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

**New Delhi, 18-22 January, 2005**

**A REPORT**

**LOK SABHA SECRETARIAT  
NEW DELHI**

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November, 2006

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## FOREWORD

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The need for objective and authentic information for the use of elected representatives of the people has been recognised in all democratic societies. It is imperative that Parliamentarians should have access to well managed information reservoirs manned by professionally equipped information managers so that they can provide adequate inputs in legislation, policy making and programme implementation. Besides, they need information to perform their representative, oversight and other parliamentary duties and responsibilities efficiently and effectively. In this information driven world order, it becomes essential that Parliaments provide institutionalised infrastructure to cater to the multifarious information needs of their members. The knowledge society that we are living in today also warrants that members of Parliament are furnished with relevant and adequate information so that they can contribute towards the making of a more informed democracy, the hallmark of which is good governance in all its varied manifestations.

The revolutionary advancements in Information and Communication Technologies have made information management a more challenging discipline. Increasingly, greater emphasis is being laid on collaborative efforts in sharing information resources and linkages among all stakeholders. In this context, several laudable initiatives have been taken by the parliamentary fraternity to cope with the changing dimensions of Parliamentary Library and Information Services. The Association of Parliamentary Librarians of Asia and the Pacific (APLAP) is one such endeavour to promote cooperation amongst information managers in the Parliaments of the Asia-Pacific region. The Eighth APLAP Conference hosted by the Parliament of India in New Delhi in January 2005 deliberated meaningfully on the varied aspects of professional information management in the Third Millennium, especially in the context of the ICT revolution. I am sure, this Report covering the proceedings of the New Delhi Conference of APLAP, will be a mine of information on the challenges and opportunities before Information Managers in the Parliaments of the Asia-Pacific Region. I extend my best wishes to the APLAP community in all their future endeavours.

New Delhi,  
November 2006

**P.D.T. ACHARY**  
*Secretary-General,  
Lok Sabha*

## PREFACE

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The remarkable and rapid advances in Information Technology have made a significant impact on information management in general, and the working of the library professionals, in particular. The technology for faster access to information has created increasingly more pressure for its speedy and timely dissemination. These developments have opened up new vistas for regional as well as international collaboration and resource sharing and information management.

Information is vital for the elected representatives of the people, especially since the decisions that they make have a vital bearing on the welfare and well-being of nations. As such, Parliaments across the world have institutionalised mechanisms for effective information management. The establishment of the Association of Parliamentary Librarians of Asia and the Pacific (APLAP) in 1990, was an effort in the direction of accelerating cooperation and mutual understanding among the professionals managing the Research, Reference and Information Services as also the Parliamentary Libraries of the region. Over the last sixteen years, the APLAP has sought to develop, establish and support ideas, methods and techniques which would enable a more efficacious and professional management of the Parliamentary Libraries. The biennial meetings of the APLAP provide ample opportunities to member countries to enrich their Parliamentary Service by promoting excellence among the professional staff as well as by sharing information management techniques and expertise.

The Eighth Biennial Conference of the APLAP was held in New Delhi, India, from 18 to 22 January 2005, with the main theme being *Changing Dimensions of Parliamentary Library and Information Services in the Third Millennium*. The Conference, hosted for the first time by the Parliament of India, was attended by sixty-eight Delegates/Observers from forty Legislatures. It was perhaps for the first time that Observers from Provincial Legislatures of the member countries had also attended the Conference. The deliberations of the Conference, spread over six Sessions, proved to be highly rewarding with the participants reiterating their commitment to modernize their Parliamentary Libraries into specialized information management centers.

This Report, which is a statutory requirement, contains suitably edited versions of the proceedings of the Conference. Section I of the Report gives on "Overview" of the Conference; Section II contains Addresses delivered by the Dignitaries at the Inaugural Function; Section III carries the Keynote Addresses and the Papers presented at the Conference; Section IV features excerpts from the General Business Meeting and the Resolution adopted by the Conference; and Section V incorporates Addresses delivered at the Valedictory Function. At the end, Section VI provides general information about the APLAP, including its Constitution, by-laws and Directory of Members. Select photographs pertaining to different occasions and events of the New Delhi Conference have also been included in the Report.

