of a certain programme, agree to the voting of funds for a certain project or pass a certain bill, they are already fully aware of all the options available and the implications of each and every option on the community. One way of obtaining such information is from the library of their legislature. In view of the irregular hours and speed at which legislators work, it is also important that a library of a legislature provides the most up-to-date information which can be accessed 24 hours a day from wherever the legislators are and that the information can be searched and

then retrieved in a manner that meets the purpose of the legislators.

4. In order to meet the information needs of Members of the Legislative Council (LegCo), the Hong Kong Legislative Council Library ("LegCo Library") has developed a Research and Library Information System (RLIS) which stores and manages digitized LegCo records, and automates the management of the library in order to provide information search and retrieval service for Members of the Council, their personal assistants and also staff of the Council.

#### **Days when we relied on hard copies**

5. Established in 1995, the LegCo Library has a very short history. In 1996, when we started planning an information system for the Library, there were about 13,500 items in the library collection comprising (a) records of the Council and its committees; and (b) reference books and serials. As the Library is a parliamentary library, we regard Council records to be our core collection (hereafter "the core collection"). The core collection was available in hard copies only. Searching and retrieval of information from the core collection was extremely labour intensive and inefficient at that time. Furthermore, as only one copy of each document of the Council or its committees was kept in the Library, copies had to be made if more than one library user wished to use the same document.

6. As the Library is opened during normal office hours only, access to the materials in the Library including the core collection was not possible outside office hours, resulting in inconvenience to Members of the Council, their personal assistants and staff of the Council who very often have to consult previous Council and committee papers outside office hours.

## **The Research and Library Information System**

7. After we had obtained approval in principle for an information system to be installed in the Library, we employed a technical consultant to undertake a feasibility study of the project. On the basis of the result of this feasibility study which lasted nine months, an estimated cost of the project and specifications such as user requirements were drawn up.

8. Following the voting of funds for the project, open tenders were invited for the design, supply and installation of the system. Although the tender specifications of the system had been written in generic terms, only one tender completely met the specifications laid down and it was accepted. The whole tendering process including drawing up of tender specifications, evaluation etc was completed in 11 months.

9. Implementation including installation, data conversion and acceptance tests took a total of 14 months and the system was commissioned on 24 December 1999, exactly one week before the turn of the century. We were assured repeatedly and we were also confident that the whole system was Y2K compliant and that was why we rolled it out before 31 December 1999. The system proved to be Y2K compliant.

10. The information system comprises two parallel units: a document management system for the core collection and a library management system.

## **The Document Management System**

11. For research purpose, it is important to have a search engine in the system which enables searching and retrieval of information in both Chinese and English, which are the official languages in Hong Kong. And since time is of the essence in the parliamentary setting, a very quick response time is paramount. On a daily basis, it is also important to devise a work flow which ensures that Council and committee papers

generated by the different departments in the Legislative Council Secretariat which are meant to be stored in RLIS are transmitted to the Library at the earliest opportunity for uploading onto the system.

12. The search engine is required to respond to a request for a search within one second. The committed serviceability level, or the reliability level, of the system is 98%, which means that the down time of the system is less than 2% or fewer than 8 days in a year. The search engine also allows progressive search, i.e. users can enter new search criteria on the search screen using previous search results to further focus or refine their search. Standard search tools such as Boolean operators (i.e. and, or, not), wild card search, truncated search, etc. are also provided. A database of commonly used terms in Chinese and English is also made available to aid users to identify and search the papers kept in the Library. The system also allows users to save their search results and retrieve previous search criteria. All these capabilities greatly enhance the efficiency and effectiveness of the search engine.

13. As regards the conversion of documents which are available only in hard copies, this involves typing of such documents all over again to turn them into digital form in order to render them 'searchable'. During implementation of the project, about 40% of the core collection already had soft copies, which meant that the remaining 60% of the documents, or 130,000 pages, required conversion. We have explored the optical character recognition (OCR) technology but have ruled it out. The recognition rate of OCR was 90% for English and between 60% and 65% for Chinese. As the database is to hold Council and committee papers and is to be used for search purpose, any recognition rate below 99.9% is not acceptable and therefore we have rejected the OCR technology. During the system implementation stage, we employed external typing contractors to convert hard copies into digital format and we still do. Maps and handwritten documents, which are normally submissions to the LegCo, are scanned and then embedded into the main document where they are referred to.

14. In order that the system would be user friendly and would be used widely, we consulted all prospective users on the access points that they would most frequently use for searching before we designed the search screen for the system. After we were able to confirm the commonly used access points, e.g. titles of bills, dates of meetings, names of Members, etc., we then designed an indexing screen which

incorporated all these access points as input profiles for indexing. During implementation, we employed a team of temporary staff to upload and index the profiles of all relevant soft copies onto a special server. This was very labour-intensive, but the usage of the RLIS document management system since its implementation justifies all these efforts. On average, 7,700 searches of the information in the Library collection are made per month after implementation of the system.

15. With the cooperation of Government policy bureaux and other agencies, the percentage of Council and committee papers that are accompanied with soft copies has gone up to 80%, thus reducing the conversion efforts required.

### Library Management System

16. We previously used a very simple 'home-made' library management system for the Library which did not allow us to record bibliographic materials in Chinese. It was installed in a stand-alone machine, and therefore retrieval of information was possible only at that machine, which limited the reach of the Library catalogue to only those visiting the Library. It could not track the status of books for which we had issued purchase orders. Accounting became a monthly headache and security control did not exist. Furthermore, the system did not have room for registering inter-library loans, where many of research materials came from. In brief, the system was inefficient and too simple for the LegCo Library. We took the opportunity of digitization to modernize the management of the LegCo Library and incorporate in the RLIS project an automated library management system.

17. The new system automates acquisition, classification and cataloguing, and circulation. It enables the library to keep track of book purchase orders and the acquisition status of all library materials, which the old simple system was not able to handle. The new system also allows the Library to import directly bibliographic records in MARC format, thus saving the time spent by cataloguers in looking up other reference tools. In implementation, we re-catalogued the entire Library collection, using the Library of Congress cataloguing and classification system. This entailed the creation of 14,233 bibliographic records from scratch.

18. The Library catalogue is now on-line for access by all Members

of LegCo, their personal assistants and staff of the LegCo Secretariat, totalling about 400 users. It is also accessible to several local universities on a reciprocal basis.

19. In terms of circulation, the new system saves the time of both users and library staff in that users can access the Library catalogue on-line, make a request for a book loan or request extension of their book loans directly from their desktops.

20. Another important feature of the new system is inventory and security control of the library collection which is made possible through insertion of magnetic strips in books and integration of an electromagnetic detection system into the main system.

### **Enhancement of services to Legislators**

21. With the installation of the document management system and the automated library management system, we also took the opportunity to provide more services for Members through (a) the provision of remote access to the system; (b) on-line sharing of the CD-ROM databases kept in the Library; and (c) integration into RLIS of an external customized press cuttings service.

#### **Remote Access**

22. In addition to providing 24-hour access, RLIS also enables legislators to access the LegCo Library collection from their own district offices. This has expanded the geographical reach of the Library service to the entire territory, and not just the offices in the Legislative Council Building and Members' Offices nearby. Legislators and their staff are now able to carry out their legislative research even in their respective district offices round the clock. As access from Members' district offices is made through a modem, the speed of response is constrained by the capacity of telephone lines.

#### **Concurrent access to CD-ROM**

23. The LegCo Library subscribes to 17 CD-ROM databases. In pre-RLIS times, a user had to come to the Library to gain access to any of these databases. Now, a user can select and read the CD-ROM

databases via RLIS at his desk.

### Digitized press reports

24. Legislators need to keep themselves abreast of current affairs, public views and topical issues. The Legislative Council Secretariat has been providing them with newspaper cuttings on the activities of the Legislative Council, on the Members themselves, and on current affairs. Without being indexed, such press cuttings are not searchable or retrievable except by date, which is not the most efficient way in which to obtain the required information from this source. In July 1997, a computerized press cuttings database was introduced to the LegCo Library on a trial basis. This database is equipped with a robot which picks up all news reports containing specified key words e.g. the Legislative Council, committee names, issues considered or debated in Council or committees etc. It was also capable of picking up press reports about individual legislators and of filing them in individual electronic folders of the legislators. In 1999, we integrated the computerized press cuttings database into RLIS, and to make access easier, no password would be required for using this service via RLIS. As the press cuttings database archives news reports dating back to 1998 and the database is searchable, this service has proved to be most valuable to all users.

### **Disaster Recovery**

25. As the digitized "core collection" in RLIS is the only complete collection of records in electronic form pertaining to the work of LegCo, it becomes paramount that a disaster recovery server be set up to minimize data loss in case of disaster. Backup tapes of the primary server are transferred off-site for storage. The system is so designed that Library services will be maintained without disruption even after disaster. The estimated time to restore the whole system in case of a disaster and a complete hardware/system failure is around eight hours. This ensures that LegCo Members, their personal assistants and staff of the LegCo Secretariat can carry out their normal functions as soon as possible after a system disaster.

## **Summary**

26. To sum up, efforts made by the LegCo Library to digitize LegCo records and automate library workflow and management have provided much improved information search and retrieval service for legislators as well as enhanced the ability of the LegCo Library to plan and meet user needs.

27. A review of the operation of RLIS will be undertaken on the anniversary of the roll-out of the system i.e. December 2000, to see whether and how the system may be improved.

5 September 2000

## DEVELOPMENT AND ENHANCEMENT OF SERVICES IN THE NEW ERA

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*The information management in the Parliament of India is being looked after by Parliament Library, Reference, Research, Documentation and Information Service (LARRDIS). The main function of various Services provided by LARRDIS is to make available factual, objective, non-partisan and reliable information and data to Members of Parliament to discharge their parliamentary duties efficiently. This paper presents a synoptic overview of the gradual development and enhancement of the Library, Research, Reference and Information services since 1921. The multifarious activities performed presently and plans and programmes for the future have been suitably highlighted in the Paper by italicising the relevant text.*

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### INTRODUCTION

The process of information management in the Indian Parliament commenced as far back as 1921, though on a very modest scale. The years between 1946 and 1950 witnessed hectic activity in view of the Constituent Assembly having commenced its assigned task of drafting a Constitution for free India in 1946, the nation achieving Independence in 1947 and India becoming a Sovereign Democratic Republic in 1950. This period saw increase in demands on Library services and consequently the beginning of a systematic expansion of Parliament Library's collections, both qualitatively and quantitatively and establishment of Research and Reference Service. The present set up of Parliament Library and Reference, Research, Documentation and Information Service (LARRDIS) emerged as a result of

a major functional re-organisation of the Secretariats of Lok Sabha (the Lower House) and Rajya Sabha (the Upper House) during 1974-75.

LARRDIS caters to the information needs of members of both the Houses of Parliament, even though it is a part of administrative structure of Lok Sabha. It functions on a subject-section-cum desk officer system. The objective has been to ensure the development of requisite specialisation and expertise and also the diversification of experience at every level.

LARRDIS is presently divided into following functional Divisions: Library Division, Reference Division, Research Division, PMA Division, Media Relations Division and Computerisation/Parliament Library Building Division. Each Division is headed by a Joint Director under overall charge of three Directors.

### **LIBRARY SERVICES**

Parliament Library, with the present holding of about 1.25 million volumes of books, reports, periodicals, Government publications, UN reports, debates, gazettes and other documents, is one of the finest and richest repositories in our country. The Library possesses a rich collection of over a thousand rare books on Indian history, art, painting, sculpture, the earliest volume dating as far back as 1671 by Bernes. About 200 Indian and foreign newspapers and 700 periodicals in English, Hindi and other Indian regional languages are received in the Library from around the world.

The services of the Library (which is second largest in India), are extended to members of Parliament, former MPs, Indian and foreign research scholars, accredited media persons, and officers of the Parliament/Government.

The main functions of Parliament Library are acquisition, processing, preservation and issue of books, periodicals and other documents received from various sources.

**Acquisition:** Books and publications on almost all subjects, with special emphasis on legislative requirements of members, are selected and acquired for the Library. The acquisition of books and publications is by

means of direct purchase, exchange arrangements, and those received on complimentary basis. Parliament Library is also a depository Library for all the unrestricted publications of the United Nations and its allied agencies.

**Processing:** Since January 1992, books and publications are being processed and classified according to the 20<sup>th</sup> Edition of the Dewey Decimal Classification Scheme (DDCS). *All old books which were earlier classified according to 16<sup>th</sup> edition of the DDCS are now being reclassified according to the 20<sup>th</sup> Edition. For new subjects 21<sup>st</sup> Edition is also being consulted.*

*Library management functions like acquisition, processing, issue and return of books have been computerised by using a software package LIBSYS. Members can have access to the catalogue of the Library through terminals installed at several places in the Parliament House and also through PCs.*

**Book -Lending Facility:** The MPs can borrow a book for a maximum period of a week during sessions and a fortnight during the inter session period. Book-lending facility is not extended to other users (e.g. research scholars, journalists) except for EXHIBITS AND JEWELLERY WHICH IS UNUSUAL use.

**Library Committee of Parliament:** A Library Committee is constituted by the Speaker, Lok Sabha every year. The Committee headed by Deputy Speaker as its ex-officio Chairman, consists of six members from Lok Sabha and three from Rajya Sabha. The Committee advises on improving the functioning of the Library and its ancillary services besides keeping a watch on the quality and quantum of all acquisitions of the Library. The issue of books etc. is regulated by Parliament Library Rules which are framed/revised on the recommendations of the Library Committee.

**The Documentation Service:** This Service is mainly responsible for locating, collecting, classifying and indexing (subject-wise) of books, reports, parliamentary debates and newspapers articles. All the details are fed into the computers, processed and published in the form of a fortnightly, Parliamentary Documentation. The computerised database, has facilitated to

a great extent the availability of instant and upto date information to members of Parliament and officers.

**Press Clipping Service:** The Press Clipping Service caters to the information needs of members by providing them relevant and upto date clippings of news items, selected editorials and articles on important legislative, political, economic, socio-cultural, scientific and technological, Defence and international affairs – taken from selected English and Hindi newspapers. All clippings are classified according to a specially devised classification scheme.

*The process of computerisation of the Press Clipping Service has been initiated and is in experimental stage. Currently only the important clippings are being fed into the computer. Once the infrastructure is developed and the computerised service fully functional, it will usher in a revolutionary change in information dissemination since Press Clipping Service is the life-line of information management in Parliament of India and MPs and research and reference staff rely heavily on it in discharge of their duties.*

**Microfilming Unit:** In order to ensure optimum utilisation of existing space in Parliament Library and for better preservation and future use of its valuable collections, a Microfilming Unit was set up in 1987. *The Unit provides facilities for computer assisted retrieval (CAR) of information from microfilmed documents.* The important Parliamentary documents which have been microfilmed so far include: all parliamentary debates since 1858, Decisions/Directions /Observations from the Chair, reports of various Parliamentary Committees, papers of certain eminent Parliamentarians, rare books and other documents of historical importance.

**Reprography (Photo Duplication) Service:**

Set up in 1975, it caters to the urgent official needs of members of Parliament and research and reference staff in getting photocopies of Parliamentary debates, Press Clippings, articles in journals and newspapers and extracts from books and other documents. Former MPs, journalists and other bonafide users of the Library have also been extended the facility on nominal payment.

## REFERENCE SERVICES;

The Members' Reference Service organises the dissemination of factual, objective and latest information to members of Parliament, Presiding Officers and Committees on important legislative measures and other subjects of economic, social, political, constitutional and legal interest. *The main function of this Service is to keep members informed of important developments in India and abroad.* The functions of the Service broadly include: Supply of on-the-spot references to members from published documents; collection and dissemination of latest relevant material, factual data, statistics, etc. in response to members' references; preparation of bibliographical notes on important Bills; and preparation of Brochures, Background Notes, Fact Sheets, Information Bulletins, etc. and maintenance of Study Boxes on topical issues as part of anticipatory referencing work.

In order to ensure that latest and precise information is supplied to members within the stipulated time, Reference Wing is divided into various functional desks. Each Desk endeavours to collect and make available the latest information pertaining to the subjects allotted to it and to brief members as and when called for.

The desired information is culled out from authentic sources, arranged and edited in the form of notes or tables, as the case may be and passed on to the member concerned by the stipulated date and time. References on which information is readily available in published documents and which do not involve preparation of any detailed analysis or compilation are attended to on the spot.

During the Inter-Session periods, the Service prepares papers on topics of interest to Members and which are likely to be discussed in the forthcoming Session. For example, Brochures/Background Notes/Information Bulletins brought out in recent years included – AIDS in India, Environmental Issues Confronting the Nation, Structural Reforms and

Current Economic Scenario, Indo – US Relations, the Uruguay Round: An Overview, Empowerment of Women – Reservation for Women in Legislative Bodies and Industrial Growth during the Post-Reform Period.

*The popularity of the Members' Reference Service can be gauged from the regular use by Members and marked increase in the number of references over the years. While the total number of references received and disposed of in 1970 were 700, it is about 5,000 per year now. During Session periods, there is a great spurt in demand and about 50 references are received per day.*

**RESEARCH AND INFORMATION SERVICES:**

Research Division is divided into self-contained specialised functional Wings identified by the subjects handled by each: Political Affairs Wing; Economic and Financial Affairs Wing; Educational, Scientific and Social Affairs Wing; Legal and Constitutional Affairs Wing; and Parliamentary Affairs Wing (including the Practice and Procedure Unit); and the Journal Section.

*The functions of the Research Division are broadly to assess in advance the information requirements of members by anticipating and identifying subjects of current parliamentary interest, including legislative measures on which Parliament is likely to undertake discussions and which are likely to generate demands from members for detailed information and data.*

*Every effort is made to keep members of Parliament informed of the current developments, both national and international, in various fields by bringing out books, brochures, information bulletins, fact sheets, etc. which carry objective information. Handy pamphlets or 'information quickies' are also prepared and circulated for the use of members. All these publications are based on authentic published sources and continuous efforts are made to keep these up-to-date. Apart from the above Briefs and Background Notes are also prepared for Parliamentary Delegations going to other countries*

on goodwill missions or for attending international Conferences/Seminars/Symposia. In addition to the above, Monographs under different series are brought out from time to time.

Some of the recent publications brought out by the Service include, Presidential Addresses to Parliament, Finance Minister's Budget Speeches, Fifty Years of Indian Parliamentary Democracy, Speakers of Lok Sabha, India and the Human Rights.

Besides the above ad hoc publications, LARRDIS also publishes the following periodicals, copies of which are made available to MPs on request: The Journal of Parliamentary Information; Digest of Central Acts; Digest of Legislative and Constitutional Cases; Abstracts of Books, Reports and Articles; IPG Newsletter; Diary of Political Events; Public Undertakings; Digest of News and Views; Science and Technology; New Digest; Parliament Library Bulletin; and Parliamentary Documentation.

**Analysis** – The Research and Reference staff analyse the authentic and factual data collected by them in order to make it in easily usable form so that MPs could be helped in arriving at a conclusion in the desired manner. The staff avoids to give any opinion after analysis in order to maintain unbiased and non-partisan character of the Service.

**Briefing** - The LARRDIS staff may brief the member w.r.t. a reference, if the member so wishes. While briefing, a member is acquainted with both pros and cons of the issue under reference without expressing any opinion. With regard to briefing of parliamentary delegations going for international conferences, parliamentary officers brief the officers on parliamentary issues and experts are invited from concerned Ministries/Departments of the Government for briefing and replying to queries on specialised subjects slated for discussion.

## **PARLIAMENTARY MUSEUM AND ARCHIVES**

Set up in December 1989, Parliamentary Museum and Archives (PMA) *aims at preserving the past and the present for the future by protecting from the ravages of time and neglect all the precious records,*

*historic documents and articles connected with the Constitution and Parliament* and through them to make the history and growth of parliamentary institutions and the political system better understood. For the purpose, PMA also organises Exhibitions from time to time. The functional divisions of PMA are as follows:

**The Museum:** The Museum endeavours to show with the help of models, charts, illustrations, objects, photographs and other visual techniques, the evolution and functioning of parliamentary institutions in India and abroad.

**The Photo Archives:** The Photo Archives preserves authentic, comprehensive, complete and up-to-date pictorial record of eminent personalities history of Parliament and its activities.

**The Archives Wing:** The Archives Wing deals with the acquisition and preservation of the records connected with the framing of India's Constitution, the growth and working of parliamentary institutions and private papers of parliamentarians.

During 1998, PMA organised two international exhibitions. The first one on "Indo African Cooperation" was organised in New Delhi with the help of member countries of the Organisation of the African Unity. The other one on "History and Activities of Parliament of India" was the first-ever Exhibition organised by PMA in another country. It was set up in the Inner Lobby of the State Duma, Moscow in November 1998. This Exhibition has since travelled many parts of Russia after it was dismantled from the Duma.

## **MEDIA RELATIONS DIVISION**

**Press and Public Relations Service:** The Press and Public Relations (PPR) Service, set up in 1956, caters to the needs of the Media and provide facilities to enable them to cover the proceedings of Lok Sabha. This Service also endeavours to establish better liaison with parliamentary correspondents and the various Government and private communication media for publicity of parliamentary and other activities of Lok Sabha. The

Service also deals with all matters concerning the Press Gallery of the Lok Sabha, including the issue of Press Gallery passes.

Admission of Press correspondents to the Press Gallery of Lok Sabha is generally regulated on the advice given by the Press Advisory Committee which is constituted by the Speaker, Lok Sabha, every year from amongst senior journalists. The PPR Service provides secretarial assistance to the Committee and organises its meetings.

*Press Releases on all matters connected with Sessions of the Lok Sabha and meetings of Parliamentary Committees, visits of Foreign Parliamentary Delegations to India and of Indian Delegations to other countries and national and international parliamentary conferences/functions are issued by the Service.*

With the objective of wider dissemination of knowledge about the working of parliamentary institutions, *small and handy information folders on important parliamentary activities and various aspects of parliamentary practice and procedure are brought out by the Service and distributed to members, Press correspondents, visiting dignitaries from India and abroad and other visitors to the Parliament House.* PPR Service also caters to the needs and queries of the general public.

PPR Service also looks after the work connected with two annual *Research Fellowships instituted by the Lok Sabha Secretariat in 1996 with a view to promoting original studies on matters of parliamentary interest.* A Fellowship Committee appointed by the Speaker for recommending grant of Fellowships is assisted in all its work by PPR Service.