We are profoundly grateful to the Hon'ble Speaker, Lok Sabha Shri Somnath Chatterjee, for his constant encouragement and inspiration for the successful organization of the Conference. In fact, the tone of the Conference was set by his enlightening and thought provoking Inaugural Address. We are also deeply beholden to the Hon'ble Deputy Speaker, Lok Sabha, and Chairman, Library Committee, Sardar Charnjit Singh Atwal, for his unstinted support in organizing the Conference. I would also like to place on record the invaluable guidance provided by the Learned Secretary-General of Lok Sabha, Shri P.D.T. Achary, on various aspects of the Conference and in finalizing this Report.



Thanks are also due to all the office bearers of the APLAP (2002-2004), particularly Dr. Karl-Min Ku, Vice-President (Asia), Ms. Jean Chapman Mason, Vice-President (Pacific), and Ms. Roslynn Membrey, Secretary and Treasurer, for their whole-hearted cooperation.

I trust that this Volume will be a useful record of the proceedings of the Eighth APLAP Conference and will be found beneficial by Information Managers in all the APLAP Member Parliaments.

New Delhi,  
November 2006

**R.C. AHUJA**  
*President of APLAP (2002-2004)*  
*& Joint Secretary, Lok Sabha Secretariat*

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Section I

OVERVIEW

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## OVERVIEW

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The Eighth Biennial Conference of the Association of Parliamentary Librarians of Asia and the Pacific (APLAP) was held in New Delhi from 18 to 22 January 2005. Sixty-eight Delegates/Observers from forty Parliaments/Legislatures participated in the five-day long Conference which was hosted for the first time by the Parliament of India.

The APLAP was formed in 1990 with a view to encouraging mutual understanding and cooperation among Parliamentary Libraries of the Asia-Pacific Region and to further improving upon the services for the Members of Parliament in the member countries. Accordingly, the theme of the New Delhi Conference was *Changing Dimensions of Parliamentary Library and Information Services in the Third Millennium*.

The Hon'ble Speaker of Lok Sabha, Shri Somnath Chatterjee, inaugurated the Conference on 18 January 2005. The Hon'ble Deputy Speaker of Lok Sabha, Sardar Charnjit Singh Atwal, and the Secretary-General of Lok Sabha, Shri G.C. Malhotra, also addressed the Delegates/Observers on the occasion. Earlier, the President of the APLAP and Joint Secretary, Lok Sabha Secretariat, Shri R.C. Ahuja, welcomed the participants to the Conference. The Inaugural Function concluded with the Vote of Thanks by the Secretary of APLAP, Ms. Roslynn Membrey.

The Conference commenced with the observance of one minute's silence in memory of the victims of the Tsunami devastation. Later, a Condolence Resolution was adopted in this regard.

The Conference deliberations were held over Six Sessions on the themes: *Changing Dimensions of Parliamentary Library and Information Services in the Third Millennium; Research and Reference Services for Members; Library Services for Members; Bringing Parliament Closer to the People : Communicating Parliament; IT in Parliamentary Library and Information Services; and Changing Dimensions of Library and Information Services in India*. Each Theme Session was introduced by a Keynote Speaker followed by the presentation of Country Papers by the Delegates. In all, sixteen Country Papers, presented by the Delegates, delineated the operational dynamics of Library and Information Management in their respective Parliaments. Leading Library professionals from India also presented three Papers. The discussions in the Conference focused on sharing of experiences and identifying areas of common concern among the Parliamentary Libraries of the Asia-Pacific region. There was also consensus among the Delegates for concerted action in the new Millennium to serve the Members of Parliament in a more effective and meaningful manner.