**Audio-Visual and Telecasting Unit:** *This Unit preserves audio-video cassettes/CDs of Lok Sabha Debates, proceedings of international Parliamentary Conferences/Seminars and other parliamentary functions. It provides viewing/listening facilities and the desired footage to members/media persons.*

The Audio-Visual Unit has *acquired audio and video cassettes for Linguaphone courses in various Indian and 23 foreign languages* for the use of members of Parliament.

The Unit coordinates with various official agencies for the telecast/broadcast of parliamentary proceedings and functions. *It also makes all necessary arrangements for effective and uninterrupted telecasting/broadcasting by providing infrastructural and other assistance to the concerned agencies.*

As an extension of telefilming and televising of parliamentary proceedings, *video films are being prepared on different parliamentary practices and procedures and related parliamentary topics for use of new members of Parliament and State Legislatures.* These films also facilitate in educating students, media persons and others about various facets of the functioning of Parliament.

### **COMPUTERISED INFORMATION SERVICE**

Parliament Library made a modest beginning towards automation in December 1985 when a Computer Centre for managing the Parliament Library Information System (PARLIS) was set up with the help of the National Informatics Centre (NIC).

To make available non-partisan, objective and reliable information and authoritative data on a continuous and regular basis to parliamentarians, *a large number of index/text based databases of information generated within Parliament were developed.*

The data currently available for on-line retrieval inter alia includes: Indexes of Parliamentary Debates and Select Questions, Bio-data of Members of Lok Sabha and Rajya Sabha, Council of Ministers since 1947 and Indexes of Government and Private Members' Bills from 1985.

**Computer Facilities to Members of Parliament:** Keeping in view the immediate and succinct information requirements of parliamentarians to discharge their duties in an effective manner, *computer facilities have been provided to members of Parliament at their residences/work places.* This enables them to get instant and up-to-date information on a wide range of activities – in organising their office activities; receiving/sending electronic

mail; having quick and accurate information on legislative and parliamentary matters, etc.

**Parliament of India Web Page on Internet:** The “Parliament of India Home Page” on the World Wide Web Site of Internet became operational in March 1996. The major component of information now available on the Internet *inter alia*, includes: The Constitution of India, Constituent Assembly Debates, Rules of Procedure and Conduct of Business, Directions by the Speaker, Decisions from the Chair.

**Touch Screen Kiosks:** *Twelve 'touch screen kiosks' have been installed at various vantage points in Parliament precincts and provide information relating to parliamentary debates, Questions, List of Business, etc.*

### **The New Parliament Library Building**

With a view to housing the fast growing collections and facilitating the diversification of activities and to keep pace with the various information requirements of members of Parliament, a new Library building is being constructed, within the Parliament House Estate. The building is scheduled for commissioning by August 2001. When completed, *this modern Library would be the central repository of all the information needs of members of Parliament and will function as a research and information dissemination workshop in constitutional and parliamentary subjects.*

As per the plan, the total plinth area of the new Parliament Library building will be 46,914 sq.m. The total usable area will be 34,785 sq.m., and out of this 21,125 sq.m. area (including about 11,000 sq.m. for library stacks) has been proposed to be earmarked for Library, Reference, Research, Documentation and Information Service (LARRDIS), and the rest (about 132,660) is proposed for other users and for common purposes. Apart from LARRDIS, the building will also accommodate Bureau of Parliamentary Studies and Training (BPST) and Parliamentary Museum and Archives (PMA).

This building would be a modular, ideal, intelligent, utilitarian and centrally air-conditioned building with provision for all the facilities of a

modern library. *The building would be fully computerised and linked with other state legislatures, foreign Parliaments and other international organizations. Dish-antennae are also proposed to be installed for providing national/international connectivity.* The modern trend of having a modular and utilitarian building is being followed in the construction and the building shall have a minimum of permanent structure and be divided into standardised interior units by means of suitable partitions and furniture for reading room space, book stack space, professional work space and office space. Being fully air conditioned, the building would secure a quiet environment inside, insulated from outside noise.

*The audio-visual aids would also form a substantial part of the services. Besides, the multi-media facilities are also proposed to be provided at the reading tables in the two reading rooms for members of Parliament. There will also be sufficient number of cubicles fully equipped with audio and video facilities and computer terminals. A Closed Circuit TV (CCTV) network would be provided for viewing live the proceedings of the Parliament. A 'Media Centre' equipped with latest telecommunication facilities as part of the Media Relations Division is also planned.*

*A full-fledged Conservation Laboratory/Workshop for restoring old and rare documents, with its Bindery Unit, will also be there. The building plan is also proposed to have an Archival Room with temperature below freezing point round the clock to preserve audio/video materials, computer tapes, microfilm rolls, etc.*

An auditorium with a seating capacity of over 1,100 persons with a permanent screen coupled with a well equipped projection room and a small auditorium with facilities for multi-media presentations for dissemination of information and other in-house activities is also planned. *With the advancement of technology this may even be used for tele-conferencing in future.*

Since the building is spatially horizontal, a technological feature being considered for introduction is *Book Conveyor Belts for horizontal movement and Dumb Waiters for vertical movement of books.* The proposal

of a Book Freezer for freeze drying of books under wet sprinkler system in fire fighting operations is also under consideration.

The new Parliament Library Building, when completed, would thus be a functionally viable Library providing for an advanced and sophisticated storage and retrieval system. *It would be one of the most modern libraries in India keeping pace with the rapid development taking place in the field of information technology where computerisation, networking, microfilming, audio-visual, national and international linkages through satellites, CD-ROM, E-mail, multimedia, etc. would no longer be strange concepts but everyday realities. In fact, it would be a futuristic and intelligent library building geared to meet the ever growing information needs of the members of Parliament for many decades to come.*

As would be seen, there has been a gradual development and enhancement of the information services in the Parliament of India. All efforts are made to keep pace with the technological and other developments so that the best of the services are made available to members of Parliament in order to facilitate them in discharging their parliamentary duties efficiently.

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**Development and Enhancement Library services of the Parliament  
Library of the House of Representatives of the Republic of  
Indonesia  
by Aminudin**

**A. Introduction**

The Library is a part of a service point. As the library services is not differ from a business field, that library services should more focused on consumers oriented. On their realization, furthermore, the library would not be left by consumers and sustained improve their quality, efficient, so as to meet the consumers demand.

As we know recently, the library in their play role have been changed their value sector from the technique to the services work in using the information. The implementation of the service work would be more directly focused to the consumers. The pro-active action in providing the direct services to the consumer would be more focused on the quality services.

Consumers oriented services has concept such as understanding what the consumers need, library could improve the quality services. Improvement to meet service demand with intention to build a reputation or favourable image and in turn would help consumers involve continuously. This case would become a great contribution to the implementation of various programmes of library.

The consumers means readers, borrower, client, the visitor or people who deal with library services product. The library should create obsession of quality services, reliable and prime services so as to have loyal consumers and the library achieve a long term benefit.

Vision of the Parliament library of the House of Representatives of the Republic of Indonesia is to lead the information needed by the members of the House and the Library mission is to enhance an optimum services to the members of the House. The library has consideration in providing services based on issues forecast in each next session period and hot topic encountered from executive institution and public.

**B. Offering the product**

We have a general principles in library services with understanding the exist condition. A new pattern of service could change and more focus to consumers oriented. They are the members of the House, employee of the secretariat general of the House, researcher, academician, journalists as well as employee of other institution or public.

The consumers services mean to assist consumers with increasing their satisfaction of library services. We could focus a continuous attention to the consumers and design of services location. However we should appreciate consumers intention. We should correct and evaluate service quality so as to minimize gap between expected services and services extend to consumers.

### **C. Human Resources**

A new paradigm of change attitude of all components in the library relating with posting services staff with the expectation of having qualified staff in this unit. Connecting with the technological enhancement impacted to the library field at least moving technical work, both for processing section either services section which have already implemented technological services. In fact there is need a balance between mutual interest role of user and technology.

### **D. Facilities and Services**

The effort to enhance services satisfaction to consumers, service facilities in library should be developed. Since the beginning of the office of library built should be well planned. The preparation of office lay out, collection compilation, clear labels, comfortable environment and collection should meet with the consumers demand.

### **E. Management**

Circle or structure of library management started from consumers need than to the selection section and to the services section and return to the consumers need. The library manage continuously appraise, evaluate and improve update product in regard to consumers demand. The library establish identification of intention and consumers need and minimize their gaps.

The implementation of quality management, as a whole could create an effective cultural user oriented. Quality services related to library management should always maintain the reputation for good service institution, with expectation to realize development and enhancement of services in new era.

### **F. Parliament library of the House of Representative**

In compliance with the Presidential Decree number 13' 1994 year regarding the Organisation of Secretariat General of the House of Representatives of the Republic Indonesia and The Decree of Secretary General number 175/SEKJEN/1994 regarding the

Organisation and Work of Procedure which have been altered with the Decree of Secretary General of the House number 411/SEKJEN/1999 about the organization of library under of control of Centre of Analysis and Information Services as Bureau. This Bureau consist of 4 divisions i.e. (1) Information Services is facilitated by computer server and 10 computer operators. (2) Analysis Division supported by 43 researchers. (3) Documentation Division consist of 6 staffs and (4) Library Unite has 4 Librarian and 10 staffs.

To achieve an expected objective in developing and enhancing a services field, our library has 2 section : (1) The acquisition and processing section which has task administration of provision, maintenance and selection materials. This section has 6 staffs that 2 person with diploma in library college and 4 person are senior high school. (2) Service section shall be responsible for administration of services assign 4 staffs with qualification 1 person graduated from diploma of college, 3 persons graduated from senior high school. We have four librarians who responsible to selection books. They are responsible for managing of materials and updating information.

In implement of the services consist of four collection rooms (1) The Reference collections ; (2) The United Nation and World Bank collections ; (3) The General collections; and (4) The Newspaper and Magazine collections .

The library now has books selection about 50.000 titles consist of science, encyclopaedia, dictionary and legislation of bill. The processing data applied with ISIS version 3.0 software programme since 1994 year. The maintenance program is a fumigation system and arrange twice a year covering 3000-5000 books. The library also provides newspaper for 500 members of the House which deliver every work day.

The library services consist of borrowing books, searching for bill or reference . The library facilities reading room. In our service, user could find the book himself as there are so many book shelves, but physically the safety of materials are supervised directly and manually.

## **G. The Role of Centre of Analysis and Information Services**

### **(a) Brief**

The researchers are involved in a teamwork for initiative bill , preparing response from the member or speaker question, assisting preparation of answer to society claims, guarding the speaker in formal or informal meeting. Exchanging information within regions of the House in regard to manage and sharing.

**(b) Research**

The research could be done for certain case and followed by visiting the appointed district, researched to the certain institution relating to a certain bill. To hold both national and international feasibility comparative studies on Parliamentary, to discuss individually or group, to hold a seminar with summon expert from outside.

**(c) Analysis**

The duties are analyzing a hot topic, government decision or decrees, analysing discussion of bill as a academic draft, and to analyzing case related to international meeting.

**(d) Reference**

Providing information material such as national gazette, encyclopaedia and minute of meeting and other regulations from the Dutch era until now.

**(e) Publish**

The package information, weekly issue, The book of policy analysis and The book of analyse of hot topic issue relating to economic, social, politic etc.

**(f) Documentation**

Maintenance of document could be done manually, making an abstract act. This section servicing borrowers from the members of the House and public.

**(g) Library deposit**

Deposit library services has two kinds of collection are United Nation issue and World Bank that is facilitator for researchers and members of the house as well as academicians.

**(h) Service to public**

The library provide services to public with the certain requirement. Users are from other institutions, academicians, academicians and journalists.

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### Session 3: Development and enhancement of services in the New Era (2)

For the third session, October 4, the delegates from Solomon Islands, Sri Lanka, Turkey, Pakistan, Vietnam, New South Wales (see Discussion of Session 4) and Singapore (see Discussion of Session 4) made their presentations.

Mr. Kapule (Solomon Islands) professed the expressions of appreciation and gratitude to the individuals and agencies who made possible for him to attend the conference since he had anyway submitted his paper.

Mr. Thilakarathne (Sri Lanka) presented the services offered by the library to the Members. And also about the measures for offering the services, especially about the various databases.

Mr. Bozkurt (Turkey) presented the Parliamentary Information System (PARENSIS) of the Library and Documentation Center of the Turkish Grand National Assembly and discussed the database that the center offers, namely the newspaper database searchable press clearing system, DOKBAN for short; parliamentary debates database, TUTBAN for short; governments and the republican era and speakers and the library catalogues are KUTBAN. He likewise spoke about the parliament's research services.

Mr. Dao (Vietnam) spoke on the functions of the Vietnam National Assembly Library.

Mr. Siddiqi (Pakistan) dealt with the services, which the Library of the National Assembly of Pakistan offers to members.

**PARLIAMENT LIBRARY**  
**NATIONAL PARLIAMENT OF SOLOMON ISLANDS**  
**COUNTRY REPORT**

**Introduction**

The purpose of the brief report is to present to you the physical feature of the Parliament Library of the National Parliament of the Solomon Islands in the hope of being assisted with your good advise on how best the current status of the library can be improved to meet the users demand in line with "Development and Enhancement in the New Era".

The fundamental aspect for establishing the Parliament library is;

- (i) to provide a systematic library service to assist parliamentarian and staff in their researches,
- (ii) to organize accrued collection of books and periodicals to be readily accessible,
- (iii) to collect, organize and disseminate information on timely basis.
- (iv) online cataloguing
- (v) online search

**Library.**

The Parliament library is located in the National Parliament building on the left eastern wing, in an area of approximately 67m<sup>2</sup>. With the given measurement, one can easily note how small the library is, and obscured with almost no allowance for future expansion.

The Parliament library, in view is a special library with a mission to provide library service a specific group of users and thus is closed-access to the public. However, exception is given to individual researchers, especially students to use the library upon prior approval by the management.

**Library Collection**

The library's collection contain approximately 2500 volumes and 1000 volumes of various reference material. The library also receive around 20 titles of serial publication on complementary basis and a handful of titles under subscription, paid by the Australian Department of Parliamentary Library. Apart from the aforementioned, the library also collects published and unpublished parliamentary publications (Hansard Bills and Acts) and government ministries' and statutory bodies' annual accounts and reports. The library is receiving on regular basis, New Zealand parliamentary publications (Bills, Amendments, reprinted statutes, debates and Hansard).

### **Library Budget.**

The library budget for year 2000 was leveled at SBD8,000 (USD1,571.00) to cater for all expenses incurred by the library. Given the above amount, there is nothing much to purchase apart from stationary. Obviously, there is a substantial need to increase the library budget but an increase at this stage is non-negotiable in anticipation of the financial difficulties the Solomon Islands Government is experiencing, due to the ethnic crisis in the country. One can only hope that the financial situation the Solomon Islands government is undergoing radically improves in the near future to warrant an increase in the library budget.

### **Library Development**

The foremost task the library is focusing on at this stage is to computerize the library collection. This is in view of eliminating the numerous manual work involved using the traditional card cataloguing system and in anticipation of being under-staff. However, to computerize the library system entails trained personnel to use the software. And this task is complicated by their absence locally.

However, despite the draw-back above, the library has a computer for the purpose of hosting a library database. However, given the job of Serjeant-at-Arms/Librarian, I have only managed to install CDS/ISIS. The main task laying ahead now is to create the library database. Creating a library database is not an easy task as far as I am concern. However, hopefully, a library database should be in place before the end of the year.

The library is also exploring the possibilities of accessing Internet. However, this concept would take time to materialise. Though the Internet may allow access to vast sources of information, this development requires meticulous evaluation to justify the need for the venture in view of the users level of computer-literate.

### **Staff**

As indicated earlier on, the Serjeant-at-Arms is also the Librarian. Therefore, in order to enhance development of the library, an additional staff of a Library Assistant on full-time is necessary to oversee to the in-house library routine to allow the librarian concentrate on exploring other options to upgrade the current status of the library.

### **Conclusion**

To contain the difficulties as foreseen, there is a lot of work yet to be done in order to upgrade the current status of the Parliament Library to a satisfactory standard that would be appreciated by users. I hope my participation in APLAP Conference would facilitate me to take on the challenge of phase-lifting the present image of the Parliament library.

### **Acknowledgment**

I am very grateful to all who have one way or the other assisted to make it possible for me to attend the APLAP Conference, especially, AusAid part-funding support made possible by John Temple, Vice President for the Pacific Region.

**Country Report of the Parliament Library of the Democratic Socialist Republic of Sri Lanka - By N.M.C. Thilakarathne, Librarian, Parliament of Sri Lanka.**

The Parliamentary Library: Research and Information Services in the New Era--

Development and Enhancement of Services in the New Era

Today Parliament, which in a democratic set up is the apex political body in the overall structure for the governance of the country, has become a multi-functional institution. It is no longer confined to its traditional role of law making. It is true that the most important task of an elected representative is to make laws and policies and to decide the ideology on which the development of the country should take place. This is followed by the sanctioning of funds to the Executive and criticizing the government and holding it accountable. It is equally important that government is guided. It is necessary in the interest of the nation as a whole that the wisdom, understanding and judgement of all the people are expressed on the floor of the House so that the government gets the clue as to how the people feel about issues and as to how the Executive should act. In order to discharge its responsibilities effectively Parliament must be richly informed. This fact was rightly illustrated by Dr. Subash C. Kashyap in the following terms.

" Information is crucial to Parliaments. As the supreme deliberative and law-making bodies for their respective countries, Parliaments must have unrestrained access to information. They have an inalienable right to be informed. To debate, discuss and decide, Parliaments need information that is timely, truthful and full."<sup>1</sup>

To carry out his duties effectively a Member should have access to more information. For a good Parliamentarian, the whole country or even beyond is his constituency. He should be fully aware of the problems of international importance, problems concerning economy, fundamental rights and complex social problems. The well-informed Member can successfully contribute to the Parliamentary debates, committee meetings etc. Today, the Parliamentarian has to perform two major roles. He has to respond to the aspirations of his constituents. In addition he addresses himself to the common peoples problems and international issues affecting the nation. Besides, in order to raise important questions in Parliament during the question time or to move a useful adjournment motion, a member should be well-informed. The ever increasing responsibility of Members of Parliament have compelled them to concentrate upon information more than ever before.

Thus the need for authentic, objective and timely information for Parliaments and their Members has grown up several folds at present due to the multi-functionality of Parliament and the multifarious role played by its Members. Apart from this the dissemination of information generated by Parliament itself through its functional process has to be considered seriously. People must have proper access to these to judge the performance of their representatives, to make their decision at appropriate time, in addition to the usefulness of this information for the Members themselves.

This broad concept of information and its dissemination, and the nature of its urgency have resulted in forming up of institutions which are called Parliamentary Libraries or Legislative Reference Services within Parliaments themselves in most countries, specially to cater to the needs of Parliaments and their Members. In the context of the unique nature of this institution the following introduction by the IFLA is very much appropriate.

" Parliamentary Librarianship is a distinctive form of information work mainly for Members of Legislatures who work under great pressure, who both use and create information. For this reason they need adequate information support".

Most of these institutions had their origin in countries where the first seed of democracy was conceived, and thrived thereafter with the development of the democratic system. They have been an inseparable organ of the democracy in those countries, and served to uphold the democracy in silent way even though very few people may notice it today. The history of the Parliament Library of Sri Lanka proves this to the hilt.

The Parliament Library of Sri Lanka has a fairly long history. Some Members of the Legislative Council which was established in 1833 felt the need for a library for the Members. On 20th July 1922 a motion was moved on the floor of the Council for the establishment of a library for the convenience of Members of the Council. On behalf of the government the then Acting Colonial Secretary, Hon. B. Horsburgh explained that though the government was quite alive to the desirability of providing a library for the Council it was not possible to do so at that time due to non-availability of funds and space, and that provision had been made for same in the proposed plan of the new Council Chamber which was coming up<sup>2</sup>. Although the Acting Colonial Secretary indicated the prospect of establishing a library for the Council after the completion of a new chamber, the Members were lucky to have their long felt need fulfilled before that. The library for the Members of the Council was set up in 1927. It was designated as Legislative Council Member's Library and was in that form till 1931.

Along with the State Council replacing the Legislative Council as the legislature of the country, it inherited the library of the Legislative Council and continued in that position till 1947.

On 4th February 1948, the country gained independence. The legislature introduced by the constitution of 1948 was a bicameral Parliament consisting of the House of Representatives and the Senate. The library, which was serving the State Council became the library of the House of Representatives and a separate library was set up in the Senate building for the use of Senators. Subsequently, the Senate was abolished by a constitutional amendment in 1971. Then the resources of the Senate library were added to the House of Representatives library.

A new constitution was adopted on 22nd May 1972 by which Sri Lanka became a Republic. The Parliament was re-designated as the National State Assembly which was unicameral. The library of the legislature also, was known as National State Assembly Library.

The second Republican constitution was adopted in 1978. The name of the legislature was changed again into Parliament and thereby the library also became the Parliament library.

The Parliament, which was housed in the magnificent building built in 1931, became congested due to the increase in the number of Members of the legislature from time to time and the expansion of its various services.

On 29th April 1982 the New Parliamentary Complex was declared open at Kotte, which was the Capital of the country five centuries ago. In the new complex spacious accommodation has been allocated for the library in the South Wing of the main building. The library occupied 980 square feet on the first floor and 8500 square feet on the ground floor. Thus one of the constraints in enhancing the library collection to keep pace with the increasing out put of new materials has been removed. At present the reference, lending and newspaper reading sections are housed in the first floor of the library. Hansards of the House of Commons and Lords and of other foreign legislatures, literature pertaining to Statutory Bodies like government Corporations, Board etc. are located in the ground floor with a vast area for leisure reading and studies. Research Division of the library also is housed on the same floor.

The collections held by the library includes books and periodicals of a general nature and reference materials on subject areas such as Social, Political, Economic, Environmental and Legal. The monograph collection of the Library is nearly 14,000. It subscribes to about 36 periodicals both local and foreign and receives well over 18 more titles free of charge, especially from countries such as Australia, India, Iran, Korea and Japan. Total newspaper subscription is more than 18. A number of foreign newspapers from United Kingdom, India, Pakistan and Bangladesh are also received.

In addition, it contains Legislative Enactments and Parliamentary Debates of both Sri Lanka and UK, Government Gazettes, Administrative Reports of government departments, Sessional Papers and Parliamentary Series, annual reports and accounts of state controlled Boards and Corporations, publications of the Department of Census and Statistics and Central Bank and the electoral registers. The British Hansard is available from 1861; the Sri Lanka Hansard from 1873; minutes of the legislature from 1931; Parliamentary Series from 1947; Sessional Papers from 1872; Administrative Reports from 1867; Government Gazettes from 1920s. It also has a good collection of very valuable and rare books on Sri Lanka. Thus the overall collection is about 34000 volumes. The major part of it is in English. The Sinhala and Tamil collections are currently being strengthened in earnest. The books are classified using the Dewey Decimal Classification scheme and a computerized catalogue is being maintained. The annual allocation for the acquisition of new books is Rs. 4,00,000(approx.US\$ 7275).

Quite a spacious reading room arranged in a corner of the 1st floor of the library is available for the convenience of Members who wish to use the resources of the library on their own. Same facility is available on the ground floor too, and both reading rooms are a few minutes walking distance from the Chamber of Parliament.

The use of modern technology for the benefit of its clientele, has been recognized by the Parliament Library very clearly. It is said that the advancement of technology in the fields of Computer, Telecommunication and Reprography and the integration of these technologies have posed a major effect on the role of the library on both ways, favourably and adversely. It is true that the information technology with the backing of above supportive technologies is transforming the whole universe into a global village as described by some enthusiastic observers. On the other hand this new development is threatening to the physical existence of the library as predicted by these observers. However, bearing all these developments in mind the efforts are being geared to modernize the Parliament Library of Sri Lanka to meet the challenges of the future and to serve its Members more productively.

Towards this goal the first step seemed to be taken was the introduction of the automation into the whole system of Parliament. It has been recognized that the application of computer technology not only in the library but also in the whole office of Parliamentary Secretariat would increase the productivity of its services. The computerization of Parliament Secretariat was therefore started on a well drawn-out plan phased over several years. A Local Area Network (LAN) has been created using a file server with 16 gigabyte capacity installed in the library. The network embraces the library and other important offices of the Secretariat such as Finance, Table, Bills etc. and has more than 50 terminals in various offices for input and output of data out of which 06 terminals are installed in the library for the use of Members.

To its credit Library has created several data bases to be used in the network. Some example may be cited. Comprehensive Index to the Legislative Enactments from 1977 to 1999, Biographical Data, Parliamentary Service and Ministerial Appointments of the Members since 1931, Selected Decisions of the Committee on Parliamentary Business from 1989, Motions of No-Confidence from 1949, Votes of Condolences moved in Parliament, Reference at a glance on Important Events of Parliament, Sessions, Duration of Parliament, Composition of each Parliament-ethnic wise and party wise etc., Questions in Parliament, and News Items relating to Social and Political Affairs. Contents of some of these data bases have been brought out in publication form such as "Index to Acts of Sri Lanka - 8th Parliament" and "9th Parliament", "Parliamentary Handbook". Information in these data bases becomes very handy in the cases where Members request some information or data when the relevant debate is going on in the House. Also they are very much pertinent to various researches being carried out by the Research Division. The library was able to be connected to the INTERNET through Sri Lanka Telecom. The Members are in a privileged position as far as their various information requirements are concerned. Their requests are met promptly by the library through the INTERNET. Along with this e-mail facility also was established. These latest facilities are intended to sophisticate most of the services rendered by the library creating more data bases as and when required.

Computer technology is also used in house keeping work in the library such as acquisition, cataloguing and circulation etc. The WINISIS Library Package, the improved version of the UNESCO sponsored ISIS Library Package and locally adjusted "PURNA" package are being used for these purposes. Extension of automation to other needed areas of the library is under consideration. The benefits of the data bases mentioned above are enjoyed by lots of other sections of the Secretariat in their various administrative works.

The services offered by the library to the Members include reference, lending and research. The most popular service among the Members is the reference service. A well equipped reference collection is being maintained by the Library and kept in the main reading area for easy reach of Members. The purpose is to facilitate Members who prefer to do their own reference without the help of staff. For others a well acquainted reference staff is there to serve them. Usually Members approach them in advance and explain their needs enabling the staff to prepare a highly concentrated and rich package of information. On a day when Parliament is in session library has to meet well over a hundred requests of a reference nature. The work involved in meeting these requests may range from turning over a few pages of a reference book to thorough searches taking considerable time. In some cases the Members may require some information or data when the relevant debate is going on. In such instances the library has to meet their requests rapidly. In the case of such demands various data bases maintained by the library become very handy. Apart from that the press clipping service nurtured by the Reference Division and the indexes to various academic journals prepared by the Research Division are very much helpful in these occasions. The Internet Service connected to the Library also supplements the services in this division to a certain extent. To promote the services rendered by this division information packages are prepared on the items coming before the House well in advance by examining the Order Paper and Order Book. These packages are kept in display at the division. The desired Members can select whatever they need and photocopies of the same are supplied promptly.

The Research Division, which was established in 1990, however, is not well equipped to make available to the Members on a regular basis research reports and background papers. Such material is provided only to a Member making a request. At present this type of demands received by the section is very limited. Apart from that Parliamentary Practice and Procedure is a main area concentrated by the Research Division. In this regard a file of Speaker's rulings on points of order raised by the Members are maintained in electronic form for easy reference whenever it is needed. This would also enable the compilation of a handbook on the subject matter in the future for the guidance of the Presiding Officers of the House and the Members as well as the Office of the Secretary General. As mentioned earlier a data base on Selected Decisions of the Committee on Parliamentary Business is being maintained to shed light on the subject field. Hon. Speaker and his deputies, Members of Parliament and Secretary General and his deputies very often consult this division for the requirements of Inter-Parliamentary Union and Commonwealth Parliamentary Association activities. Research papers and speeches are written for international conferences by the Research Officers for the use of Hon. Speaker and his deputies. This service is also available to the needy Members who participate in such events. "Index to Acts of Sri Lanka", the publication brought out by this division

and intended to continue has already been mentioned earlier. The information contained in it is very useful to the Members and Government officials as well as general public who keep vigilant eye on the activities of the legislature. The Research Division has taken steps to publish a monthly economic review with an analysis of emerging economic trends for circulation among Members. It will also publish a summery which would contain important events and activities on yearly basis. At present the Research Division is manned by only two research officers. However, it has been decided to expand this section by recruiting two more research officers and four research assistants. The division will be headed by the Deputy Librarian, the post created recently for the purpose of enhancing the research activities by the library.

The lending service is for the Members who prefer leisure reading and independent fact finding according to their own choice. This division is strengthened with almost every subject in the field of knowledge with special emphasis on the subjects such as economics, political science, law, public administration, sociology, education, history, geography etc. It has been noted that some Members show a keen interest in borrowing books. They can keep borrowed items for a three weeks period and there is no limitation of number of items that can be borrowed. However, it has been experienced that the present procedure is not so favourable for majority of Members. Hence it has been decided to frame up some rules, with the approval of the Speaker for the regulation of lending service. An attraction worth mentioning of this service is the collection of light reading which is not a conventional service offered by most Parliamentary Libraries. This collection consists of items of classical literature along with contemporary interests. The service is adored by the Members specially on the occasions of long sessions of the House during which they are required to stay within the premises of the House though their presence in the House is not necessarily required.

The Library is maintaining cordial relationship with other Parliament libraries in the region. The LARRDIS- Indian Parliament Library sends copies of its regular publications including English version of the Hansard of "Lok Sabha" to the library. Likewise the library exchanges Hansards with the House of Commons in the United Kingdom on reciprocal basis. The Public General Acts and Measures are received through the courtesy of British High Commission office at Colombo regularly. Some volumes of Debates of House of Commons of Canada and Statues of Canada have been received from Canadian Parliament. Exchange of more publications on reciprocal basis is under consideration at present. Parliament library of Sri Lanka does not enjoy the benefits of the legal deposit system enacted in the Printers and Publishers Ordinance of 1885<sup>3</sup>. This seems mainly due to the non existence of the Parliament Library at the time of the Ordinance was passed. Though this Ordinance was amended several times thereafter, namely in 1951, 1973, 1976 and 1983 the benefits were not granted to the library. However, a few copies of every publication published by the Government Printer is being received by the library under mutual understanding with Government Printer.

Parliament library is exclusively for the use of Members of Parliament. They could make use of the library by themselves or they could employ their personal research staff to use the library on behalf of them. But, Members who wish to employ their personal staff are required to obtain prior approval of the Secretary-General of Parliament outlining the requirement fully in writing. Though the Library is not open for the general public the academics who pursue genuine research work and who are unable to find relevant material elsewhere, may also be allowed in their limited purposes. For this too they have to obtain the approval of the Secretary - General. Apart from these, Ministries, Government departments, Statutory Bodies, Foreign Embassies and Non-Governmental Organizations often seek the assistance of the library for their information requirements. The inquiries may range from telephone calls to written requests which would involve the verbal supply of information up-to document delivery. It is customary for the Library to respond to these requests promptly.

The new Millennium awaited by the entire human race eagerly has dawned directing the entire universe into an area called "Information Age". In these circumstances the dependence on information is indispensable. All the nations across the globe whether they are willing or not are caught in this whirlpool of change and none can afford a living in isolation. Parliament Library of Sri Lanka has identified this trend and concentrating highly on opportunities offered by the advancement of Information Technology is gearing for the development and enhancement of services of the Library to suite the requirements of the New Era.

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**Association of Parliamentary Librarians of Asia and the Pacific  
(APLAP)**

**6<sup>th</sup> Biennial Conference  
October 02<sup>nd</sup>- 06<sup>th</sup>, 2000  
Tokyo, Japan**

**The Library & Documentation Centre  
of  
The Turkish Grand National Assembly  
and  
Its Services  
(Country Report)**

**By  
Ali Riza Cihan**

**TGNA,  
Library&Documentation Centre,  
Research Service**

## **A. History**

The beginning of the parliamentary era in Turkey goes back to 1870s. Upon the proclamation of the First Constitutional Monarchy, the first Turkish Parliament convened in 1877. Unfortunately, the premises of the first parliament were burned so badly that we have no information as to whether there was a library in it or not.

As for the Second Constitutional Monarchy, which began in 1908, we have definite information that it was equipped with a library since many documents stamped and sealed in that period have been turned over to the present parliament, and the rules of procedure of the Chamber of Deputies, dated 1916, stated that the library was a service unit within the administrative organisation.

The Turkish Grand National Assembly (TGNA), a unicameral parliament, was founded on 23<sup>rd</sup> April 1920, and five months later on 28<sup>th</sup> September 1920, the Library was officially opened.

## **B. Terms of reference**

The Library and Documentation Centre (LDC) serves primarily the needs of Members of Parliament (MPs) and Parliamentary staff.

Government officials, academicians and members of the general public, are entitled, to a certain extent, to use the Centre, if they are unable to access the information they require in any other library in the area. Prior written permission is necessary, issued by the Administrative Deputy to the Speaker of the National Assembly, on the recommendation of the Director of the Centre.

### C. General Administration

The Centre is one of the service units in the General Secretariat and the Director of the Centre reports directly to the Secretary General. New rules of procedure for the National Assembly have been enacted. A Library Committee was formed under the chairmanship of one of the Deputy of the Speaker, chosen by the Speaker of the Turkish Grand National Assembly. The other members of this committee are one of the Deputies to the Speaker of the TGNA chosen by the Speaker himself, a member chosen by the Committee on Auditing of Accounts of TGNA who is also a member of the same Commission, the Secretary General, and the Director of the Centre.

The Library consists of four main divisions: Library and Reference, Research, Documentation and Microfilm Services. It has 80 staff members, as of August 2000.

**Table 1. Library Staff by Educational Status**

<b>Status</b>	<b>Number</b>
University degree*	47
Pre-BS degree	7
Secondary school	26
<b>Total</b>	<b>80</b>

\*: Number of Librarians (Graduates of Library Department): 21

### D. Library services

Tasks: To collect, organise and serve books, newspapers and periodicals, reference sources, minutes of Parliamentary debates and other information sources. In addition, to provide book loans and to produce and serve microfilms.

### **Collection**

The LDC has a stock of 300.000 volumes of books, 60.000 periodicals and around 1.000 current subscriptions. The LDC is a selective depository for Turkish publications and has the most comprehensive collection on law, history and politics in the country. Book stocks are closed to users. Special collections include parliamentary documents, government publications, publications of international organisations etc.

### **Reference Services**

The librarians give classical library reference services. For more complex requests of MPs are directed to the Research Section. Services are as follows:

- Book Lending
- Photocopying Services, free of charge to Member
- Microfilm and microfiche services, with reading, printing and reproduction facilities available

## **E. Documentation Services**

Tasks: To make content analysis of newspapers, periodicals and Journal of Minutes of Parliamentary Debates, to prepare various databases for World Wide Web.

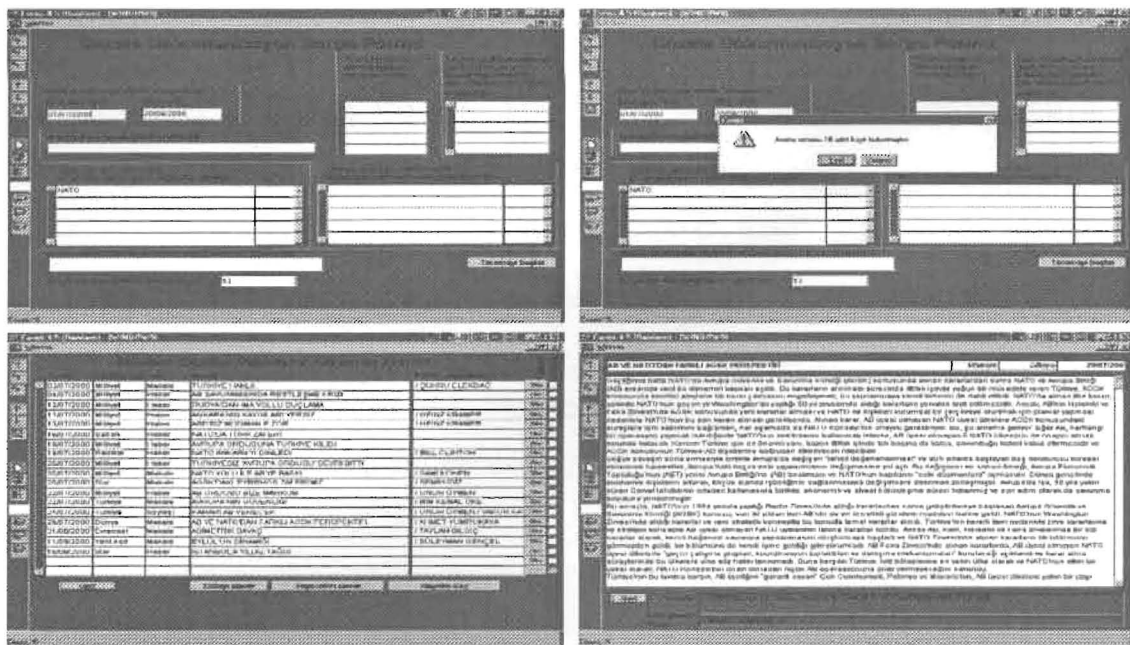
### **Electronic Services**

#### **1. Newspaper Documentation**

The newspaper database which answers as fully as possible the need of MPs to scan the daily Turkish Press and take the written copy, and which was limited to five daily nationwide newspapers between 1991-1997, since 1998 comprises all the daily nationwide newspapers except local dailies.

From the database including more than 150.000 items to which 200 are added daily a search can be made using parameters such as author name, subject newspaper name, genre of writing and time interval.

Figure 1. Steps of Newspaper Documentation



The database is accessible from the network of LDC and Political Party Groups. In the next session of TGNA, which is going to start October 2000, MPs and their assistants who wish to reach the press clippings search will be able to reach the database from their own desktop computers.

**2. Minutes Documentation**

Minutes Documentation Services have been under way since 1990. This database has been formed in order to provide fast and proper access to the minutes information required by MPs.

In this context, the period since XVII<sup>th</sup> Term of TGNA (1983) has been indexed, with the indexing process carried out daily. Furthermore, retrospective work has

also been going on. TBAN (Parliamentary debates database) (On Network Electronically -Post 1983, On Internet-Turkish-Since 1996)

**Figure 2** Steps of Minutes Documentation (Retrieving on Web)



### 3. Periodicals Documentation

Periodical Documentation currently is under way on 290 selected journals with the aim of providing information comprehensively and quickly.

The periodical documentation unit, which was launched in 1997 and for which expansion is planned provided problems of sufficient qualified staff, space and hardware can be solved, has, to date, indexed over 10.000 articles and included them in the system bibliographical cards. Currently, This database is used for searching the table of contents of the journals. A new version of the database for retrieving full text articles has been developing.

Figure 3. Periodicals Documentation

Sıra No	Yıl	Ay	Gün	Sayı	Yazar	Başlık	Özet
101	1998	1	1	1		TÜRKİYE İÇİŞİLERİ BAKANLIĞI HAZIRLADIKI DÖNÜŞÜM PLANI	
102	1998	1	1	1		AMERİKA BİRLİKLERİ DEVLETLERİNİN MAĞAZA İÇİŞİLERİ İLE İLGİLİ	
103	1998	1	1	1		THE BLACK ECONOMY IN TURKEY: AN EMPIRICAL INVESTIGATION	
104	1998	1	1	1		ÇEVRE KURUMSALLIĞI	
105	1998	1	1	1		1982 İÇİŞİLERİ BAKANLIĞI HAZIRLADIKI DÖNÜŞÜM PLANI	
106	1998	1	1	1		İÇİŞİLERİ BAKANLIĞI HAZIRLADIKI DÖNÜŞÜM PLANI	
107	1998	1	1	1		THE PLACE OF INSTITUTIONAL ECONOMICS	
108	1998	1	1	1		TÜRKİYE'DE DEMOKRASİ VE İKTİSADİ MAĞAZA İÇİŞİLERİ	
109	1998	1	1	1		BEHİMLERİN İKTİSADİ PROGRAMLARI VE KADIN CAUSANLAR	
110	1998	1	1	1		TÜRK İÇİŞİLERİ BAKANLIĞI HAZIRLADIKI DÖNÜŞÜM PLANI	
111	1998	1	1	1		PODİRİ SA PAŞ SÖZLEŞİMİNDE İYİSALLAŞIM İLİMLERİNİN İZLENİMLERİ	
112	1998	1	1	1		İÇİŞİLERİ BAKANLIĞI HAZIRLADIKI DÖNÜŞÜM PLANI	
113	1998	1	1	1		TOPLAM İKTİSADİ YERLEŞİMİN YERLEŞİMİNDE ÇEVRE İZLENİMLERİ	
114	1998	1	1	1		TÜRKİYE'DE İKTİSADİ MAĞAZA İÇİŞİLERİ BAKANLIĞI HAZIRLADIKI DÖNÜŞÜM PLANI	
115	1998	1	1	1		TOPLUMSAL ÇEVRE VE İKTİSADİ	
116	1998	1	1	1		MAASTRİCHT VE AMSTERDAM ANTLAŞIMLARI ÇERÇEVESİNDE	
117	1998	1	1	1		İÇİŞİLERİ BAKANLIĞI HAZIRLADIKI DÖNÜŞÜM PLANI	
118	1998	1	1	1		İÇİŞİLERİ BAKANLIĞI HAZIRLADIKI DÖNÜŞÜM PLANI	
119	1998	1	1	1		ATLANTA İZLENİMLERİ ABLAŞIMLARI ÇERÇEVESİNDE İZLENİMLERİ	
120	1998	1	1	1		MAASTRİCHT VE AMSTERDAM ANTLAŞIMLARI ÇERÇEVESİNDE	
121	1997	1	1	1		TÜRKİYE'DE İKTİSADİ MAĞAZA İÇİŞİLERİ BAKANLIĞI HAZIRLADIKI DÖNÜŞÜM PLANI	
122	1997	1	1	1		ÇEVRE KURUMSALLIĞI	
123	1997	1	1	1		TOPLAM İKTİSADİ YERLEŞİMİN YERLEŞİMİNDE ÇEVRE İZLENİMLERİ	
124	1997	1	1	1		MAASTRİCHT VE AMSTERDAM ANTLAŞIMLARI ÇERÇEVESİNDE	

Databases on Governments in Republican Era and Speakers of the TGNA are accessible via Internet web page of TGNA.

## F. Research Services

Tasks: Related to the legislative activities of the MPs, in accordance with their demands, preparation of fact sheets, research reports based on analysis. Furthermore, without depending on inquiries, making researches on important subjects developing in both Turkey and World wide, and on the subjects, which are on or may come to the TGNA's agenda.

The participation of MPs effectively in the legislative process primarily depends on the precondition that they are provided with assistance by a strong information system. However, because of the plethora of information, traditional library and documentation services are not adequate anymore. For this reason, the need to analyse information has increased day by day.

In 1982, TGNA Library established within its own structure a Research Service in parallel with the practices of the Parliaments of the developed countries.

At present, this unit, in which are employed subject specialists with educational backgrounds in the fields of economics, international relations, political science, public administration, agriculture and media the majority of whom have postgraduate and doctorate degrees principally meets demands in the direction of the research needs of MPs of follows current national and international developments, preparing fact sheet of research reports accordingly.

**Table 2 Breakdown of Research Service Staff  
by Educational Status**

<b>Degrees</b>	<b>Number</b>
B.S Degree	6
M.Sc. Degree	5
Ph.D. Degree	2
<b>Total</b>	<b>13</b>

The primary task of the Service is to undertake research work for the Members only and it has close relations with the reference service. Research service, with a staff of 13, prepares the reports and fact sheet upon request and/or autonomously. Topics of papers may be divided into main five sections:

1. Economics & Finance
2. Political Science & Law
3. International Affairs
4. Country Files
5. Miscellaneous

The Research Division has two main subject sections.

1. Economic Affairs

## 2. Political Science, International Affairs and Law

In 1999, 602 applications were made to the research service, which issued 591 written answers and 11 research reports.

The research service has prepared 276 research paper, 7 of which have been published as books to date. These are:

1. Election, Election Systems and Practices in Turkey
2. The Election Laws of The EEC Countries
3. Value Added Tax
4. Free Trade Areas; A General Evaluation
5. Land Reform and Turkey
6. Relations between EC and Turkey
7. Elections Regulations in Various Countries

The service has been accessing the Internet since the first connection had been established in TGNA in 1996. Research service is the most intensive user of Internet and other technologies in the Library. A Searchable Press Querying System and Library Catalogue are available on the desktop computers via network. MPs and their assistants and most of the Parliamentary Committees are able to access to this system by their own PCs. Intranet which is under construction will have these services and public access will be also possible in the next few months on Internet. New software for the Library Catalogue has also been designing.