The APLAP General Business Meeting was held on 22 January, in which, besides administrative and financial matters, the new Executive Committee Members of APLAP for the period 2005-2006 were elected. Dr. Karl-Min Ku (Chinese Taipei) was elected the new President while Ms. Katherine Close (New Zealand) and Ms. Azeemunnisa Khan (Malaysia) were elected as the Vice-Presidents of the Pacific and the Asian Regions respectively. Ms. Roslynn Membrey (Australia) and Ms. Rasieli Bau (Fiji) were elected as the new Secretary and Treasurer, respectively.

It was also decided that the next Conference of the APLAP would be held in Wellington, New Zealand in November 2006, to be hosted by the Parliament of New Zealand.

## Conference Arrangements

The Lok Sabha Secretariat made all arrangements for and in connection with the Conference and rendered all secretarial assistance. In particular, the following arrangements were made:

*Invitations:* Invitations were printed and sent to the respective National Assemblies/Councils of all the member countries of APLAP.

*Information Circulars:* An Information Circular giving details of the arrangements was also sent to all APLAP member countries, along with Invitations.

*Conference Guide Book:* A Conference Guide Book containing all the relevant information such as Conference Schedule, List of Delegates/Observers, Embassies/Missions of APLAP member countries in India, Members of the Executive Committee, Previous Conferences, Directory of APLAP members, important telephone numbers, etc., was prepared for use at the Conference.

*Web site:* A web site of the Eighth APLAP Conference was created at the address at <http://aplapindia2005.nic.in>. The web site provides all the information about the Eighth Biennial APLAP Conference such as Conference Schedule, List of Delegates/Observers, Keynote Addresses, Country Papers, Proceedings, Press Releases, Communique, Photographs, etc. Information relating to the APLAP such as its Logo, Constitution and By-laws, Members of the Executive Committee, Previous Conferences, Directory 2005, is also available on the web site.

*Reception of the Delegates/Observers:* Special counters for the reception and send-off of the Delegates/Observers were opened at the Indira Gandhi International Airport in New Delhi. They were also assisted through immigration and customs and conducted to hotels.

*Accommodation:* Delegates/Observers were lodged in Hotel Claridges and Hotel Samrat, New Delhi. A Registration and Information Desk functioned in the Hotel during the Conference.

*Portfolio with Documents:* Each Delegate/Observer was presented a briefcase containing the Conference Guide Book and other relevant material, including literature and a CD on India Tourism.

*Transport:* Arrangements were made for travel of the Delegates/Observers by cars and coaches from the Indira Gandhi International Airport in New Delhi to the hotel upon arrival as well as at the time of departure. Coaches were also stationed for receptions and other official engagements. Besides, a transport counter was operational at the venue of the Conference.

*Registration and Information Counter:* A Registration and Information Counter was functional on all the days at the venue of the Conference.

*Reporting of the Proceedings:* Arrangements were made for verbatim reporting of the proceedings which were also released on the APLAP Conference web site.

*Press Releases:* To facilitate wider coverage of the Conference, four Press Releases were issued. These Press Releases, *inter alia*, included general information about the Conference, a brief report on the inaugural function and various sessions of the Conference.

*Photographs:* Arrangements were made for photographic coverage of the Conference, including the tour of Agra and local sight-seeing.

*Publications:* The Lok Sabha Secretariat brought out two booklets to coincide with the Conference: (i) *Information Management in the Parliament of India*; and (ii) *Library Services in the Parliament of India*.

The Keynote Addresses of the Theme Sessions, the Country Papers presented by the Delegates and the papers presented by the Library professionals from New Delhi were brought out by the Lok Sabha Secretariat in the form of booklets, which were distributed among the participants during the Conference.

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*Security Arrangements:* Identity Cards were prepared for all the participants of the Conference. Also, adequate security arrangements were made for the participants at the venue of the Conference, place of their stay and other places of their visit.

*Medical Arrangements:* Medical arrangements were made for the Delegates/Observers within the Parliament Complex and also at the Ram Manohar Lohia Hospital, New Delhi.