New Era (The 2000s) brings new tasks to the Parliamentary Libraries particularly to the Research Services. One of the examples for these tasks is the content of parliamentary and/or parliamentary library web page. This may be thought with Concepts of Freedom of Information, Digital Government and/or Digital Democracy. With these concepts Parliamentary Libraries and Research Services has been transforming into not only to serve MPs but also to serve

public. New Era and its facilities, infrastructure and mentality, are forcing the parliamentary research services to shift. In the new period researchers and their products should be more non-partisan than ever. The Research Service of the TGNA Library is now arguing these dimensions, changing duties. Year 2001 will be a landmark for our institution. Infra structural, hardware and software, transformations have been going on.

### **G. Contents of Internet Web Page**

The TGNA Library does not have its own homepage at the moment. The web page of TGNA has been on the Internet since November 1996. After three major changes since that time, the site has current contents and appearance. Today users may find information on topics below in Turkish: Historical Background of TGNA, Constitution of Republic of Turkey, Rules of Procedure of the TGNA, List and Composition of Governments, Lists of Political Parties in Republican Era, Biographies and Mail Addresses of MPs, searchable Minutes, Daily Agenda, Parliamentary Committees, Organisation for Security and Co-Operation for Europe, National Palaces, Press Releases, Biographies of The Presidents of the Republic of Turkey, Speakers of The TGNA and Regulation on Library and Documentation Centre. English version of the website contains information on Historical Background of TGNA, Constitution of Republic of Turkey -searchable by content or article number, and National Palaces.

Inter-Parliamentary Union (IPU) has conducted a survey on Parliamentary Web Sites in 1998. It was about to find out contours of present situation of the Parliamentary web sites of the countries. After this study "Guidelines" were approved in the 166th session of IPU in Amman, Jordan. The aim of the "Guidelines" was to harmonise the parliamentary web sites of the countries. After receiving the "Guidelines for the Content and Structure of Parliamentary Web Pages", LDC tried to rate our Internet web site by the criterion of IPU. Results were indicated in table below:

**Table 3. How the web page of TGNA meets elements in the IPU's "Guidelines"**

Language	Recommendations	Optional	R+O
<i>Turkish</i>	49%	28%	37%
<i>English</i>	6%	%2	4%

### ***Internet web page***

**Figure 4 An Overview of Internet Homepage of the Turkish Grand National Assembly (<http://www.tbmm.gov.tr>)**

<b><u>Constitution and Rules of Procedure</u></b>	<b><u>History</u></b>
<b><u>Agenda-Minutes-Legislative Information</u></b>	<b><u>Web Museum of National Palaces</u></b>
<b><u>Governments and Political Parties</u></b>	<b><u>Miscellaneous</u></b>
<b><u>Information on MPs</u></b>	<b><u>Links</u></b>
<b><u>Pages in English</u></b>	<b><u>TBMM Working Group on Informatics</u></b>
<b><u>Organisation for Security and Co-</u></b>	<b><u>Last Updates</u></b>
<b><u>Message to the Webmaster</u></b>	

### ***Intranet***

Intranet service is now inactive. A new intranet is going to be in use at the beginning of this session, on October 2000. Subjects the Intranet will contain on it are useful information on computer and software for end users, institutional information and social activities. Intranet will be the major platform for retrieving the inquiries and dissemination of research papers.

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**THE NATIONAL ASSEMBLY  
OF THE  
SOCIALIST REPUBLIC OF VIETNAM**

**FUNCTIONS OF THE LIBRARY**

**(Paper presented at the APLAP's Conference  
in October-2000)**

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**DAO VAN THACH  
Head of the Vietnam N.A. Library**

**Tokyo - 2000**

## Part 1

# FUNCTION AND ORGANIZATION OF THE NATIONAL ASSEMBLY

### *1- The National Assembly of Vietnam within the State apparatus*

In the Socialist Republic of Vietnam, all the State power belongs to the people, the basis of this concept is the alliance of the industrial working class with peasantry and intellectual community. The people exercise their state powers through the National Assembly and the People's Councils at different levels.

The National Assembly is the sole body elected by the nation-wide voters according to the principle of universality, equality, directness and secret balloting.

The 1946, 1959, 1980, and 1992 Constitutions all stipulate that the National Assembly is the highest organ of the state power.

The Government is the executive body of the National Assembly, the highest administrative agency of the Socialist Republic of Vietnam. The National Assembly elects the President of the Republic, dismisses and removes the Prime Minister as requested by the President of the Republic. It approves the proposal of the Prime Minister on appointment, dismissal, removal of Deputy Prime Ministers and other members of the Government. During the recess of the National Assembly, that proposal is to be approved by the National Assembly Standing Committee. This approval however should be reported to the National Assembly at the next session.

The Government is responsible before the National Assembly. It reports the work to the National Assembly and

if the National Assembly is in recess, then to the National Assembly Standing Committee.

The National Assembly elects, dismisses, removes the Chief Justice of the Supreme People's Court, the Chief Procurator of the Supreme People's Control Organ. The Chief Justice of the Supreme People's Court and the Chief Procurator of the Supreme People's Control Organ are accountable to report their work to the National Assembly. When the National Assembly is not in session, they are accountable to report their work to the National Assembly Standing Committee and the President of the Republic.

## ***2- Function of the National Assembly***

The National Assembly has three main functions: legislative, deciding the important issues of the country and carrying out the supreme supervision<sup>1</sup> power of all activities of the State.

## ***3- Organization of the National Assembly***

The organs of the National Assembly include: the National Assembly Standing Committee(NASC), the Ethnic Council and the Committees of the National Assembly.

The National Assembly Standing Committee is the permanent body of the National Assembly. It consists of the Chairman of the National Assembly, 5 Vice Chairpersons, Chairman of the Ethnic Council, 7 Chairpersons of the Committees and Chairman of the Office of the National Assembly.

The ten<sup>th</sup> National Assembly was elected by the people on July 20, 1997. It consists 450 members. Among them 118 are female, 78 are from Ethnic Nationalities and 7 from the religious groups, 411 have Diploma & Post Graduation.

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<sup>1</sup> All following foot notes are of the editors: The term "supreme supervision" is defined by the constitution in the sense that this power shall only belong to the National Assembly.

<sup>1</sup> cf. The Speaker of the house in some other jurisdictions.

The oldest member is 86 years old, youngest is 21 ys old. The term of office of the National Assembly is 5 year (1997-2002). The first session of the National Assembly opens on september 20, 1997; elected new President, Prime & Speaker.

The members of the National Assembly Standing Committee can not be at the same time members of the Government. Most of them work on full-time basis. The term of office of the NASC corresponds with the term of office of the National Assembly. When the National Assembly term of office terminates, the NASC continues to work until the new National Assembly elects a new NASC.

The National Assembly elects the Ethnic Council consisting of a Chairman, Deputy Chairmen and other members. The committees of the National Assembly are elected by the National Assembly.

#### ***4- National Assembly Sessions***

The National Assembly meets twice a year for ordinary sessions. Each ordinary session lasts about 30 days. The year- begin session is in May and year-end one in October.

The National Assembly Standing Committee may decide to convenes extraordinary sessions of the National Assembly by request of the President of the Republic, the Prime Minister or at least of one third of the total number of Deputies to the National Assembly.

The Business Agenda of the National Assembly session is decided by the National Assembly. The National Assembly Standing Committee prepares draft of Business Agenda of the National Assembly sessions.

The National Assembly Standing Committee decides to convene the ordinary National Assembly session not later than 30 days, and the extraordinary National Assembly

sessions not later than 7 days before the opening day of the session.

The tentative Business Agenda of the session shall be sent to the Deputies to the National Assembly together with the decision to convene the session.

The Nations Assembly sessions are open to the public. The National Assembly may have closed meetings as requested by the President of the Republic, the National Assembly Standing Committee, the Prime Minister or by one third of the total number of the Deputies to the National Assembly.

Government's term of office follows that of the National Assembly. A government is composed of a Prime Minister, 5 Deputy Prime Ministers and 24 Ministers. (Total: 30 members).

The Members of the Government who are not Deputies to the National Assembly are invited to attend the plenary sessions of the National Assembly. Representatives state agencies, social organizations, economic organizations, armed force units, press agencies, citizens and international guests may be invited to the open sessions of the National Assembly.

The Vietnam National Assembly is a member of the IPU, the ASEAN Inter.-Parliamentary Organization (AIPO), the International Association of the French Speaking Parliamentarian (AIPLF). In addition, the Vietnam National Assembly also takes part actively in many other Parliamentary forums such as in the Asia-Pacific Parliamentary Union (APPU), the Asia-Pacific Parliamentary Forum (APPF).

## **Part 2**

### **THE OFFICE OF THE NATIONAL ASSEMBLY**

The Office of the National Assembly is the supporting agency of National Assembly. It is in-charge of doing research, providing general advice and services to all activities of the National Assembly, NASC, President of the National Assembly, Deputy Presidents of National Assembly, Ethnic Council and Committees of the National Assembly.

The Chairman of the Office of the National Assembly<sup>2</sup> is the Head of the Office of the National Assembly. He is accountable to the NASC and the President of the National Assembly.

The Vice-Chairmen of the Office of the National Assembly assist the Chairman in accomplishing the duties. The Chairman, Vice-Chairmen of the Office of the National Assembly are appointed or removed from the office by the NASC.

The Office of the National Assembly has following duties:

- To serve the National Assembly and NASC in activities of law making, interpreting constitution, laws and ordinances.

- To serve the National Assembly in activities of deciding and promulgating fundamental policies, socio-economic, issues related to national defense and security, foreign affairs, organizational and personal affairs of National Assembly's competence.

- To organize and serve the National Assembly in carrying out the supreme power of supervision.

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<sup>2</sup>Cf. The General Secretary of the House in some other jurisdiction.

- To carry out research and organize service for NASC in supervising and guiding the activities of People Councils.

- To research issues related to election of National Assembly and People Councils; to organize services to the NASC in announcing and administering the election of deputies to National Assembly, as well as in announcing the election to people council of all levels.

- To serve the activities of the Committee for Foreign Affairs of the National Assembly , the NASC, the Chairman of the NA, of the Ethnic Council and Committees of the NA.

- To receive people and pass on the letters of claim and accusation of citizens to relevant state organs and urge those organs on handling these letters according to law.

### **Part 3**

#### **THE NATIONAL ASSEMBLY LIBRARY**

The National Assembly Library (NAL) was created in 1980, in Hanoi with a very modest collection over 5,000 volumes of books and 2 staffers. Since then, the library's collection is over 25,000 units, and 6 staffers.

#### ***Budget***

The budget of the library, which is included in the appropriation of The Office of National Assembly has exceeded the level of 24,000.00USD since 1994 (without salary and other personnel expenses). Expenditures for the financial year beginning on January 1997 are as follows:

Purchase of books and other materials:	9,000.00 USD
Computerization projects for library:	8,000.00 USD
Other:	7,000.00
USDTotal	24,000.00

USD

***Collection*** The total collection of Library is more than 25,000 volumes, including 70 bound periodicals. However, bound newspaper and CD-ROM are also available for the

use of clients. The Library's collection mainly consists of purchases, donations and exchange.

**Purchasing** The Library annually acquires more than 1,000 books, 170 domestic and foreign periodicals, 250 newspaper units. The order lists are determined every month by the NAL.

**Donations and exchanges**

The Library obtains a large part of the foreign books collection through donations from international organizations. Acquisition through exchange also plays an important role in building up relation with the other domestic libraries (Ex.: Vietnam National Library, Hanoi Law University Library, Ministry of Justice Library, etc.)

**Cataloging** The Library uses International Standard Bibliographical Description (ISBD). The card catalog has been the standard bibliographic retrieval.

**Classification**

All books with the Library are classified according to the Dewey Decimal Classification scheme. Some of its changes were made to meet the publishing conditions in Vietnam, such as: historical, folklore literature, etc.

**Computerization**

In 1990, the Library's collection has run by software CDS/ISIS. In 1993, the Library began computerizing both its management processes information system and library's action. Now, library's activities are managed by software ACCESS for WINDOWS.

**Duties and Information Services**

In order to assist the National Assembly in its functions to administer the State management and to effectively fulfil its power, the NAL is vested duty to provide information for the deputies' activities and organize Question-Answer services for the deputies.

The Question-Answer services are a form of activities that provide all kind of information for the deputies on any scientific field directly with the assistance of the NAL's staff or indirectly through electronic database.

Annually the NAL has provided more than 600 answers to the deputies. In the period between the two sessions when the National Assembly does not have meetings, the NAL receives a lot of requests from deputies asking for information and research services.

We fully understand that technology is the key in the process of modernization of the works of the information and library services. The technology maximizes the information services for the NA in comprehensive, speedy and precise manner through database on the whole activities of the NA.

At present there are database on books, articles and journals, data and database on Vietnamese laws and regulations. The last one is a full collection of the laws and regulations promulgated since the establishment of the new Vietnam in 1945 and its first Constitution in 1946.

### ***Development Strategy***

In order to gradually develop the NAL to be a modern information center serving the needs of the NA's deputies and researchers as well in the effective way, there is a plan to develop the NAL in the period of the first decade of the new century as follows:

- To fully utilize all the potential and resources to set up a modern Electronic Library on Web;

- To further co-operation and assistance of the international organizations; to share existing information resources with domestic and foreign libraries in the region;

- To train and retrain library's staff to meet the new demand and development through study tours, trainings at the developed countries in the region which have advanced library system for learning methods and technology of operation of parliamentary library.

As a small library participating in the process of development and integration, we are at the NAL want to further our co-operation with our colleagues and hope to have your assistance as well as from international organizations in order to improve our works and to make the NAL more effective, modern capable to provide all around the needs of the NA.

May I take this opportunity to express my sincere thanks to the organizers of the Conference and thank you for attention to this paper.

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## **THE PARLIAMENTARY LIBRARY: RESEARCH AND INFORMATION SERVICE IN THE NEW ERA**

### **PARLIAMENT**

The bicameral Parliament of Pakistan consists of the National Assembly and the Senate. The National Assembly is composed of 217 members elected for 5 years. There is no bar on the women to contest against any general seat which are 207. Ten seats are reserved for non-Muslims minorities members.

The Senate consists of 87 members, of whom 14 each are elected by Pakistan's four Provincial Assemblies; 8 members from the Federally Administered Tribal Area and 3 from the Federal Capital are elected by the Members National Assembly. To represent ulema (Muslim theologians and scholars), Technocrats and other professionals 20 seats are reserved for four provinces (5 seats from each). The term of Senators is 6 years, one half of them retiring every 3 years. In March this year election for half of them were due to be held.

### **COMMITTEES**

After the General Elections in February 1997, thirty four standing committees of the National Assembly have been constituted. These committees are for various ministries and divisions. The committee on House & Library has 11 members including Deputy Speaker as Ex-Officio

Chairman. Finance Committee of the National Assembly has 10 members with Speaker national Assembly as its Chairman and Finance Minister as Ex-Officio member. Beside these 34 Committees, the House can also constitute Special Committees or Select Committees. The Senate of Pakistan has 12 Standing Committees.

### **HISTORICAL BACKGROUND OF LIBRARY 1947-85**

The National Assembly Library began with a small collection of books and documents received as Pakistan's share from the Library of the Indian Legislature in August 1947. By 1966, the Library's collection had grown to about 40,000 volumes.

However, when the National Assembly was shifted to Dhaka, only 10,000 books and publications were left in Rawalpindi. Unfortunately no materials could be retrieved from Dhaka on the creation of Bangladesh in 1971.

The National Assembly Library in Rawalpindi/Islamabad was gradually re-built subject to the availability of funds and accommodation. The Library also subscribed some of the English and Urdu newspapers of the country, alongwith a few domestic and foreign journals.

By the end of 1984, there were 22,000 books entered in the Library's Accessions Register. Unfortunately, due to lack of space, newspapers and periodicals could not be retained as part of the permanent collections.

Soon after the National Assembly started functioning in March 1985, members expressed the need for improved Library services. In response, the Assembly's leadership decided that steps should be taken to enlarge the Library's collections.

It was felt that approximately 100,000 books and a much larger number of domestic and foreign newspapers and periodicals were required in order to meet the Members requirements for information on significant national and international developments. In addition, there was a critical need to expand the Library's reference services and to introduce research assistance on important legislation and major policy issues.

Presently the Library has a collection of *60,000 vols.* The Library subscribes to 150 foreign/local newspapers and journals, most of the collection has been built up by purchase, and over the past years, by donation. However, Library has exchange relations with some other Parliaments and receives Parliamentary documents. The Library welcomes the donations and exchange of publications in English language only.

### **DEVELOPMENTS IN 1985-2000**

Since adequate technical know-how and funding for a library modernization programme were not readily available, the National Assembly, with the concurrence of the Economic Affairs Division Government of Pakistan, approached The Asia Foundation for assistance in developing a modern Library and Research Service, On a grant basis, The Foundation committed \$283,500 for a three year period for the expansion project. This was in addition to the annual budgetary allocations earmarked for the Library acquisition

As a first step, a Library Consultant from the Library of Congress was engaged by The Asia Foundation to undertake a detailed study of the National Assembly's requirements and to formulate a plan for the development of Library. A comprehensive proposal was submitted to the Speaker. After thorough consideration by the Speaker, and the House and Library committee, the proposal was accepted in principle.

The Library Consultant's services were engaged for a two-year period, commencing in November 1986, which was later extended for two years (upto Sept. 1990), to guide the development programme. During the summer of 1986, The Asia Foundation made its first instalment of aid in the expansion of the Library by donating subscriptions to several major foreign newspapers and journals and an up-to-date reference collection for the Members' Reading Room in the new Parliament Building.

### **INFORMATION RESOURCES :**

The Library provides bibliographical aid and reference service to members, both in the House and in the Committees. The Library does not issue any reference books to any one and they can only be made use of in the Library. Similarly, newspapers and magazines are also not on the issue list. Other books are issued to the Members upto three books at a time.

### **SERIAL PUBLICATIONS**

About 150 serial publications including newspapers are received in the Library. Important journals, which are likely to be used by the Members are

received in the Library. Copies of some of the important journals are obtained if required, on loan from the United States Information Centre and the British Council.

### **OFFICIAL PUBLICATIONS**

The Federal and Provincial Gazettes are being regularly received in the Library. Efforts are made to get copies of other publications issued by the ministries and Divisions as and when brought out by them.

### **CURRENT AWARENESS**

Our newspaper clipping service both for Mr. Speaker and Research centre provides quick day to day information.

### **BORROWING AND LENDING**

Except for the reference books, a member is entitled to borrow 3 books at a time for fifteen days.

### **PHOTO COPY SERVICE**

Provided free of charge for Members for all Parliamentary business.

### **ACQUISITIONS LIST**

Circulated to members to inform them of new material acquired by the Library.

## **EXCHANGE OF PUBLICATIONS**

We have established exchange relations with other Parliaments and Independent Bodies to supplement our information needs. Our Parliamentary Publications are used as a basis for this exchange both internationally and nationally.

## **PARLIAMENTARY RESEARCH SERVICE**

In April 1988, the former Library was transformed into a bonafide Library and Research service with the addition of four new positions for professional Research officers.

To enhance the staff's skills, the Librarian and four Research Officers had been sent on study tours to selected National Legislatures in Europe, North America, Canada, Asia and Australia. The Study tours were part of the Asia Foundation's grant of assistance to the project.

The four Research Officers assist the Members in consideration of important questions or issues before the National Assembly. They prepare Background papers and Brief on non-Partisan basis, while considerable time may be invested in their preparation. They provide analysis of issues and advice on policy matters to Members either individually or in groups. The response may be supplied orally or in the form of written papers, notes or points. The service is both personal and confidential. They also prepare Research Papers on important National/International Issues for distribution among the Members. The Research officers are Subject Specialist in: Economics; International Relations; Law & Shariah and Politics.

In June 1988, the modernization project was further assisted when the National Assembly, with the concurrence of the Economic Affairs Division, Government of Pakistan, received as \$250,000 grant of assistance from the U.S. Agency for International Development (USAID) for the procurement of various equipment. Under the USAID grant, a Xerox-1075 photo-copier was installed in the Library. This high-speed, high-volume copier has the capacity of producing 70,000 photo-copy images monthly.

The Xerox-1075 greatly enhances the Library and Research Service's ability to provide timely information service. In addition to the immediate servicing of Member's requests for newspaper and journal articles from the Library's distribution to Members and the Research officer's reports, a current awareness service, and working copies of the Daily Proceedings of Debates.

In July 1988, the Service acquired five pieces of Kodak Microform equipment, as part of the USAID grant. This equipment (which includes a Microfilm/Microfiche camera, FILM Processor, Duplicator, Jacket filler, and Reader/Printer) enables the Library to index and preserve as well as to integrate into an on-line information data base selected materials from newspapers, journals and documents. The Debates from 1947-1994 has now been transferred to microfiche. With the shortage of both space and staff, it provides the means for efficient, permanent storage of such material and for the rapid retrieval of information from the sources.

The Libraries of the National Assembly, Senate and four provincial Assemblies have fully been automated. CDS/ISIS software of UNESCO with certain modification made by the Pakistan Library Association

has been adopted by the all six libraries of the legislatures. The software package integrated the primary functions of the Library. It allows the library users to identify and locate information by subject, author or title irrespective of the form in which the information was published or its location in the library's collection.

It is anticipated that the libraries of the provincial assemblies will be linked electronically with the National Assembly library to form a National Legislative Information System in the near future. The Senate library will be linked soon. In due course, other major Pakistani Research libraries may also become participant in a CDS/ISIS based network, as the development of national telecommunication capabilities permit.

It may be added here for information of honourable participants that the Parliament of Pakistan was unfortunately suspended on 12th October, 1999. Now a days we have allowed the Research scholars from all over the country to make use of the Library. They can come and consult the library material in library Reading Room but can not borrow. If they need photocopy of any material it is sent to the market and they will have to pay for it.

**NAIM UDDIN SIDDIQI**  
**LIBRARIAN**  
**NATIONAL ASSEMBLY OF PAKISTAN**

**Presentation by Ms Seng Sowatha**

Librarian,  
National Assembly,  
Kingdom of Cambodia.

APLAP Meeting Tokyo October 2000

Ladies and gentlemen,  
Fellow colleagues

My name is Seng Sowatha, I am the Librarian at the Library of the Cambodian National Assembly. I am pleased to be here today to meet colleagues from other Parliamentary Libraries in Asia. I would specially like to thank the organizers for making it possible for me to be present at APLAP.

Cambodia is a small country with a population of 11 million people. From 1863 until 1953 Cambodia was a French colony. After independence the country continued to develop, but the war in neighboring Vietnam provoked political instability in Cambodia in the early 1970s.

In 1975 the Khmer Rouge overthrew the government and a period of extreme hardship continued for more than three years. The whole country was thrown into turmoil and people were forced to leave the towns and cities and go to live in the countryside. The country was like a prison, many thousands of people died of deprivation, starvation and torture. In this period from April 1975 until January 1979 Schools and Universities were closed and Libraries fell into neglect. Finally in January 1979 the Khmer Rouge were driven out by Vietnamese troops supported by Cambodian forces who had previously escaped to Vietnam. From 1979 the country began the long process of rebuilding. However the civil war continued until the late 1990s when the last remnants of the Khmer Rouge finally surrendered to the government.

After the Paris Peace agreement in late 1991 the United Nations established a short-term peace keeping mission in Cambodia which culminated in the holding of elections in May 1993. Following the United Nations-sponsored elections in 1993, the first meeting of the new National Assembly (in Khmer called Rathsaphear) was held 24th September 1993. So as an institution we are just seven years old. There are 122 members of parliament and nine commissions.

The Library was established early in 1994 with assistance from the Inter Parliamentary Union and the Asia Foundation. The Library is quite small with seating for 8-10 people only. The collection is quite specialized, concentrating on providing reference materials for the Commissions of the National Assembly and members of the NA.

We have a collection of 2,000 Books in Khmer, English and French and subscriptions to 20 Newspapers and Magazines. The Library does not have an annual budget for purchasing books or journals, so we must rely on donations. Cambodia does not have any legal deposit law that would enable us to acquire all locally published materials. Some institutions such as CDRI, and other

local NGOs and UN agencies regularly provide copies of their publications to the Library. However our collection remains small and we would appreciate help to develop our resources.

The Library has three staff all of whom have received basic training, but we do not have any graduate librarians. In Cambodia government salaries are very low. For this reason it is hard to attract well-qualified staff.

In 1999 the Senate was established. The Senate is housed separately from the National Assembly and also has a small Library.

National Assembly library uses the Dewey Decimal classification and our small collection is on a database. As yet we do not have any other forms of new technology, although the Legal Research department which is separate from the Library, has email and Internet.

Our resources are quite limited and we would appreciate any help which other larger Libraries may be able to give us. We do not have a photocopier and only computer which is in need of upgrading. With a small amount of assistance we could improve the services offered by the Library.

Thank you all for listening. I would be happy to answer any questions.

## **Development of Services in the Parliament Library of Malaysia**

**By Fauziah binti Abu Hassan**

Pusat Sumber Parlimen Malaysia (Parliament Library of Malaysia) vision to be the center of excellence for the reference of parliamentary publications and resources to fulfil the requirements of the members of Parliament. Its mission is to facilitate the access and retrieval of the materials through the use of information technology that are developed and managed by trained personnel of the resource center. The strategies that have been planned are to expand the materials and enhance the subject contents by active acquisition of the collection and to provide easy access of the material through systematic documentation, arrangement and resource sharing.

The Library began as a unit providing reference and loan service for Members of Parliament and staff. Thirty years later the Library was upgraded to furnish about a hundred and fifty square meters room space. Today, Members can access the following materials and services:-

- Books
- Journals
- Parliamentary debates
- Statute papers
- Bills
- White papers
- Acts and government gazettes
- Command papers
- Videos
- CD Rom
- Internet
- Publications Delivery System and loan service

### **Parliamentary Collection of the Library**

The type of collection that may be found in the Library are as the above. The *Penyata Rasmi* (Hansards) , bills, statute papers, command papers, acts and government gazettes form the core collection. The *Penyata rasmi* is in the book format. The statute papers, command papers and bills are kept as bound volumes while the Act is kept in folder binding. These materials are placed in glassed cupboards. Next in importance of the collection is the books which made half of the library. These books are placed on open shelves. The library collects only a few titles of periodicals, newspapers, videos and compact discs.

## **Subject Composition of the Library**

The subject range of the books in the library is extensive but comprehensive. It includes almost all subjects even though the total coverage of volumes only amount to about thirty thousand volumes. The Library plans to be exhaustive in its building of its political, legal and governmental collection in adherence to it being the center of excellence for the political subject. This is done mainly through exhaustive acquisitions of the statute papers that are the government annual reports and meticulous updating of the acts and government gazettes. Missing issues of statute papers are attained through loan or deposit service from the relevant government agencies. Special task and responsibility is given to the maintenance and updating of the acts and government gazettes.

Besides law and politics the Library is also keen in acquiring subjects pertaining to history, economics, culture, religious and ethical matter. This is in line with the requirements and needs of the Members and staff.

## **Organization of the Library Collection**

Currently the books in the Library are catalogued using the Dewey Decimal Classification scheme, Library of Congress Subject headings and AACR II. The Library used the Geac ADVANCE Library software as part of its cataloguing activity. About two thousand records, prior 1995, have been downloaded in the library database. The parliamentary papers which include the Statute papers, Bills, Command papers are recorded also in the database and contained 447 volumes; 110 volumes; 256 volumes respectively.

All these volumes are arranged consecutively according to their forms. . The Library has in its keeping up to twenty-one shelves of cupboard space of statute papers from the year 1959. *Penyata rasmi* and Proceedings of the Meeting of the Federal Council of the Federated Malay States dated back from 1909. The earlier volumes of the Proceedings are old, flimsy and would have tattered if not for the preservation service rendered by the National Library of Malaysia to the Parliament Library. Thus the earlier proceedings are kept together with the current ones and arranged by the year it was produced.

## **Reference and research service**

Satisfying information needs of the members of parliament is the ultimate reason for the existence of the Library. The information desk provide quick reference service of 'on-demand' kind or assist members on help-on-the-spot with specific queries which require quick, factual answers. The information requirements of the members are quite predictable but varied and unlimited. It is the task of the library to anticipate and ensure the smooth flow and running of the library resources, service and system.

The core need of the library collection at a glance would be on politics and government. Indeed the strength of the subject in the library takes up fifty shelf-spaces in the form of books. The library acquires basic legal, government and political materials like the encyclopedias, reports and books on government and politics, political systems and parties, laws and gazettes, public policy, administration and parliament. Local government policies, economic and political conditions, legal information, current affairs are some of the topics that prove useful when selecting materials for manning the reference service.

Although political subject is given the priority of selection in purchase the library is well aware of needs beyond politics. This awareness is gained from daily inquiries and requirement of members, daily order papers or soft talks between library staff and members.

It is essential for the library to stock its collection with various and comprehensive subject coverage and keep in order directories of referral agencies to help in its entertainment of members information needs. The need of support from other libraries and government agencies warrant the need of close contacts with these referral agencies. Thus telephone numbers, fax numbers and e-mails of these agencies are of utmost importance for maintenance and keeps. Library cooperation is thus of great importance in dealing with reference service.

### **Publications Delivery System**

This system is an extension of the Inter-library lending service initiated by the National Library of Malaysia of which the Parliament library is a member (being one of the Federal government department libraries under the Common User Scheme of Library Services). **Publication Delivery System** facilitates the supply through libraries of publications for lending and exchange within the country. Resource sharing and national cooperation among libraries is promoted through the presence of this service. Indeed the Parliament library owed much of its support of reference handling through this system. The light readings of fiction and personal interests for staff and members are catered through this **Publications Delivery System**. So are supplies made for photocopies of articles achieved through this handling.

While publications can thus be efficiently handled through the above means, the tracing of the titles warrants the need for equal efficiency of bibliographic recording and retrieval. Greater ease in document access through **Publication Delivery System** will lead to a demand in ease of bibliographic access. This may be achieved through the role of computers in library operation. The internet especially provides ease in accessing the open public access catalogs of other libraries.

## **Internet**

The presence of the world-wide-web (www) service as a gateway in the Library has greatly enhanced the service for the members of parliament. Global knowledge and information are easily retrieved through the Internet. Nevertheless one has to be wary over the voluminous availability of the resource. Assistance may be rendered in the form of navigating, identifying and selecting the proper location of sites needed for the members of parliament. Subject knowledge and professional competency in information technology can prove useful and this may only be achieved through proper training of the staff involved.

## **Sistem Pusat Sumber Parlimen**

In its quest for automation and technological development the Library has acquired Geac Advance software which is web-based and integrated. The software contains five modules namely online public access catalog, acquisitions, cataloging, serial management and circulation. As cited above a total of over two thousand titles of monographs have been downloaded and catalogued in the system. Other records that have been inputted are statute papers, bills, command papers.

Indexing of the Hansards is one of the efforts done on trial basis as an extension of computer applications in the Library. This is built in the advance system as *Penyata Rasmi*. Bibliographic details that have been included in the field tagging are author, title, physical description and subject. The author field describes the name of member asking and the name of Minister, deputy minister or political secretary replying. The title describes the gist of subject in question. The physical description records the page, date, month, year, volume, number, parliament, session and meeting of the parliamentary sitting. The subject notes the terminology and descriptors of the debates. The indexing is intended to quicken tracing of a particular bibliographic information in the *Penyata Rasmi*.

The Online Public Access Catalog allows users to access the bibliographic information through the web Page of the Parliament. Through this online system verification of bibliographic information of books can readily be traced from other OPAC of libraries via telnet. Thus online catalog service is of great importance in providing the connecting mechanism between the bibliographic description and the status of the item in which library.

## **Subject Analysis**

Subject contents that prove needful by members of parliament are also derived from bills that are to be debated upon. The subjects of the bills are wide ranging. To ensure that subject contents are accurate the main acts are updated and kept in proper order and placement. An updating of the tool to the acts that is

the index to the act is crucial. This is because it reflects the good housekeeping of the legal (acts) collection. An updated index supports greatly when speed and expectancy is the concern for the retrieving of an act by the members of Parliament. The tools used for the retrieval of these acts are **Federal statute law referencer** and **Index to Malaysian statutes**.

A trait that is warranted for research investigation of inquiries by the Members of parliament is the ability to interpret and diversify subject needs. One must be quite knowledgeable in selecting appropriate word to describe the topic that is needed. This will help coverage of search to go beyond specific to related areas.

Another trait that is useful for answering reference inquiries is the ability to interpret words from bahasa Malaysia to English. This is especially when the reference tools are mainly in English while inquiries are in the Malay language. Problems may arise when gaps exist between expected word sought and the word found. In many a situation there will be a mismatch of tracing of the word. One must be familiar with all the index and reference tools to be able to give quick and excellent services.

The record of the Bills is also an important media in the tracing of the date of the sittings and debates of the bill. The bibliographic detail in the Bill include the title of the bill, its identification, the date when it is introduced in the Dewan Rakyat (House of Representatives), the date for the second reading and when it is passed by the house, the date it is passed or transmitted to the Senate and the date it is passed by the Senate for the royal assent These detail are kept in both manual and electronic form.

The manual record is kept in a record book under **Bills** while its parallel in the computer system is stored under **Rang undang-undang database**. This will make available at all times which is preferable to the user when wanting to retrieve the *Penyata Rasmi*. Retrieval of information from the Rang undang-undang database is simple. One has to be logged into the OPAC of the advance and highlight the format chosen then type in the inquiry that may be any keyword. In the case of the manual record, one has to know what year the bill is introduced to get to the date of debate for the second reading. Otherwise one has to scan through all the titles cited in the **Bills** record.

The detail of the *Penyata Rasmi* may be sought through the list of contents of each daily sitting. Prior 1985, index to the debates is produced after each sitting and this is called the **Fahrasat kepada Penyata Rasmi Parlimen**.

Beginning 1990 the contents of the *Penyata rasmi* are digitized and kept in the hansard database. Since the computerization of the *Penyata Rasmi* in 1999 using the PC Doc the retrieval of information is by means of keyword that is automatically generated with the keying in of the verbatim report. However, there

is still a discrepancy over the search results of the system. False drop of words that occur made the subject analysis in a reference investigation very tiring and exasperating. It often misled the member asking for details of a particular debate or a particular subject. Thus it is much easier to scan manually the *Penyata Rasmi* in its original book format than to retrieve the information from the database. An alternative that may be suggested in the future undertakings of the computerization of the Hansards is to create fields for multiple access points for instance dates of parliamentary sittings, members' names, ministries, description, and subject of debates as done in the Library through its trial indexing system.

### **Reprographic Service**

Photocopying service is provided free for members of Parliament while a charge of twenty cents per copy is made for the public. Usage of the photocopying machine in the Library is indeed heavy especially during sessions. Most of the materials in demand are extracts of acts, previous debates, journal and newspaper articles.

### **Publications**

Besides providing reference and research services the Library also engaged in producing **Accessions List** for members of parliament and **Nota Pengurusan** (Management Notes) for the managerial staff. The **Accessions List** contains new titles acquired by the Library and this is produced during each meeting. Usually there are three meetings for each session of the Parliament. Thus the Library has to plan the selecting, acquiring, organizing and listing of the materials to meet with the time of the meeting. Entries in the **Accession List** are arranged according to the classification number. Each entry is given a synopsis to help members decide at a glance what is useful for them. The new books are physically arranged separately from the collection so that the books may be retrieved easily in times of needs during the meeting. (Appendix)

**Nota Pengurusan** contains articles on management and is produced monthly for the perusal of the managerial staff. Articles are selected from management journals like *Journal of managerial psychology*, *Executive excellence*, *Harvard business review*; government department bulletins and electronic journals. This is a kind of selective dissemination of information for the managerial staff to keep in line with the current administrative situation and strategic planning and decision making.

## **Conclusion**

There are more ways services can be developed and enhanced in the Library with adequate staff and budget. The setback being lack of staff, such services like indexing of the Hansards , subject and area specialization and analysis, newspaper cuttings cannot be fully accomplished. The lack of budget also hampers the opportunity to see the Library having a wide and current range of encyclopedic collection and electronic media subscription to online services. The Library has identified adequate budget and staff needs as the core factors for success. Nevertheless, the all to day work is rendered with full commitment and cooperation from all of the Library and Parliamentary staff, God willing.

SESSION 3  
DISCUSSION

Chaired by Mrs. Sait Poh "Ruby" Cheah-Khoo (Singapore)

**CHAIRPERSON:** This afternoon we have five papers presented from the countries, where perhaps they achieved their computerization projects in various ways. This is the time for us to learn from those setups which are more advanced and experienced.

Point 1: If a new technology appears how can we make the arrangements to obtain it?

**PERU:** I have a question for the six presenters. That is how we plan the need of the new technology, or how we plan to buy it. What is the mechanism of your legislatures to increase the level of technology?

When you have new technology arriving or it seems to be needed, there are two ways. One is to provide the funds before June of each year for the next year. But there are supplementary budgets in all the legislatures. But they are reserved for special needs that the MPs have. If you can access to those supplementary budget and present them that projects or studies that show the technology are needed urgently, maybe you can convince your Speakers or your Secretary General to affect those budgets. For example, we have a new building, we need immediately to connect this building for people and librarians begin to work on filling the databases. So, we did not have connected this building. We have to make or cable it with optical fiber, but it was too expensive. We need some license from the local government to make holes on the road and etc. What I presented was a project for wireless connection, which would cost a little bit more, but when the analysis from cost benefit was presented, it seemed good and well. They decided to buy the wireless and things to connect all the computers in the new building. This was an urgent need and it was well presented and it affected the supplementary budget with the decision of the Speaker and the whole executive board.

**HONG KONG:** From our statesmen we draw up what we call the user requirements. We have a list of over 200 items of user requirements, and we included this list in the tender documents. In other words, we invite proposals from suppliers who were able to meet our user requirements.

**INDIA:** So far as the computerization in India is concerned, we have two agencies. Both are government agencies. National Informatic Center, which is concerned with development of software and purchase of equipment and computers. Another organization is CMC (Computer Maintenance Cooperation). So far as the budget is concerned, there is not a problem. We don't need funding from any agency or international organizations. Provision is made in the budget itself keeping in view our requirements.

**INDIA:** We do not have to go in for supplementary budget. The reason is that even if a new technology is there, we have to see the cost benefit ratio and in any case by the time

we decide, the time of the new budget may come and we can take a decision.

Point 2: The budget system in Australia and other countries

**AUSTRALIA:** Our funding arrangements have just changed. Twelve months ago we moved to what is called "accrual accounting," which means that included in our total appropriation is an amount to account for the depreciation of our existing assets. Our information technology equipment, the hardware and software, is an asset that we own. In the case of the library the depreciation figure is around 1.8 or 1.9 million dollars a year of our total budget. That 1.8 or 1.9 is for depreciation of major assets. If we don't spend all that money this year, we can put it in the bank and leave it there for a couple of years. In the case of my other Department, I am just about to go into a big capital replacement project, which will cost about 6 million dollars for one particular item that we have to replace. The way we will fund that is from our depreciation, because we know that we would get this money constantly and we just reorganize our finances. So provided that we plan our future acquisitions carefully, we should not require additional funding.

**AUSTRALIA:** We have something in our system called the forward estimates. At the financial year that you are currently in, you know how much you are going to get. They are adjusted for inflation and the government has a particular index that they use for the cost of inflation in the public sector; each year that adjustment is made.

**AUSTRALIA:** If we don't spend all our money the Department has now its own bank account with the Reserve Bank of Australia. At the beginning of each financial year, we go onto a new set of appropriations. The money which we have not spent in the previous year we get to keep and it stays in our funding base. We do not get all of our appropriation at once. The way the new system works is that our appropriation is around 17 million. Each fortnight we get 1/26 of that into our bank account.

**AUSTRALIA:** If we do not spend all our money, we keep it. The following year's appropriation is not cut by any amount. We get to keep what we have not used, because the argument is that the appropriation has been set at a realistic level and it is silly to encourage people to spend just before the end of the financial year purely for the sake of spending. We are not the only Commonwealth of Australia agency on these arrangements. The whole of the Australian Federal Public sector is now operating under these accrual arrangements.

**AUSTRALIA:** What it has meant for agencies is that you have to have in your finance area extremely well qualified accountants, because you are now into cash management. Our accountability is that either two or three times a year every department has to appear before the Senate Estimates Committees. As well, at the end of each financial year, we have to report to the Parliament with an annual report which is the historic report, and that has a set of detailed financial statements for the Department, which have been audited by the auditor general, the Australian Auditor General. We are

subject to a piece of legislation called the "Financial Management and Accountability Act."

JAPAN: We are not allowed to carry over the unused money to the next year except for some rare cases for some construction of building, not ordinary things.

JAPAN: Each constituency of the National Diet claims budget independently, but as far as the case of the Full-Text Database System for the Minutes of Diet, we made great efforts to unite these constituencies as a whole. We discussed and got treaties between three institutions. Finally we claimed the budget as a whole to the Ministry of Finance.

PAKISTAN: We have a standing committee of the House on finance and it is chaired by the honorable Speaker. The budget of the whole Secretariat including Library is presented before that finance committee for approval. If we do not use the budget up to 30<sup>th</sup> of June every year, it cannot be taken to the next year.

PERU: There were some differences between some Libraries. Some of you are autonomous and have your own budgets. Some others depend on the general budget of the legislator. The important is to keep separate the Library as a cost center into the budget and for all accountability. The Library materials and Library information technology needs must be separated, because all the things from the budget can be included in the entire legislator budgets as for the human resources, the logistic materials, and all the stuff that can be common.

#### Point 3: The database of parliamentary debates

SINGAPORE (CHAIRPERSON): Various libraries plan on their computerization project from different kinds of view. In my Parliamentary Library when we started computerization about 15 years ago, we were a very small setup and did not have a large budget to start the computerization project in full force. After some study we decided we had to set up a database of our Parliamentary debate first. After two or three years of hard work we finally set up the Parliamentary debate database and we found this database a very great help to us in retrieving the debate on various subjects.

AUSTRALIA: When we started to computerize in the mid-'80s, the main demand was to have access to the Parliamentary debates on line. We have actually got them on-line from 1981. Then on the other things, the library was working separately what the Library could add to the joint parliamentary database. We put some of our information into that database, so that it became a collection of different information from different areas of the Parliament all residing in one large database, rather than having separate ones run by each separate department.

#### Point 4: The preservation of old parliamentary documents

PHILIPPINES: I inquired about the parliamentary documents, old parliamentary documents of the Department of Parliament Library of Australia, whether these were

transferred or archived with the National Archives.

AUSTRALIA: National Archives would have sets of parliamentary material in bound form. Parliamentary Library also keeps our own sets of parliamentary papers and parliamentary debates. That is the only material that we would keep permanently. Debates from State Parliaments and Overseas Parliament we only keep in hard copy for about ten years at this stage, but we recognize that the Parliamentary Library needs access to the information back to 1900 in the hard copy form. We do have two sets of bound parliamentary debates and we find that there are times when we are using both sets at the same time.

AUSTRALIA: Coming up to our Federation, there is a lot of work being done on the first parliament. Often you will find people using the debates from 1900, 1901, and at the present moment there is a lot of demand for those bound volumes.

AUSTRALIA: We would rely on National Archives for keeping all Australian Government and Parliamentary archives. The National Library would be the place where the collection of information is held. For the day to day workings of each Chamber, they have given some of their material to the archives as well as keeping a set for themselves. But the Parliamentary Library is not looking to have any sort of archiving of material.

PHILIPPINES: Once, we could not find a copy of the speech of a former Speaker of the former Philippine Legislature in 1925. We tried the National Archives of the United States, because at that time we were under the United States. Much to our disappointment we simply could not find a copy of it. In relation to that, I had to ask the National Diet Library to find another document during the time that the Philippines were occupied by the Japanese, and we could not find also a copy of it. We found a secondary source in a book. But it is very disappointing really.

AUSTRALIA: A lot of our former Members and Senators have given their personal papers either to the National Archives or to the National Library. We don't have the material in the Library but we do have a record of the sites where this information is held. We rely very much on those other major libraries to do this sort of collecting, because we are the working library, a small collection of the documents that we use to perform our work.