*Banquets:* The Delegates/Observers were guests of honour at several receptions during the Conference.

Shri Somnath Chatterjee, Hon'ble Speaker, Lok Sabha, hosted a Dinner on 18 January 2005 at the Banquet Hall, Parliament Library Building. Earlier, Shri Charnjit Singh Atwal, Hon'ble Deputy Speaker, Lok Sabha, hosted a Lunch on 18 January 2005 at the Banquet Hall, Parliament House Annexe.

Dr. Yogendra Narain, Secretary-General, Rajya Sabha, hosted a Dinner on 19 January 2005 at the Banquet Hall, Parliament House Annexe. A cultural programme was also arranged on the occasion.

Shri G.C. Malhotra, Secretary-General, Lok Sabha, hosted a Dinner on 21 January 2005 at the Banquet Hall, Parliament House Annexe.

On behalf of APLAP, Shri R.C. Ahuja, President of the APLAP, hosted a Dinner on 22 January 2005 at the Red Chilli Restaurant in Hotel Samrat.

*Conference Tour to Agra/Local sight-seeing:* A one-day tour to Agra and Fatehpur Sikri was arranged for the Delegates/Observers on 20 January 2005. The participants were also taken to some of the historical places of interest in New Delhi such as the Gandhi Smriti, Qutub Minar, Humayun's Tomb, etc. Spouses of Delegates/Observers were also taken for the Agra tour and local sight-seeing.

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Section II

INAUGURATION OF THE CONFERENCE

*(18 January 2005)*

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**OBSERVANCE OF SILENCE IN MEMORY OF  
THOSE WHO LOST THEIR LIVES IN THE  
TSUNAMI DEVASTATION**

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Mr. Ramesh Chander Ahuja, President of APLAP and Joint Secretary, Lok Sabha Secretariat: Before we begin the proceedings, we may observe silence for one minute in memory of those who lost their lives in the recent Tsunami devastation. All are requested to rise in their seats.

*(The Delegates then stood in silence for one minute.)*

## WELCOME ADDRESS BY SHRI R.C. AHUJA PRESIDENT OF APLAP, & JOINT SECRETARY, LOK SABHA SECRETARIAT

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*Hon'ble Speaker, Lok Sabha, Hon'ble Deputy Speaker, Lok Sabha, Hon'ble Members of the Library Committee of Parliament, Respected Secretary-General, Lok Sabha, Respected Secretary-General, Rajya Sabha, Distinguished Invitees, Distinguished Delegates and Observers from Foreign and Indian Legislatures, Learned Colleagues from the Lok Sabha and Rajya Sabha Secretariats and Ladies and Gentlemen:*

It is indeed a matter of great honour for me to welcome you all to the Inaugural Function of the Eighth Biennial Conference of the Association of Parliamentary Librarians of Asia and the Pacific (APLAP), being hosted for the first time by the Parliament of India.

At the outset, I would like to extend a hearty welcome to the Hon'ble Speaker, Lok Sabha, Esteemed Shri Somnath Chatterjee and express our profound gratitude to him for his benign presence and for having consented to inaugurate the Conference. We are also extremely grateful to him for his kind and full support in organizing this Conference. The Hon'ble Speaker is an outstanding Parliamentarian of long standing and also a highly respected leader of scholarship and learning. Information Management in Parliament Library is a subject very close to his heart. The fact that in spite of his very busy schedule, he found time to address us, speaks of the importance that he attaches to this Conference. We are deeply beholden to him for having agreed to inaugurate this Conference and grace this function.

I also warmly welcome the Hon'ble Deputy Speaker, Lok Sabha, Sardar Charnjit Singh Atwal. The Hon'ble Deputy Speaker is associated with the activities of our Parliament Library in very many ways, being the Chairman of the Library Committee of our Parliament and the Committee on Provision of Computers to Members of Lok Sabha. These Committees have been giving us valuable guidance in modernising our Parliament Library and further improving its services for the benefit of our Hon'ble Members. In this context, it is encouraging to note that Shri Rajesh Verma, Hon'ble Member of one of these Committees, is also present here with us to encourage us.

I also welcome the learned Secretary-General of Lok Sabha, Shri G.C. Malhotra, under whose able guidance and supervision we are organizing this Conference. The respected Secretary-General has a very long association with all the services of the Lok Sabha Secretariat, including the Library and Reference, Research, Documentation and Information Service. He has been closely associated with the APLAP fraternity as well.

I also heartily welcome the distinguished Secretary-General of Rajya Sabha, Dr. Yogendra Narain, who made it convenient to be amidst us on this occasion. We are thankful to him for his help and support in organizing this Conference.

I also extend a warm welcome to all the distinguished Delegates and Observers from the Asia-Pacific Region and other distinguished invitees. We are grateful to each one of you for having made it possible to attend this Conference.

Turning to the Conference, I may say that in the present day world marked by revolutionary advances in communication and information technology, Parliamentary Libraries have a challenging



responsibility in modernising their operating techniques and ensuring efficient information management and dissemination. To help the Legislative Libraries of member countries in this onerous task, APLAP provides a valuable forum where they can share their experiences and expertise and learn from the practices and methods being followed in other Parliaments.

APLAP is also committed to the objective of encouraging mutual understanding and co-operation and exchange of information among the Parliamentary Libraries and Research and Information Services in the Asia-Pacific Region and enriching the parliamentary services by promoting excellence among the professional staff. Accordingly, the theme of the Eighth Biennial Conference has been set as the *Changing Dimensions of Parliamentary Library and Information Services in the Third Millennium*. I hope and trust that the deliberations of the Conference will carry forward the ideals and objectives of APLAP and will be fruitful for all the participants in enabling them to serve their Members of Parliament in a more efficient manner.

With these words, I once again extend a hearty welcome to all of you.

## ADDRESS BY SHRI G.C. MALHOTRA SECRETARY-GENERAL, LOK SABHA

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*Hon'ble Speaker, Lok Sabha, Esteemed Shri Somnath Chatterjee; Hon'ble Deputy Speaker, Lok Sabha, Sardar Charnjit Singh Atwal; Hon'ble Members of Parliament, my colleagues Secretary-General, Rajya Sabha, Dr. Yogendra Narain; President of APLAP, Shri R.C. Ahuja, Ms. Roslynn Membrey, Secretary of APLAP; Dr. Karl-Min Ku, Vice-President of APLAP; Distinguished Delegates and Observers; Representatives of the Media and Colleagues and Officers of the Lok Sabha and Rajya Sabha Secretariats:*

I feel deeply honoured to have been associated with the Inaugural Function of the Eighth Biennial Conference of the Association of Parliamentary Librarians of Asia and the Pacific.

At the outset, I take this opportunity to extend my warm welcome to all the distinguished participants to our capital city, New Delhi. The Parliament of India is hosting the APLAP Conference for the first time. And this has been possible because of the invaluable blessings and support given by the Hon'ble Speaker of Lok Sabha, Shri Somnath Chatterjee Sahib. We are extremely beholden to you, Sir, for your constant encouragement in this regard. We also greatly value the guidance received from our Hon'ble Deputy Speaker of Lok Sabha, Sardar Charnjit Singh Atwalji, who is also the Chairman of our Parliament Library Committee. I am confident that this Conference will provide you ample opportunities to exchange ideas and share professional experiences in rendering information services to the Members of the supreme representative institutions in your respective countries.

The APLAP has been doing a pioneering work in fostering understanding and cooperation among the Parliamentary Libraries and information centres attached to the Parliaments in the Asia-Pacific region. Ever since its inception in 1990, the APLAP has already met seven times, consistently endeavouring to develop new methods and new techniques for bringing about functional improvements in the working of Parliamentary Libraries in this region. Going by the themes of all the past APLAP Conferences and the contents of the discussions there, one finds that notwithstanding the dissimilarities in the growth and development of Parliamentary Libraries of different countries of this region, almost every APLAP member is a complementary partner in sharing the management techniques and professional expertise in catering to the information needs of the Parliamentarians.