NEW SOUTH WALES: The National Library of Australia is digitizing all the documents relating to the Federation in Australia. The move towards Federation, of course, something had happened in the 19<sup>th</sup> century, where the NSW was very much in the forefront of it. But a lot documents were scattered and not all held in one place. The National Library has a project to bring them all together, digitize them, and give them what is called PURL (a permanent URL). So that it will always be available on the Internet. That is a Centenary Federation Project. That is one way of archiving material and keeping it in permanent access for everybody.

AUSTRALIA: We would not ever dispose of the hard copy. But the hard copy very often can only be in one place. By digitizing them we are actually making digital copies

available to anyone in the whole world.

AUSTRALIA: Similar projects are being undertaken in the United States. If they are going to digitize all the documents that are considered to be of permanent importance, it will take really 96 years at the moment at the rate they are going right now. It is a long-term project. If you consider that for the rest of the world, we are looking at centuries of work. It is quite expensive.

CHAIRPERSON: Well, let us close the session. Ladies and gentlemen, thank you.

## Session 4: Staff in the future

For the forth session, October 4, the delegate from India made his presentation.

Mr. R.C. Ahuja spoke of training the staff. He emphasis the importance of updating the skill of staff members, especially the IT skills.



**6<sup>TH</sup> BIENNIAL APLAP CONFERENCE  
TOKYO (JAPAN)  
2-6 OCTOBER, 2000**

**THEME  
THE PARLIAMENTARY LIBRARY:  
RESEARCH AND INFORMATION SERVICES  
IN THE NEW ERA**

**SESSION 4  
A COUNTRY REPORT  
ON  
STAFF IN THE FUTURE**

**BY  
R.C. AHUJA  
DIRECTOR  
PARLIAMENT LIBRARY  
INDIA**

## **STAFF IN THE FUTURE**

**- R.C. AHUJA \***

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### **Need for Independence of Parliament Secretariat**

In a parliamentary democracy, Parliament occupies a pivotal position and the entire polity revolves around it. In such a system, one of the principal functions of Parliament is to oversee the working of the Executive and hold it accountable for its acts of omission and commission. Needless to say, if Parliament is to be supreme in its own sphere and is to effectively enforce executive accountability, it should be serviced by its own Secretariat which, for all purposes, should be separate from and independent of the Executive. Fully aware of the need and importance of the independence of Parliament Secretariats, the founding fathers of our Constitution made a provision about it in the Constitution itself. Article 98 of the Constitution of India specifically guarantees the separate character and independence of the Secretariats of Parliament. It lays down that:

- (1) Each House of Parliament shall have a separate secretarial staff: Provided that nothing in this clause shall be construed as preventing the creation of posts common to both Houses of Parliament.
- (2) Parliament may by law regulate the recruitment, and the conditions of service of persons appointed, to the secretarial staff of either House of Parliament.

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Director, Parliament Library, Lok Sabha Secretariat, New Delhi.

- (3) Until provision is made by Parliament under clause (2), the President may, after consultation with the Speaker of the House of the People (the Lok Sabha) or the Chairman of the Council of States, (the Rajya Sabha), as the case may be, make rules regulating the recruitment, and the conditions of service of persons appointed, to the secretarial staff of the House of the People or the Council of States, and any rules so made shall have effect subject to the provisions of any law made under the said clause.

The Parliament of India has not enacted any law under article 98(2) so far. The recruitment and conditions of service of persons appointed to the posts in the Secretariats of Parliament are regulated in the case of the Lok Sabha staff, in accordance with the Lok Sabha Secretariat (Recruitment and Conditions of Service) Rules, 1955 which were issued by the President, after consultation with the Speaker of the Lok Sabha, under article 98(3); and in the case of the Rajya Sabha staff by the Rajya Sabha Secretariat (Recruitment and Conditions of Service) Rules, 1957 issued by the President in consultation with the Chairman of the Rajya Sabha.

Thus, the two Secretariats make their own recruitment and function as independent organisations under the guidance and control of the Speaker/Chairman, as the case may be.

### **Lok Sabha Secretariat**

The Lok Sabha Secretariat is broadly organized into the following Services on functional basis: the Library and Reference, Research,

Documentation and Information Service (LARRDIS); the Legislative, Financial Committee, Executive and Administrative Service; the Verbatim Reporting, Personal Secretaries and Stenographic Service; the Simultaneous Interpretation Service; the Printing and Publications Service; the Editorial and Translation Service; the Watch & Ward, Doorkeeping and Sanitation Service; the Clerks, Typists, Record Sorters and Daftries Service; the Messenger Service. The total number of officers and staff working in the Secretariat is about 2,068.

The Rajya Sabha Secretariat is similarly organised into 10 Services on functional basis and has a strength of about 1,038 officers and staff.

### **Recruitment of Staff**

There is a well-planned system of recruitment at various levels. Recruitments for posts in the Lok Sabha Secretariat up to the first Gazetted Officer level are made through open competitive examinations\*. Advertisements about vacancies are placed in newspapers. Applications received are screened and short-listed applicants are called to appear at a competitive written test and those who qualify have to appear before an Interview Board. The Board then prepares the final merit list and recommends candidates for appointment.

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\* Provisions also exist in the rules for filling up a certain percentage of vacancies in certain grades or categories of posts up to the first Gazetted Officer level, by promotions from amongst the eligible employees serving in the feeder grades.

As regards vacancies in higher posts, these are usually filled up by promotions from amongst eligible officers serving in the feeder grades. Provisions are there in the rules for appointment of a limited prescribed percentage of officers at senior levels by direct recruitment or on deputation basis also in the exigencies of work.

#### **Recruitment of LARRDIS Staff**

Most of the professional staff are recruited through open competitive examinations at the levels of Junior Library Assistant (JLA)/Senior Library Assistant (SLA)/Reference/Research Assistant (RA) and Reference/Research Officer(RO). Minimum/desirable educational qualifications and experience required to be eligible for direct recruitment to these posts are as under:-

## LARRDIS STAFF

### Eligibility Conditions for Direct Recruitment

Sl. No.	Level	Age (years) (Subject to age relaxation given in certain cases.)	Educational Qualifications, etc. for direct recruitment
1	2	3	4
1.	JLA	18-27	Graduation and Degree or Diploma in Library Science.
2.	SLA	18-27	Bachelor's Degree in one of the Social Sciences and in Library Science; at least three years' experience of Library work, preference being given to persons with qualifications/experience in documentation, parliamentary affairs, Foreign Languages, museum, archives, etc.  <b>Desirable</b>  Knowledge and experience in Micro-filming processes, Computer Programming, etc.
3.	RA	30	Masters' Degree preferably in one of the Social Sciences or other Post-graduate Degree and at least three years' experience in research/journalism/Legislature Secretariat/Library/Teaching.

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**Desirable**

Knowledge of Indian/Foreign Languages other than Hindi and English. Qualification in or experience of Constitutional/ Parliamentary institutions and procedures, Documentation and research methods, attainments or published works, higher academic qualifications, knowledge of Micro-filming, computer programming, museums, archives, etc.

4. RO 32

Master's Degree preferably in one of the Social Sciences or other Post-graduate Degree and at least 5 years' experience either in (i) conducting and guiding research or (ii) working in a major Government, public/University Library.

**Desirable**

Doctorate Degree in one of the Social Sciences; experience in supervisory position requiring organizing ability and qualities of leadership; special qualification or experience in research method and Parliamentary and Constitutional processes; knowledge of computer operation, special qualifications in documentation and experience in a Research and Reference oriented Library; knowledge of Foreign Language.

**Training and Development of Staff  
Bureau of Parliamentary Studies and Training (BPST)**

Parliament occupies a unique place in the system and operates through highly sophisticated procedures which can neither be imbibed nor understood overnight. Parliamentarians, administrators and officials, therefore, need to be trained in the tenets, tools and operational mechanics of parliamentary institutions. Their attitudes have also to be oriented to the needs of parliamentary institutions. We, in the Lok Sabha Secretariat, have made an institutional arrangement for catering to the training needs of parliamentarians and officials of Legislature Secretariats. We established a Bureau of Parliamentary Studies and Training in 1976. Over the years, the BPST has emerged as a premier institution for training parliamentarians, parliamentary staff and government officials in India.

Training Courses conducted by the BPST for officials of Secretariats of Parliament and of State Legislatures, aim at providing a thorough grounding to participants in different aspects of their work so as to improve their functional skills, widen their horizon and enable them to sharpen their perspective through discussion and exchange of ideas and experiences. Foundational Training Courses arranged for new entrants to parliamentary services at the Union level (including those for JLAs/SLAs/ RAs/Ros) are, inter alia, directed towards inculcating the parliamentary perspective and

developing the right attitudes and qualities essential in a parliamentary official.

### **On-the-Job Training**

On-the-job training is a continuous process of training whereby Supervisory Officers impart training to their juniors by way of supervising, guiding and checking their work on day-to-day basis.

### **Assessment Reports**

New recruits are initially appointed on probation. After successfully completing the probationary period of two years, they are confirmed.

The work and conduct of each and every officer and staff is assessed by his seniors through a system of Annual Confidential Reports.

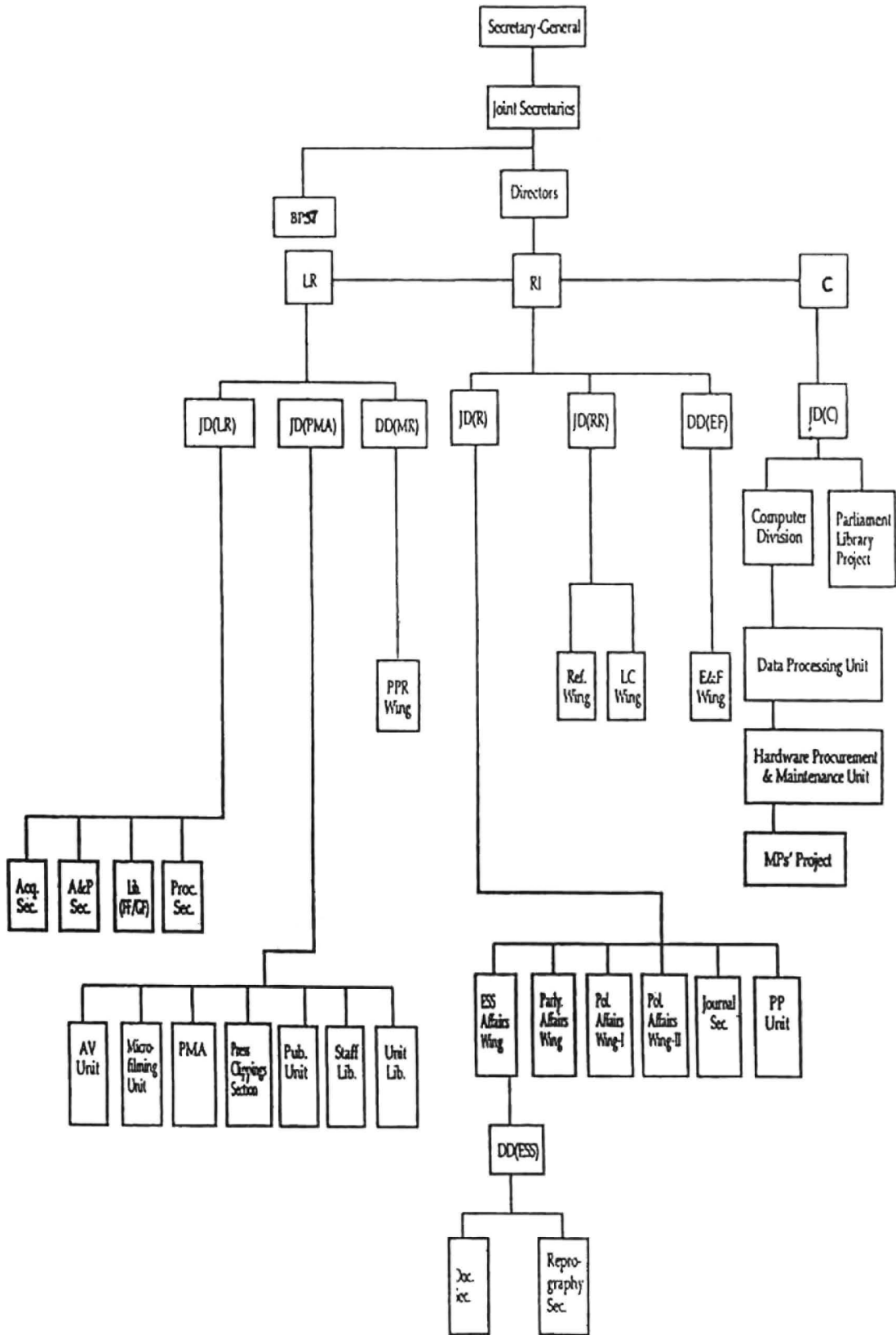
### **Organisation of LARRDIS**

The Library and Reference, Research, Documentation and Information Service, though an integral part of the Lok Sabha Secretariat, caters to the information needs of members of both the Houses of Parliament. The 9-member Library Committee, which is constituted by the Speaker of Lok Sabha to advise him on matters concerning the development of Library, consists of members from both the Houses.

The service is presently divided into the following functional Divisions: (1) Library Division; (2) Reference Division; (3) Research Division; (4) Parliamentary Museum and Archives; (5) Media Relations

Division; and (6) Computer Division (including Parliament Library Building Project). Each Division is further divided into several compact Sections or Wings to ensure efficient distribution and transaction of work. Most of the Sections are headed by Deputy Directors who are assisted by a small team of staff. Their work is supervised by Joint Directors. The six Divisions function under the overall charge of three Directors. The organisation of the Service is as given in the following chart.

ORGANISATIONAL CHART OF LARRDIS\*



BPST: Bureau of Parliamentary Studies and Training; LR: Library; RI: Research and Information; C: Computer; JD: Joint Director; PMA: Parliamentary Museum and Archives; MR: Media Relations; R: Research; RR: Reference and Research; EF: Economic and Financial; PPR: Press and Public Relations; Ref.: Reference; LC: Legal and Constitutional; Acq.: Acquisition; A&P: Administration and Preservation; Lib.: Library; Proc.: Processing; MPs': Members of Parliament; AV: Audio-Visual; Pub.: Publications; ESS: Educational, Scientific and Social; Parly.: Parliamentary; Pol.: Political; PP: Practice and Procedure; DD: Deputy Director; Doc.: Documentation

\*This is only a representative chart. The nomenclatures and allocation of work to the Divisions/Wings/Officers are subject to change, depending upon functional exigencies.

## Staff Strength

The total number of officers and staff working in this Service is 265. Their deployment Division-wise is shown in the following Table. The number of officers/ staff in Division/Wings may vary from time to time keeping in view the exigencies of work.

### TOTAL STAFF STRENGTH OF LARRDIS (as on 25.9.2000)

Sl. No.	Division	Professionals		Others			Total
		Officers	Staff	Supporting/ Clerical staff	Liby. Att'dts.	Other Att'dts.	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
<b>I</b>							
1.	Library	14	52	11	18	23	118
2.	Reference	10	5	5	1	5	26
3.	Research	26	5	13	-	5	49
4.	Parliamentary Museum & Archives	2	4	2	-	2	10
5.	Media Relations	6	4	7	-	3	20
6.	Computer (including Parliament Library Building Project)	8	6	6	-	3	23
<b>II</b>							
1.	Buearu of Parliamentary Studies and Training	4	5	7	-	3	19
<b>GRAND TOTAL</b>		<b>70</b>	<b>81</b>	<b>51</b>	<b>19</b>	<b>44</b>	<b>265</b>

## **Development of Expertise**

It has been found functionally convenient to divide the Service into broad subject divisions, with a view to developing the necessary subject specialisation and expertise in the staff.

The Service functions, by and large, on a subject-section-cum-desk officer system. The objective at every level has been to ensure the development of necessary specialisation and expertise as also diversification of experience and inter-changeability of desks within the broad subject areas. For example, Research and Information Division is broadly divided into the following functional Wings: Economic and Financial Affairs Wing; Educational, Scientific and Social Affairs Wing; Legal and Constitutional Affairs Wing; Parliamentary Affairs Wing; (including Practice and Procedure Unit); Political Affairs Wing; and the Journal Section. Similarly, the Reference Service has been divided into the following functional Desks: Agriculture and Rural Development Desk; Economic, Financial and International Trade Desk; Human Resource Development Desk; Industry and Labour Desk; Infrastructure Desk; International Affairs and Defence Desk; Legal and Constitutional and Parliamentary Affairs Desk; National Affairs Desk; Social Affairs Desk; and Transport, Tourism and Mines Desk.

Such an arrangement enables the staff to acquire expertise in the subjects allotted and it obviously improves the quality of work. However,

there is no strict compartmentalisation in the distribution of assignments among different Wings. Efforts are made to see that while every officer develops specialisation in one or two subjects, he also acquires good knowledge of a few other subjects. To give staff members a grasp of subjects dealt with by other Wings, they could be transferred from one Wing to another Wing.

### **Staff for the Future**

To function efficiently Parliamentary Libraries should be manned by staff who have the right kind of academic qualifications and also personal and professional qualities and technical skills. Obviously, vigorous search for such staff should be made at the time of recruitment. But at the same time endeavours should be made to develop the in-service staff also by imparting the right kind of education, training and motivation and by familiarizing them with the needs and expectations of the institution.

Parliamentary staff including the library staff have to imbibe parliamentary work culture and develop special personal and professional qualities and skills to meet the future challenges.

### **Parliamentary Work Culture**

Parliamentary staff are expected to imbibe the work culture of Parliament Secretariat. Some of the qualities of parliamentary work culture, which all parliamentary officials are expected to cultivate are:

- Respect for parliamentary institutions/members
- Commitment to the service of members irrespective of their party affiliations
- Courtesy, patience and promptness in dealing with members and others
- Precision and accuracy and an objective and impartial approach in official matters

### **Personal and Professional Qualities**

Some personal, professional and managerial qualities required to work effectively in a parliamentary environment are:

- Getting acquainted with the general working of the entire Secretariat.
- Ability to take sound and prompt decisions.
- Inculcation of a sense of contribution to the institution and identification with its objectives.
- Dynamism to take initiative, zeal to innovate and to excel in work.
- Making all endeavours to improve the image of Parliament.
- To give clear, precise and well focused directions, as and when required.
- Ability to set and achieve target by minimum effort and minimum expenditure.
- Developing effective communication skills.
- Providing an inspiring leadership to the staff, motivating them to achieve excellence in their work and making proper appraisal of their work.
- Training others for acquiring sound knowledge of the foundational principles and practical working.
- Ability to generate and retrieve intelligent information from heaps of data and documents.
- Supply latest and the most accurate information by being exact and precise.
- Ability to anticipate issues likely to come up before the House and be ready with the literature in time.
- Using common sense skills while making suggestions

Parliamentary staff have to be hard-working. More so people working in the Library, Research, Reference and Information Service. Development of skills in research/reference work is an ongoing process. They have to groom and train themselves in the use of various sources, by actually using them, knowing them and exploiting them. They should:

- Develop regular reading habits.
- Have excellent knowledge of men and matters, topical issues, national and international affairs, foreign parliaments.
- Have aptitude for reading and writing work and highly developed drafting skills.
- Have clear perception, quick grasp of essentials;and capacity and patience to work under tremendous and continuous pressure.

In the present times, library staff are increasingly being associated with the holding of Parliamentary Conferences/Briefing Meetings/Seminars/Symposia/Exhibitions/Functions, training of members, etc. Therefore, they should have good organising abilities, communication skills, team spirit and a flair for public relations and adaptability to adjust to new environment with ease.

### **IT – related Skills**

In this information age, the staff have to develop adequate IT-related skills to be able to work in a fully computerised environment; and guide users to take maximum benefit of the IT-related services. For this they will have to:

- Be aware of various electronic sources, digital libraries, institutions and networks from where information could be obtained.
- Develop skills to access digital sources and various national and international networks;

- Find and download the required information; and be aware of provisions, if any, of protocols, licences or laws in this regard:
- Be well-conversant with the operational mechanism of various IT systems, softwares and formats commonly used in Libraries and also have IT - troubleshooting skills;
- Be able to judge as to which of the various sources available in electronic form - on the Internet, on-line or in digital and electronic library - would be more appropriate and authentic to meet parliamentary needs.

Those manning the Libraries should also be able to offer functional support to users so that they may feel encouraged to access the required information themselves. For this, the staff should:

- Have up-to-date knowledge of major subjects dealt with by the institution.
- Be fully aware of users information needs and constraints.
- Be able to guide users through electronic sources.
- Be fully conversant with various search methods.
- Develop right attitude – to train members and other library users.

### **Training the Future Staff**

Realising the importance of updating the skills of our staff members and also to provide them with updated knowledge of technological advancements in various fields, we organise/sponsor staff for different training programmes addressing different needs in different fields. We have already initiated steps to develop IT-related skills in members of Parliament and our staff. Separate computer Training Programmes are organised for members of Parliament and staff of the Secretariat to train them in the use of computers in their work. We also encourage updating of knowledge and skills, and approve participation of staff in relevant training courses, seminars, workshops and conferences of

Library associations. Senior staff members are also nominated to short-term management development programmes.

To keep pace with the technological changes that take place in the fields of electronics, computers, etc., the staff deployed in specialised areas, e.g. Computer Centre, Micro-filming and Audio-Visual Units need to undergo training to upgrade their skills. Staff deployed in PMA need to be trained in the techniques required for their work. Those working in the Press and Public Relations Wing are required to be trained in communication and public relations skills. In India, the staff members working in these sections are sponsored to undergo training in the fields of their work.

### **New Parliament Library Building**

The new Parliament Library Building which is being constructed would be one of the most modern libraries in the country. It will have state-of-the-art facilities in the fields of computerisation, networking, microfilming, audio-visual, national and international linkages through satellites, CD-ROM, e-mail, multimedia, etc. While some of our staff are already working in these areas, we have to train other staff members also to exploit fully their potential in future.

### **Documentation of Office Procedure**

With a view to building a common fund of institutional information and experience and introducing procedural reforms, all procedural records of

general applicability have to be centralised and maintained. To achieve this objective, various Branches of the Secretariat prepare and keep up-to-date manuals of procedure and other brochures of general interest. These publications help to familiarize the staff with the day-to-day functioning of the concerned Branches.

## Country Paper

**6<sup>th</sup> Biennial Conference of the Association of Parliamentary Librarians of Asia and the Pacific (APLAP)****2 – 6 October 2000, Tokyo, Japan.****Topic – Staff in the Future.****Introduction**

My paper will be based on sub-theme Staff in the future. I have a lot of good reasons that made me to choose this sub theme, and I would say that it is very appropriate at this point of time to choose this topic since it has a significant relation to the history of Parliament in Kiribati. It is much to my surprise that the month (October 2000) in which this conference is held just happen to be the same month in which Kiribati had decided to open its new Parliament complex. For my dear participant's information, Kiribati have now a newly constructed Parliament complex, which shaped like a sailing canoe. This new complex, which was build by Dai Nippon Construction Co. of Japan, and funded by Kiribati will be officially opened on October 14 2000 this just in time before the next Pacific Islands Countries (PICs) forum meeting which Kiribati will host in September this year. The new complex will provide a venue for the forum meeting.

My paper will consist of the following sub-topics, **Staff Developments, New Technology, Time Management and the Electoral system and the overall view on Parliamentary System of the Republic of Kiribati.** I strongly believe that the comprehensive presentation that I would make will highlight some topics which contribute a lot towards the achievement of an expected outcome either at end of the day or at a specific given time-frame and at the same time will provide valuable information regard to our Parliamentary System.

**Staff Development.**

Staff development involve a lot of processes and it is very important that this should be considered as a high priority since it leads to two key words and that are very common in a working environment which are effectiveness and efficiency. Perhaps it's necessary to ask a simple question of why some or even all staff are not performing well. One can simply answer that they do not do their work at all. This answer can caused great concern as this means that staff are not productive but becomes liabilities. To overcome or prevent such incident from happening it is important that staff evaluation or assessment in terms of their capabilities must be done. By this process future plans for staffing can be draw up which can lead to proper recruitment and training. However, I would not afraid to say that this depend entirely on a good administrator as there would be no point in suggesting this if the administrator himself or herself has no interest in improving his or her staff capabilities. Training played an important role for staff development and therefore I have no doubt that we all agree that staff should be

provided with every opportunity to have some form of training which most appropriate to their respective job descriptions. Training is one form of motivating staff and I am

sure that the more training provided the more outputs would be anticipated. Lack of training can undermine the capability of staff and this can be misjudging in assessing staff performances. As I mentioned earlier, it is important that each staff should be provided with some form of training that most relevant to his or her job. For example, a typist should not only be trained purposely to improve her typing speed but should also be taught to become a full master of her machine. With the use of computers nowadays, an operator is expected to know how to use all the programs installed and not only microsoft word. It is true that there are cases like this that we may have encountered in some working places where most operators are more knowledgeable in microsoft word programme and little or none at all in microsoft excel. This is totally true in our context where our computer operators cannot work on microsoft excel programme which regarded important in setting up some form of spreadsheet for important data that could hardly be made with word programme. In my next example, I would refer the word "future staff" to both staff of Parliament and elected representatives to Parliament. Again this derived from our own context in which staff of the Kiribati Parliament and elected representatives, including the Honourable Speaker were locked over major issues which sometimes create a heated debates and resulted in the removal of some aggressive-type MPs out of Parliament. The issues involved are, the lack of understanding the rules and procedures in conducting Parliament sessions, the lack of understanding and appreciating of others contributions and lastly abuse of power. There are other issues that I can name of but I consider the three which I just mentioned as more important and ought to be understand to both staff and MPs. The best example that I would like to share with you and again drawn from our own context is a case in which a Select Committee blamed Parliament staff for failing to produce a well complied report. What happened is, when the report was tabled, it was rejected by some MPs with their reason as it is incomplete, not properly done and a waste of public fund and made strong remarks which are very embarrassing to members of the Select Committee. In responding, the Chairman of this Select Committee stood up, and instead of delivering a very persuasive responses that would no doubt address and satisfy points raised by other MPs, he started off by attacking and blaming the Honourable Speaker and his staff for not doing their job properly by not producing a good reports. He went further by stating that this has nothing to do with the Committee since they had drew up the report and provide important attachments and placed them with Parliament staff for binding, and therefore they should be blamed for the missing pages and attachments. Well, this is not accepted by some MPs and further argued that the Select Committee are liable for this mistakes and should accept the blame and should not pass the bucks. The Committee should know its responsibility and must make sure that the report is in order before it presented to the House. It was here that a heated and aggressive arguments began and the House was on the verge of chaos and disorder but the Hon. Speaker stepped in quickly and accept the blame and assured all members that his staff should not repeat the same mistake in future. We (the staff) got annoyed and we felt that some MPs had took advantage of us since we could not defend ourselves as we are not allowed to speak out in Parliament. Provided that we could be given the opportunity to explain our position, we might unveil the true situation that the report on which the arguments was centred was prepared just three days which is insufficient since it involve a lot of process, before it was tabled. The Chairman of the said Committee was already advised that because they just completed their reports and given the time constraints, it would be better to present this in next session of the House. However, he disagrees and demanded that it should be presented at the current sitting and if for some reasons this is not done, he

would then retaliate by either reporting the matter to the President or by moving a motion whereby declaring staff of un- capable in carrying out their assigned

responsibilities. Of course we don't want to caught up in this, so without choice it was done within a short period of time. It is clear from the example that I just mentioned that we (the staff ) should be well prepared to confront with these problems and cope with them especially with MPs that pays little respect to us in terms of tolerance and abusive. Perhaps I should refer to two words which are sharing and caring. Sometimes MPs, whom we regard them as priority in our service don't share or appreciate our problems and this apply also between MPs themselves. I strongly feel that there should be strong sense of co-operation and support between all parties and the only way to achieve this is through encouragement of greater interactions and participations. Once again as highlighted in my sub topic, the need for continuous training, particularly to keep up with new changes to both staff and MPs is important. It is important that regular workshops, seminars and conferences should be conducted as this is one mean of upgrading both skills and knowledge of staff.

### **New Technology.**

This is one of two areas which I recommend that contributed towards efficiency. In my previous sub topic I highlighted the importance of staff developments in which some form of training is essential in order to provide adequate skills and knowledge needed by staff for performing and executing their work confidently and efficiently. In my next sub topic which is New Technology I will highlight its importance that related to staff development. I will begin by presenting a few examples that will help us in understanding the need to incorporate new technology in our daily activities. Let me start by looking at a sugar cane farmer and its contribution to his or her country economy. In the over all process this farmer will undoubtedly will go through a very hard process before he finally harvest and sell his sugar plant to the Mills. I will not go in details for the process he would have to undertake but for the sake of my example I will like to look at the production side. During the harvesting seasons, this particular farmer may harvest more than one acre of his farm. By doing so he needs to hire a number of labourers to help him to cut down the sugar cane. By all means this will take a considerable amount of time as it all done manually where its involved a lot of labourers. This process will be further slowed down by the fact that the labourers hired might be under-skilled which mean that they need to be taught on basic skills that important for performing their work and for their safety as well. Because of this manual process the production of refined sugar will have to be delayed for sometimes before the crushing process actually start. Now let consider bringing in some new technology whereby new machines are introduced to substitute labour force. With mechanised process this farmer can harvest his entire acres of farm land within days or so and therefore sugar production will be boosted. In fact mechanised process played an important role in improving an economy of a country. Although, this example is most appropriate in another context, the concept derived or learnt is applicable in any work environments since a work place consist mainly of staff and working aid equipment. With the introduction of most recent technology such as computers, faxes and internets, it is most essential that these should be made available and staff should be able to work or know how to operate them. We have no doubt that these equipment make communication faster than what we usually had in the past. For example, organisers of this meeting must surely used these types of machines to get a message going and in

some cases receive back responses within minutes. I am glad to say that we do have these machines and what impressed me most is the internet system. I would say that the

world is getting smaller as advanced technology are developed but most important of all communication is efficient. Staff efforts to get things done can be slowed down by the lack of proper technology. Staff performance will certainly be re-enforce by the introduction of new and advanced technology. Efficiency can only be accomplished by improving staff ability and employment of mechanised system.

### **Time Management.**

In this sub topic I will emphasis the importance of time and its contribution in achieving our goals. Time is very important and therefore it important that we learn how to manage our own time. Because our life was controlled by time and because we live with it, we tend therefore to ignore it treat it as less important. Future staff should be trained in this area and reminded that success depend on time. It is important that we plan our time properly and by doing so we will realised that our objectives are achieved. Sometimes when we are given some works to do and because we will actually do it and we know how to do it, there is always a tendency that we leave this and promise to do it later, this is most common in some working places. Perhaps this explained what might happened in my example mentioned earlier in which a Select Committee blamed for not producing a good reports. Had members of this Select Committee managed their time properly, their reports could have been completed in advanced and there would not have been no comments. Perhaps my dear participants would ask why I decided to include time management in my paper. Well, drawing from my experience, and in particular being part of staff of Kiribati parliament, there are occasions where we have to stay extra hours to complete some works that required for the next day. This often the result of other staff's failure in not planning of their time properly. Preparing an order paper for the next session of Parliament became an headache in our context as those responsible including MPs do not appreciate the urgency required and the time involved. I consider that time and priority go hand in hand and I strongly feel that future staff should be geared for this concept. Sometimes our own personal interest had a lot of interference with our office responsibilities and again this require smart planning in order to prevent time mismanagement and failure in achieving our expected outcomes. Perhaps the worst can happen mostly related to women since they can be staff and a mother at one time. As a mother she has a lot to do for her families and especially when she has a little child to look after. I have no doubt, that we agree that being a mother and a staff is a great challenge and double burden. I would congratulate men who had shared this ordeal with their wives and willing to take some responsibilities and provide supports that definitely needed by them. Sharing of responsibilities proved to be one way in which time can be best be used with target goals achieved successfully.

Mr.Chair, I would like at this time to devote the rest of my presentation in explaining the overall view of my country's Parliamentary System and I do hope that at the end of my

presentation this conference would at least get some idea on how our system is govern. Let me start with,

### **The Electoral System.**

All citizen of Kiribati who have attained the age of 18 years and have resided within an electoral district for a continuous period of twelve months are entitled to be registered as "electors" or vote for elections except those who have been certified to insane or under a prison sentence of 12 months or more.

Under Section 62 of the Constitution, the overall responsibility for supervising the elections in Kiribati is vested in an Electoral Commission consisting of a Chief Electoral Commissioner and not less than two no more than four commissioners who are appointed by the President on the advice of the Cabinet. The Chief Justice is involved in the supervision of the election of the President. The Electoral Commission played a powerful role in all matters relating to the election. Under Section 63 of our constitution, it responsible for reviewing and making recommendations to the House of Parliament for approval on the number of boundaries of electoral districts and the number of elected members to Parliament.

### **Voting**

Only those who have registered can vote in an election. Any one wishing to register as a voter must apply in person to the electoral officer to have his or her name recorded and no one is allowed to register in more than one ward. Times for the opening and closing of the registers are normally announced and published in every ward. In some districts, electoral officers may take the registers to the public to facilitate the registration process. In order to vote, an elector must present himself/herself to the presiding officer at the polling station. If the presiding officer satisfied that his/her name in the register, a ballot paper will then be issued and advice given regarding how many candidates to vote for and how to mark the ballot paper. Voters marked their ballot papers individually inside a screened area and drop them inside a sealed ballot box provided.

The counting of votes takes place as soon as possible after the closing of voting. The electoral officer in each district collects the ballot boxes and with the assistance of appointed counters, they should immediately and continuously count the votes until the result have been attained. Candidates or their agents are allowed to be present during the counting. At the end of the counting, the electoral officer publishes the results. Valid and invalid ballot papers are recorded and sealed separately and sent to the Chief electoral Officer.

### **Run-Off Election.**

This is normally done one week after the first election when candidates does not received over half of the number of valid votes cast. In the run-off election, only the top candidates from the first election are qualified. In districts with 3 vacant seats, only the top five candidates from the first election will go into the run-off. In districts with 2 seats vacant, only the top four will contest. In a single seat constituencies, the top three candidates will contest the run-off.

### **Election of the President (Beretitenti)**

Nominations for candidates for the presidential election are made in the House of Assembly from amongst its members. Under the law, there must be at least three and no

more than four candidates and if there are more than four nominations, preferential voting takes place amongst the members by secret ballot. Each member casts four votes in order of preference with 4 points awarded for the first choice, 3 points for the second, 2 points for the third and 1 point for the fourth. The points then are tallied and the four candidates with the highest number of points scored are then declared nominated. A single national election takes place and the candidate receiving the highest number of votes wins. There is no run-off election in electing the President.

### **The Speaker**

The Speaker is elected by members of Parliament at its first sitting after the general election. The session is presided over by the Chief Justice where he calls for nominations. If there are two candidates, an election is conducted by secret ballot in which a candidate must receive an absolute majority of the votes cast in order to be elected. If there are more than two candidates and no one receives a majority of the votes on the first ballot, then successive ballots are held in which half the candidates are eliminated each time until there are only two candidates remaining. The winning candidate is declared as Speaker by the Chief Justice followed by taking his oath of office in front of the members and then takes the Chair.

The term of office of the Speaker continues after the dissolution of the House and following the a general election. It ends on the day the new House first meet. The Speaker can resign from office at any time by announcing it to the House or by issuing a notice in writing addressed to the House which in return may dismiss him by passing a resolution which must be supported by at least two-thirds of all the members.

The Speaker is not an elected member and therefore cannot cast vote when the House comes into a decision on any matter. When votes on a motion are equally divided, the Speaker declares it lost. The Speaker however, has a very important role to play in the conduct of the business of the House and is very much respected by its members and the public.

### **The Presidency and Cabinet**

The President (Beretitenti) is the Head of State as well as Head of Government and is elected nationally as I mentioned earlier. The President is required to notify the Speaker in order to resign or when a matter before the House raises an issue of no confidence. The President appoints his or her own Cabinet that comprises the Vice President, and no more than 12 ministers selected from members of the House of Assembly and the Attorney General who is an ex-officio member. Cabinet exercises executive powers.

### **The Legislative Assembly**

Kiribati parliament comprises of 39 members elected by universal adult suffrage for a four year term. Two additional members are nominated by the Rabi Council of Leaders

(Fiji) and the Attorney General as an ex-officio member making the total of 41 members.

The House of Assembly sits for two periods of approximately four weeks each year in May / June and November / December. The proceedings of Parliament are both recorded and broadcast live over the radio. Recorded tapes of the sessions are also provided to staff from which transcripts and a publication produced called the Report of the Assembly ( or Hansard) are made.

#### **Conclusion.**

In my conclusion Mr. Chair, I would like to emphasised the need for training which can be on the job training or some form of exchange scheme. I would recommend that this forum explore means of facilitating future workshops as this is surely one mean of continuous learning from other experiences that derived from different regions. Sharing of views and in particular sharing of information that others do not have is important and I am sure that meetings like these are the only means in which we can exchange ideas and share our problems.

SESSION 4  
DISCUSSION

Chaired by Mr. Karl Min KU (Taiwan)

CHAIRPERSON: I think for the first half part of this session we just open the floor for the public discussion; any questions, comments, for this morning's presentations.

Point 1: Lok Sabha Secretariat and the parliamentarians

INDONESIA: I would like to ask a question to Mr. Ahuja from India. What I heard is very very beautiful. Does it mean to say that all of your members are realizing the power of information, or is it only because the efforts of the staff?

INDIA: Most of our members are aware of what we are doing, and they appreciate our efforts also. And actually, on computing the sixty years of the Secretariat we had conducted a seminar in which we had invited all the members to come and say something about the working of the Lok Sabha Secretariat. At that time, also, we had got an opportunity to know their views about the working of the Secretariat. They were all very satisfied, and they praised the services which were being extended to them. And in this exercise, we also come to know their views about what we are doing.

We are trying to inform members about what we are doing through bringing out publications and giving out bulletins, the Lok Sabha bulletins. We issue bulletins from time to time about the services which we have available for the use.

JAPAN: Your Library is attached to the Lok Sabha, the Lower House. In that case, the members of the Upper House complain about your services saying that they are not much served as the Lower House members?

INDIA: We are part of the Lok Sabha Secretariat but we take care of the information needs of members of both Houses. There is no distinction made whether a member is from the Upper House or from the Lower House.

In the Library Committee, we have three members from the Upper House, who are nominated by the Chairman of Rajya Sabha. This Rajya Sabha Secretariat has a small library and the service section with the strength of about 20, but mostly they cater to the information needs of the residing officers of the Rajya Sabha and some departmental needs.

Point 2: The Bureau of Parliamentary Studies and Training (BPST) and regional cooperation

SRI LANKA: You (Mr. Ahuja, India) mentioned about the BPST, the Bureau of Parliamentary Studies and Training. Can't you extend that facility to the staff of the regional parliamentary libraries?

INDIA: Officials of foreign parliaments do come for training and attachment at the

BPST. We have two programs in which foreign parliamentary officials participate in a good number. One is the Legislative Drafting Course, in which skills leading to drafting of legislation are discussed and imparted. And the other is Internship Program for foreign parliamentary officials. It is about seven weeks duration. Its participation is through two schemes, that is, one is Colombo Plan, and other arrangement is through the Special Commonwealth African Assistance Plan (SCAAP). And sometimes the individual Parliaments send requests for training of their staff. So, these are also entertained.

INDIA: Any request received from any parliament, we can make the tailor-made programs according to their needs and requirements.

JAPAN: There is a regional cooperation called SAAC, South Asian Association for Regional Cooperation, operating since 1985. They are exchanging their views in technical level and political level also. There are some parliamentarians get together each other within the SAAC region, the South Asian region.

INDIA: We have an association of SAAC Parliamentarians and the Speakers. As far as integration of libraries is concerned, there is no move. But we exchange publications and information. We have been exchanging publications with Sri Lankan Parliament, and with other Parliaments whenever we receive requests.

SRI LANKA: We had the initial meeting in 1996, members of Parliaments of the SAAC countries in Islamabad. But unfortunately, nothing has happened after that, because at that meeting we were discussing about the establishment of regional library cooperation amongst our countries.

PAKISTAN: Now we are considering to just write to the other parliaments to have the second meeting of the Parliamentary Librarians of the SAAC countries.

### Point 3: The IT training and the ability of staff

HONG KONG: I am interested in finding out whether IT training is provided for the library staff in India.

INDIA: We are holding training programs for our staff to train and raise them with the use of computers in their work. These programs are held with the assistance of our computer center, which is managed by LARRDIS staff, and experts from Computer Maintenance Corporation and National Informatics Center. We are also holding a training program for our members of the Parliament. The staff who is working in the Computer Center are given advanced training, and some of our staff have been sent for training to specialized institutes for such training.

AUSTRALIA: IT training, the use of the computers, the use of the different applications, how to access the Internet, and these sorts of things are done in one department called the Department of Parliamentary Reporting Staff. The Parliamentary Library does provide additional training for anyone who wants it, be it Senators, Members, their staff, or staff of the other parliamentary libraries, in how to get

the most out of that information technology by using the Internet. The Library provides specialized training of how to assess what's on the Internet, for example, how to use it more creatively.

For the staff of the Information Technology area for advanced training, they go to external courses, and we encourage them to take external studies to improve their levels of qualification. But we do generally for people in those areas recruit very highly skilled computer people anyway, so we are looking at them as not so much training, as professional development for them.

AUSTRALIA: We have just recently started to have meetings where we help each other and new techniques are shown to people, because the method of accessing everything is changing so rapidly. We are trying to produce now some tips and guidelines, so that new staff, when they start, have got those books that they can start with, and they are fairly self-sufficient from day one.

AUSTRALIA: One of our selection criteria for all staff is the ability to use computers to be IT literate. If we were looking for someone in our economics group, we would obviously want someone with very high levels of skills in economics, either research or information specialist, that would be a mandatory qualification, requirement. The next mandatory requirement would be computer skills.

Point 4: How do we tell new Members and Senators what the library can do for them?

INDONESIA: When do you (Mr. Templeton, Australia) introduce to the new members how the Library is working and what they can expect from the Library?

AUSTRALIA: After our general election for the House of Representatives, the House of Representatives itself brings all those new members to Canberra for a week. Those new members are shown all the aspects of their new life as Members of the House of Representatives. During that week, the Parliamentary Library gets an opportunity, which we believe is far too brief, but we get an opportunity to explain to the new Members what it is we can do for them. Subsequently, when Parliament first meets, we have a series of, often they are breakfast, sometimes our morning teas, where we bring small groups of new members to the library, we explain again what we can do for them, and they are shown around the library, and we also have at that stage we introduce to the new members a particular member of the library staff, who will be their contact officer for six or twelve months, not to do all their work for the library but to show them who to speak to in the library, how to use the library services.

AUSTRALIA: The new Senators don't arrive until up to six or eight months after the House of Representatives election. Six or eight months later, the new Senate is sworn in, and we go through the same process with them. It is a constant task for us telling new Members and their staff what services there are, how we can help them, and getting them to use those services efficiently.

JAPAN: In our case, soon after the formation of the new Parliament, the Lower House,

we start sort of an introductory tour to our Library, in two to three hours, to explain everything about the structures, organizational structures, services, contents, and every kind of things. Most of the time, ten to twenty new MPs are coming to attend this introductory seminar. Our stress is both to the new Members and the secretaries. When we make sort of an introductory tour or an introductory seminar, we take at the same time the special tour or special lecture or seminar to the secretaries also.

One of the main topics of our home page is how to make use of our Research Bureau. By going through this home page, the new members can easily access to how to make use of our library as well as our Research Bureau. In such a way, the new members gradually get accustomed to our services.

TAIWAN (CHAIRPERSON): The case in my country is very similar. At the beginning of each tenure, we also have those kinds of orientation for the members, as well as we often open what we call the seminar, legislative information seminar, at each session. Each member in my country, they may hire about six to ten persons as their office staff to assist them to do something. So we open those kinds of training programs, or what we call the exchanging or promoting services to the office members.

#### Point 5: Some experience of the New South Wales Parliament.

CHAIRPERSON: Shall we just ask Rob Brian to give us some experience from your Parliament?

NEW SOUTH WALES: Our automation began fairly late compared to most libraries in Australia, only about 1989. And library management package we had was no longer developed a couple of years later, and at last we had to move to a new package. About five years ago we went to a whole tendering process. The successful tender was associated with the UNICORN product. At the same time we also bought the "Digital Media Archive" Software. We use that for creating a database of our newspaper clippings.

We have also used this Digital Archive Software to produce the database of journal articles. With this database, we image the article as soon as we index it, and then the member has an electronic index, which is delivered to their desktop, and they can search by subject or author or whatever, they find the article, they click on another books, and the image of the article actually comes up. Again, we can do this because of the special provisions under the Copyright Act in Australia. We can actually do that, and it's only on the intranet, so only Members of Parliament can access it.