As my colleague, Mr. Ahuja said, I have been associated with APLAP for quite some time. I have nostalgic memories of my participation in the Bangkok APLAP Conference held in 1994. Our deliberations there were focused on resources and information sharing. We learnt a lot from one another's experiences and the formal and informal discussions we had there, greatly helped us to further intensify our efforts in technologically upgrading the functioning of our Parliamentary Libraries.

The role and responsibilities of a Parliamentary Librarian are intrinsically linked with the functioning of the Legislature he serves. As the chief parliamentary information provider, a Parliamentary Librarian must have a clear understanding of the changing needs of the Parliamentarians as well as the needs for methodical and technological upgradation of the library, he heads. The institutional mechanism, we have in the form of the APLAP, is relentlessly striving to address the matters of common concerns of the Parliamentary Librarians in this region.

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Apart from APLAP, we have the International Federation of Library Associations, known with the popular acronym, IFLA, to represent the interests of the library and information services and their users. Its separate section on Library and Research Services for Parliaments provides us a global forum to exchange ideas and to discuss matters of common concern. The annual IFLA Conferences, held in different parts of the world, help promote cooperation amongst us in all areas of library activities and information services.

Having made remarkable strides and reaping the fruits of industrial revolution, humanity has now moved on to an era of information revolution where information has a prime role to play in all developmental activities. Today, we live in a knowledge-based society. The advances in the information and communication technologies have influenced all facets of our societies. Once centralised, the societies are now configuring themselves as networks. Development of any kind in any society is now geared to the availability of the relevant information. In fact, the knowledge and information are now being viewed as the backbone of a modern democracy.

In the pursuit of democracy and good governance, the Parliamentarians have to be accountable to the electorate. Besides discharging their mandatory parliamentary duties on the floor of the House, they have to carry out a number of other obligations. They have to nurse their constituencies and deal with the incessant demands emanating from their constituents. To be able to effectively participate in the proceedings of the House, to speak at different fora on behalf of their constituents and to question the decisions of the Governments, the Parliamentarians need right information at the right time. However, the very nature of their duties makes it difficult for them to spare time and energy in search of information on varied and complex public issues. In the absence of authentic information, they often find it difficult to challenge the Executive actions and articulate their points in Parliament effectively.

The changing national and international situations, including greater democratisation in the early years of the Third Millennium, have added new dimensions to the information needs of the Legislatures and their Members. Today, the people's representatives as well as the representative institutions are increasingly becoming the subject of closer public scrutiny and focus of many kinds of pressure groups in the society. The increasing volume and complexity of legislations, the expanding public policy fields and greater exposure to the Media are today the factors behind the Parliamentarians' increasing demand for quality information on a variety of subjects.

Information technology has added a new dimension to the working of Parliamentary Libraries. Even a small Parliamentary Library is today looking beyond its walls to provide its users with global information resources. But the challenges for the Parliamentary Libraries that arise from the advent of computers and also due to the proliferation of more efficient means of accessing and processing of data are wide-ranging. Today, they have to provide greater information access and improved levels of services, while at the same time, coping with the pace of technological changes and ever-increasing budgetary pressure.

When there is an information explosion, the information management system has a very crucial role to play. It is an intermediary between the generators of information and its users. A well-planned and efficiently-run information system ensures quick and easy communication of information and also provides every user, timely access to the information he needs. The fast technological advancement in the areas of information and communication, coupled with the explosion of information of all kinds, has made it imperative for us to transform all our Parliamentary Libraries into specialized information centres.