We are also looking at video and audio clips from radio and television, and creating an archive of that, so that that is on line to members' desks as well.

One thing that still worried me was the library that goes back to 1840, and has materials going back maybe a hundred years before that. A lot of that material was not on our on-line catalogue. We first offered them to our State Library, so they could fill up the gaps of their collection. We transferred 335,000 dollars worth of books to them, as

well as some very valuable series of maps that we had for over a hundred years from Britain, Scotland, Ireland, Wales, that have not been used, in perfect condition. The books that I could not offer to public institutions, I then put on sale through the Internet, and we use a Libras. I had to get approval of my Library Committee. I convinced them this was the way to go, was to sell some of the valuable books and create a fund, that could then achieve the goal of having the whole collection in machinery to perform, and all the members would have access, better use would be made of the collection.

Point 6: The new building of the Singapore Parliamentary Library

**SINGAPORE:** On the 6th of September last year, 1999, we moved to the new parliament building, which occupies 2.2 hectares of land and has a bigger area of 19,000 square meter. The present new library has a total floor area of about 500 square meter, which is more than double.

We have a special collection on the handout collection. We collect handout from the House of Commons, the House of Laws from the U.K., and a good collection of handout from Australia, New Zealand. Our House of Commons' and the Laws' debates collected date back to 1909, which is the only set in Singapore.

If an MP is coming to the study in the Library with a laptop, he can easily connect to the laptop and reach his mail or whatever information he wants.

There is a small room which we make it to multimedia station. In this room we have about 3,000 pieces of CD-ROMs which refer to our Parliamentary debates, the floor speech, and if members want to read all debates of 1950's or 1960's, they can listen or view it all in this room.

The collection of government gazettes of Singapore dates back to 1948, and in Singapore only the National University Library and National Library collect these old gazettes. Quite often we receive inquiries from other government libraries who request for information from all these old collections. Apart from all these old collections, we also subscribe to the latest resources in electronics form, the Dow Jones, the Reuter, the nexus, and the network supplied by the Singapore companies.

**CHAIRPERSON:** At the final, I am also asked to do some conclusion for the session 4, served as the Chairperson here.

The staff or the staffing, including the training, recruiting, it's just associated or sophisticated with four level factors.

The first level should be the political level.

The second level should be the administrative level like, what kind of library will it be to serve, like, will we try to keep the traditional library, or will we try to become a digitized library only, or should we become what people would call the "hybrid" library, which means the traditional library service as well as the virtual library combined together to become a new library. This kind of issue is dealt in the second level.

The third level should be the professional level. What does it mean by “professional”? What does it mean by “profession”? What is the parliamentary library profession for us? There are a variety, because some includes the national archive, national museum, research, information, reading room or documentation. It just depends on what kind of major or main category we should provide to the Parliament, to the people.

The fourth factor, which is also sophisticated to the staffing, is the service. It means how many ways we can offer to do the library service in general.

This is the basic understanding of the ideas I would like to share with you on the topic “staff in the future.”

I would like to say that the development of the parliamentary library or the future of the parliamentary library should be dependent on the staff. We are the staff of the Parliamentary Library. The future of the Parliamentary Library is on our hand.

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# **BUSINESS MEETING**

Thursday, 5th October 2000

## BUSINESS MEETING

### 1 Approval of Minutes of the general business meeting at the 5<sup>th</sup> Biennial Conference

The Minutes of the general business meeting at the 5<sup>th</sup> Biennial Conference held in Manila in 1998 was accepted.

### 2 Treasurer's Report

The Treasurer, Mrs. Sait Poh Ruby Cheah-Koo, delivered the report of APLAP finance.

The collection of subscription for the last two years as in September 2000 was US\$4,598.17.

The expenses were as follows,

The expense on gifts was US\$1,500. The expense on the reception held by APLAP President was US\$1,500. The bank charge and commission, which refer to each bank draft the treasurer received from the members, ended up with a total bank charge of US\$490. Miscellaneous fees, including postage, calls, printing of envelopes and letterheads, amounted to US\$3,740.

The APLAP still had a balance, a saving of US\$8,463.61.

The Treasurer requested the members to pay the subscription at the earliest convenience if possible in the case the country having no foreign currency exchange control.

Lastly the Treasurer asked the members to pay the subscription under her personal name when they paid it in bank draft. As the APLAP is not registered in any country, she cannot open an account under the name of APLAP in Singapore.

### 3 The President's Report

The President, Miss. Aurora C. Simandjuntak, reported on the matters and issues raised after the fifth Biennial Conference as follows,

“Dear colleagues, first of all, I would very much like to thank you all for the goodwill and friendly atmosphere we could retain in our beloved APLAP.

I do hope it will continue to be so for we need it badly to achieve our goals more easily, and we all know that most of us are so very much behind from our colleagues in the more advanced countries.

At the IFLA in Jerusalem, it was announced that the Parliamentary Section of IFLA is going to put together a sort of 'Guide Book' for political jargons needed in Parliaments. Hopefully, when that is established and printed, we can all get one. This, of course, will be the task and endeavors of the new Executive Committee. But I am very sure that the IFLA Parliamentary Section will be willing to share.

As for the advancement and promotion of the Parliamentary Librarians, we all know that Taiwan was hit very badly by earthquakes and floods, so it is understandable that funds should be concentrated to help the people who suffered from those disasters first. But I am sure that Karl Min Ku will try again when things are much easier.

The Clearing House is still not working. I do hope that we all realize the importance of sending our parliamentary products there, for it sure will be needed in the far future, maybe not now but in the far future, and we all know that it is the National Library of Australia.

With the help of the Japan Foundation, the NDL, especially Mr. Masao Tobari and all the staff, and I could work it out together to help countries who would like to join the APLAP and cannot afford to do so.

I do hope that in the future this kind of mutual help and understanding could be maintained.

On the Pacific side, the AUSAID is doing the same.

I hereby would reiterate that the APLAP 7th Biennial Conference will be held in Turkey thanks to the efforts done by Mr. Ali Riza Cihan, and according to his report yesterday, it will be the second or third week of September, 2002.

Again applause for them.

It is hoped that our Newsletter will continue to appear, and I am sure Roslynn will see to it.

I think that is all that is important to report and, again, I would like to thank you all for the trust you gave me to lead our beloved APLAP for the years October 1998 till today. Thank you."

#### 4 Election of the Officers of APLAP

The President, Miss. Simandjuntak, reported on the election of the set of executive committee officers. Only one nomination against each post had been received by the Secretary, Mrs. Abeleda-Robles, in which the following had been proposed. So the President declared that the nominees were elected unopposed.

President: Mr. Ramesh Chander Ahuja

Vice President, Asia: Mrs. Maria Abeleda-Robles

Vice President, the Pacific: Ms. Roslynn Membrey

Secretary: Mr. Takenori Horimoto

Treasurer: Mrs. Sait Poh Ruby Cheah-Khoo

Mr. Ramesh Ahuja delivered an acceptance speech. He thanked the delegates for their reposing their faith in him and for electing him as the President. He expressed congratulation for the executive committee members and his expectations for working with them.

He thanked the former President and the executive committee for their excellent work. He also thanked the people and the parliament of Japan and Mr. Tobari and Mr. Horimoto for hosting the 6<sup>th</sup> APLAP conference and for their gracious hospitality.

#### 5 Communique

The Secretary, Mrs. Abeleda-Robles, read the communique draft. It was adopted.

#### 6 The 7th Biennial Conference

The President, Miss. Simandjuntak, announced that the next conference would be held in Turkey and the theme would be "the Role of Parliamentary Libraries in Enhancing Democracy in the Digital Age."

#### 7 The closing remarks

The President, Miss. Simandjuntak, expressed her pleasure to hand over the leading task to Mr. Ahuja and his good and solid team and showed her hope to hear that APLAP would be doing better job.

The Vice President for Asia, Mr. Naim Uddin Siddiqi, thanked to all the members for their full cooperation during his tenure and hoped the flourish of APLAP.

## 8 Constitution and By-laws

The Chairman of the Committee on Constitution and By-laws, Mr. Rob Brian, distributed a paper studying on some provisions of the Constitution to be amended.

The President, Miss. Simandjuntak, suggested the members countries to write to Mr. Brian if he or she had any idea. She proposed that the amendment of the constitution should be decided in Ankara in the year 2002, which was agreed.

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# COMMUNIQUÉ

Association of Parliamentary Librarians of Asia and the Pacific  
Sixth Biennial Conference  
Tokyo, Japan  
October 2-6, 2000

COMMUNIQUÉ

The Association of Parliamentary Librarians of Asia and the Pacific (APLAP), in pursuance of its objectives, held its 6th Biennial Conference in Tokyo, Japan from 2nd to 6th October, 2000 on the theme: "The Parliamentary Library: Research and Information Services in the New Era."

APLAP PRINCIPLES

Thirty-four delegates representing twenty-two member libraries reinforced the major role libraries, archives, information and research services play in legislatures. The delegates committed to closely adhere to the APLAP Principles adopted in the 5th Biennial Conference held in Manila, Philippines in 1998, which are as follows:

- 1. All members of APLAP shall support the unrestricted flow of information as an essential element of the democratic process.*
- 2. All services shall be non-partisan.*
- 3. Legislative library, archives, information and research services shall be provided equally to all members of their respective legislatures.*
- 4. Continued development and encouragement of cooperative activities shall be an important element of the work of APLAP—particularly in legislatures where funding is limited.*
- 5. Members shall continue to work together to provide essential library, archives, information and research services to all legislatures in the region.*
- 6. All members of APLAP shall be committed to preserving and indexing their own Parliament's permanent records in the right medium. Access to these records shall be provided to fellow APLAP members on request and on a selective basis.*
- 7. Application of information technologies shall be encouraged among member libraries.*

## ELECTION OF EXECUTIVE COMMITTEE MEMBERS

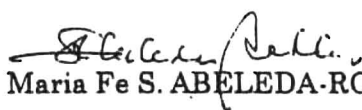
As established in past election of officers of the APLAP Executive Committee, and in view of the fact that only one nominee each for the positions of President, Vice President (Asia), Vice President (Pacific), Secretary and Treasurer, the outgoing APLAP President, without any objection from the members, declared the following nominees elected.

President	Mr. Ramesh Chander AHUJA (India)
Vice President (Asia)	Ms. Maria Fe. S. ABELEDA-ROBLES (Philippines)
Vice President (Pacific)	Ms. Roslynn MEMBREY (Australia)
Secretary	Mr. Takenori HORIMOTO (Japan)
Treasurer	Ms. Sai Poh "Ruby" CHEAH-Khoo (Singapore)

## CALL FOR SUPPORT

The APLAP Executive Committee most respectfully appeals to the presidents and speakers of the legislative chambers or houses of parliaments of Asia and the Pacific for their commitment to actively support APLAP, its Committee on Constitution and Bylaws headed by Mr. Rob Brian (Australia NSW) and the Committee on the Training and Promotion of Parliamentary Librarianship headed by Karl Min Ku (Taiwan), and the individual librarians of their respective institutions. Thereby ensure their success in addressing the challenges of the new millennium which would redound to the effectiveness of the legislature and, ultimately benefit the people and country they serve.

  
Aurora SIMANDJUNTAK  
President

  
Maria Fe S. ABELEDA-ROBLES  
Secretary General

หน้าว่าง

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## DIRECTORY OF PARTICIPANTS

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## **CONSTITUTION AND BY-LAWS OF APLAP**

# CONSTITUTION OF THE ASSOCIATION OF PARLIAMENTARY LIBRARIANS OF ASIA AND THE PACIFIC

## 1. NAME

The name of the Association is the 'ASSOCIATION OF PARLIAMENTARY LIBRARIANS OF ASIA AND THE PACIFIC' It may be known by the acronym APLAP.

## 2. PURPOSE

The Purposes for which the Association is established are to —

i) Encourage understanding of, and cooperation between parliamentary libraries and research and information services attached to the National and State/Provincial Legislatures in the region.

(See Note 1)

ii) Consider any matters affecting the common interests or operations of Parliamentary Libraries.

iii) Initiate, develop, establish and support ideas, methods and techniques likely to result in the better functioning of Parliamentary Libraries generally, and in particular their effective provision of information relevant to the needs of the Parliamentarians they serve.

iv) Foster a clearer understanding of the respective needs and roles of members of Parliament and their Parliamentary Libraries by establishing a forum for better communication between the two.

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

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

## 3. MEMBERSHIP

### i) Institutional Members

The chief librarian or equivalent in each of the legislatures in the Asia Pacific region is eligible for institutional membership of the Association upon payment of the prescribed subscription. Where a legislature does not have a chief librarian or equivalent the Presiding Officers may nominate another officer as Member.

(See Note 2)

### ii) Associate Members

Other interested administrative, library, research and or information staff employed in or working

with the legislatures in the region may be associate members upon payment of the annual associate membership subscription.

Membership subscriptions are prescribed in the By-laws.

#### 4. OFFICES

In a General Business meeting held during each Biennial Conference Institutional members shall elect :

President

Vice President (Asia)

Vice President (Pacific)

Secretary and

Treasurer

These office holders shall form the Association's Executive Committee and may coopt up to two Institutional members to serve ex officio on the Committee.

No person shall be eligible to serve longer than two consecutive terms of two years in the same office.

An Executive Committee member shall cease to hold office if s/he

- i) ceases to be a member of the Association
- ii) ceases to be employed in a legislature in the region
- iii) resigns from the office
- iv) is requested in writing to resign by no less than one third of the members in good standing.

#### 5. CASUAL VACANCIES

Where a position on the Executive Committee falls vacant between biennial conferences, it may be filled for the remainder of the allotted term through a postal ballot of members to be conducted by the remaining members of the Executive Committee with nominations being called within 30 days of the vacancy occurring.

#### 6. POWERS AND RESPONSIBILITIES OF OFFICE HOLDERS

##### i) President

The President, on the authorization of the Executive Committee, shall issue statements, enter into negotiations on behalf of the Association and represent its views and opinions.

Where the President undertakes such activities without prior agreement on policy at a biennial meeting, statements made on behalf of the Association shall be subject to ratification at the next general business meeting.

ii) Other office bearers

Powers of other office bearers are set out in the By-laws.

## 7. MEETINGS

A conference of the Association shall be held biennially at such times and at such places as the Executive Committee shall determine following consultations with the host librarian/Director. During the course of the biennial conference, at least one general business meetings shall be held. The procedures and rules for meetings are set out in the By-laws.

## 8. STANDING COMMITTEES AND OTHER SUBORDINATE BODIES

The members present at a General Business meeting may appoint Standing Committees, Working Parties, Task Forces, or make other appropriate arrangements, for carrying out studies or special tasks determined by the meeting. The Standing Committees and other bodies shall operate in accordance with the Association's By-laws.

Note 1 - State or Provincial legislatures eligible for membership of the Association are those legislatures where powers are defined or established in conjunction with the national constitution.

Note 2 - The Chief Librarian or Director may designate the Deputy Librarian or Deputy Director or equivalent to represent the legislature as Institutional Member. The designated person must have full authority to speak and act on behalf of the library.

Adopted 10 May 1990, Seoul, Republic of Korea.

# BY-LAWS OF THE ASSOCIATION OF PARLIAMENTARY LIBRARIANS OF ASIA AND THE PACIFIC

## 1. PROCEDURES FOR BIENNIAL CONFERENCES AND BUSINESS MEETINGS

1.1 Biennial conferences shall be held in alternate years, commencing in 1990 for the purposes of —

- a) Determining Association policy, strategies and action
- b) Promoting interpersonal contact between members of the Association
- c) Permitting members to discuss matters of common concern and interest,
- d) Election of office bearers of the Association, and
- e) Discussion papers and presentations by participants and/or guest speakers.

1.2 Conferences shall be times, wherever possible, to coincide with a common parliamentary recess and shall be hosted, by agreement, by each of the participating Legislatures in rotation. The order shall be determined by the Executive Committee in consultation with the host Librarian/Director of the prospective venue subject to the endorsement of the respective Presiding Officer and/or Library Committee.

### 1.3 Participants

The following individuals may participate in a conference —

#### a) Members

In addition to Institutional and Associate members of the Association, members of the respective Secretariat may, with the concurrence of their Librarian or Director, attend open sessions of the conference and participate in the proceedings.

#### b) Observers

Attendance at open sessions by persons making application to attend shall be subject to the prior consent of the Executive Committee.

#### c) Guest speakers

The Host Librarian/Director may, at his or her discretion and with the concurrence of the Executive Committee, invite attendance at open sessions of such persons as are able to contribute by their professional expertise or special knowledge to the purpose and proceedings of the conference.

### Conference fees

The Executive Committee may determine a conference fee for participation by non-members in APLAP conferences. No fees shall be charged to Institutional members.

### 1.4 Procedures

1.4.1 Not less than 90 days notice of every Biennial Conference specifying the place and dates of the conference and the business to be dealt with shall be given to members, the communication being sent to each members official address.

#### 1.4.2 Chairperson

The President, or in the absence of the President, a Vice President shall take the chair at biennial conferences. In the absence of these officers, the members present shall choose someone of their number to be Chairperson.

#### 1.4.3 Voting

Voting for offices shall be by secret ballot.

Other voting shall be by show of hands. Where there is a tied vote, the motion shall have failed. A motion may be put by any member present and shall be seconded, but only one representative from each parliamentary institution shall be entitled to vote upon it. The Chairperson shall have the option of requesting that a motion be submitted in written form before accepting it for debate.

#### 1.4.4 Quorum

A quorum shall be constituted by the presence of no less than one third of the institutional membership. No motion shall be accepted if a quorum is lacking.

#### 1.4.5 Minutes

Minutes of the general business meeting, which shall be circulated to all members within 30 days of the meeting, shall be kept by the Secretary and shall be confirmed at a subsequent meeting.

#### 1.4.6 Annual Report

The President shall present an annual report of the Association's activities and financial accounts in the first issue of the APLAP newsletter of each calendar year.

#### 1.5 Conference Organization

The host librarian/Director for each conference shall in consultation with the Executive Committee of the Association:

1.5.1 Convene the conference, draw up its program, solicit contributions and papers and keep members informed of progress. Tours to libraries and information facilities of particular interest may be included in the program.

1.5.2 Conference papers shall be submitted in advance and shall be distributed to participants prior to the conference sessions. Papers are not to be read but are open for discussion following a brief address by the author.

1.5.3 The Executive Committee shall decide which papers are to be published as part of the permanent record of the proceedings of the conference. The Conference Chairperson shall be responsible for producing and distributing such record.

1.5.4 Conference proceedings may be taped or otherwise recorded, provided that conference participants shall have the right to have materials withheld from the permanent record.

1.5.5 A conference dinner will generally be arranged to coincide with the conference. Delegates may be required to meet the cost of the conference dinner themselves.

1.5.6 The conference organisers shall not be responsible for the expenses of conference participants.

## 2 SUBSCRIPTIONS

2.1 Subscriptions shall be due on 1 July each year.

2.2 Membership of either an Institutional or Associate member shall lapse if the annual subscription remains unpaid for twelve months.

2.3 The Annual Subscription shall be determined at each biennial conference and can be varied by vote of a simple majority of those Institutional members present.

2.4 The subscriptions for 1990/91 and 1991/92 shall be

Institutional member— \$(US) 100.00

Associate member— \$(US) 10.00

2.5 The Treasurer will circulate a subscription renewal notice in June of each year with full payment details.

## 3 POWERS AND RESPONSIBILITIES OF OFFICE HOLDERS

3.1 The President chairs all meetings of the Executive Committee and at least the formal or business sessions at the biennial conference.

### 3.2 Vice Presidents

The Vice Presidents are required to act for the President as necessary and may be required to fulfil other duties, for example, Newsletter Editor.

### 3.3 The Secretary

The Secretary is responsible for the minutes of all business meetings of the Association and Executive Committee and for all correspondence and action agreed by a business meeting or the Executive Committee. The secretary maintains the roll of members and ensures that all meetings are convened in accordance with the Constitution and By-laws.

### 3.4 Treasurer

The Treasurer is responsible for maintaining the Associations financial records and for making payments with the authorization of the President of the Association. The Treasurer prepares an annual financial report on behalf of the Executive Committee and recommends the subscription fee schedule to each biennial business meeting.

### 3.5 Secretariat

Initially, the Secretariat shall be in the National Assembly Library, Republic of Korea.

## 4. ROLL OF MEMBERS

4.1 The Secretary shall compile and maintain a Roll of Members containing details of the name and position held by the member, the member's postal address and telephone, FAX and TELEX numbers where appropriate.

4.2 The Roll shall be used to prepare a membership list for distribution to all members at each biennial conference.

## 5. NOMINATIONS FOR THE EXECUTIVE COMMITTEE

5.1 The Secretary shall call for nominations for the positions on the Executive Committee three months (90 days) prior to the date of the Biennial Conference.

5.2 Nominations, which do not require a seconder, may be made by Institutional members who are willing to stand for office. If a member wishes to nominate another member for office, the nomination must contain a statement by the nominee that he or she is willing to stand.

5.3 Nominations must reach the secretary 1 month (30 days) prior to the date of the Biennial conference and the secretary will immediately notify all Institutional members of the names of all nominees and will circulate a proxy form to enable those unable to attend the conference to vote.

## 6. VOTING BY PROXY

6.1 Institutional members unable to attend the biennial conference shall be permitted to vote for members of the Executive Committee by proxy. Proxies must reach the secretary prior to the official opening of the Biennial conference or business meeting, whichever is held first.

## 7 OPERATIONS OF STANDING COMMITTEES AND OTHER SUBORDINATE BODIES

7.1 Standing Committees and other subordinate bodies shall operate under terms of reference approved by the Association at a General meeting.

7.2 The Chairperson or Convenor of each Standing Committee or other subordinate body shall be an Institutional member of the Association.

7.3 Members of Standing Committees and other subordinate bodies may be drawn from the staff of Institutional member libraries in order to bring all available expertise to the benefit of the Association's affairs.

7.4 Standing Committees and other subordinate bodies shall be required to report to the President and the Association upon the completion of particular tasks, or annually, in relation to on-going activities.

Accepted in principle, 10 May 1990, Seoul, Republic of Korea

(The text of Constitution and By-Laws are reproduced from *Proceedings the 1<sup>st</sup> Biennial Conference of the Parliamentary Librarians of Asia and the Pacific*, National Assembly Library (Korea), May 1990, pp.129-138.)