We are fast integrating in the present era of globalization. Sharing of knowledge and technology is crucial for our very existence as well as for our progress. With the application of modern technology, there is enormous possibility for the APLAP fraternity to share and exchange all kinds of parliamentary knowledge and information. We can exchange our resources in terms of both the staff and the material. But effective resource-sharing amongst us will depend upon the state of technological development in each of our countries. We know, the stage and level of automation of each of our Parliamentary Libraries is not identical. Differences exist because of the variations in the availability of budgetary resources. Apart from this, all our Parliamentary Libraries may not have the same degree of financial support from our respective parliamentary budgets. The remedy, however, lies in the pooling of our resources. By using the advanced information technologies, we can accelerate the pace of resource-sharing in our region. In fact, the need of the hour is to build an effective "Asia-Pacific Information Services Network", to be commonly used by us in the service of our supreme legislative bodies.

Many issues of mutual interest have been included in the Agenda of this Conference. The professional interactions during the next four days would help you to benefit from one another's experiences and expertise in different areas, including building and sharing information resources, formulating research and analysis policies and applying modern technologies. I am sure, the deliberations here would go a long way in enriching our capabilities in becoming reliable parliamentary information managers. I hope, this Conference will prove to be a milestone in the history of the APLAP. I wish the Conference every success.

Thank you very much.

**ADDRESS BY SHRI CHARNJIT SINGH ATWAL**  
**HON'BLE DEPUTY SPEAKER, LOK SABHA**  
**& CHAIRMAN, LIBRARY COMMITTEE**

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*Hon'ble Speaker, Lok Sabha, Shri Somnath Chatterjee, Secretary-General, Lok Sabha, Shri Malhotraji, Secretary-General, Rajya Sabha, Dr. Yogendra Narainji, Delegates and Observers and Ladies and Gentlemen:*

I have great pleasure in associating myself with the Inaugural Function of the Eighth Biennial Conference of the Association of Parliamentary Librarians of Asia and the Pacific.

May, I, at the outset, extend a hearty welcome to all the Delegates and Observers who have gathered here to attend this meeting of Parliamentary Librarians of the Asia-Pacific region—a region which is emerging as an important entity of an increasingly integrated and rapidly changing world. Your brief sojourn in India, I am sure, would bring us closer to each other and help us better understand each others' perspectives on vital issues pertaining to the application of information technology in the Parliamentary Libraries of our region.

Friends, I understand that ever since its inception in 1990, the APLAP has been promoting information exchange and cooperation among the Parliamentary Libraries in the region. The Conferences of APLAP provide Parliamentary Librarians a unique platform to share their experiences and coordinate their efforts towards sharing of information resources, especially in our region. In the coming days, you will have an opportunity to share your experiences with learned participants on various aspects of the theme of this Eighth Biennial Conference, *Changing Dimensions of Parliamentary Library and Information Services in the Third Millennium*. I am confident you all will stand to benefit from the meaningful deliberations at the Conference.

Friends, you are all aware of the vital role information plays in steering all human endeavours towards progress and development. Easy access to information and knowledge is indispensable for individual advancement as well as for overall national development. The timely availability of correct information helps in improving the ability of an individual, an institution, a government agency, in taking informed decisions and achieving the desired goals.

As you all know, the amazing technological and scientific developments of recent decades have resulted in spectacular advancements in information and communication systems. The introduction of personal computers, super computers, CD-ROM and multimedia technologies have drastically changed the very nature of our present day world. The greatest advantage of the new technologies is that they have given an impetus to research and development activities, and led to what is referred to as an information explosion; they have also significantly improved the process of storage, retrieval and dissemination of information.

Libraries, as you all know, are important social institutions which work for the diffusion of knowledge. The wealth of knowledge as well as intellectual, scholarly and research resources in libraries, information centres and information systems of a country is one of the greatest strengths of that nation. In the wake of the knowledge explosion and the consequent free flow of information, no library in the world can afford to develop a fully comprehensive information base and be self-sufficient in all respects. I am of the view that libraries of different countries should evolve a mechanism

of cooperating and exchanging information with one another so that information on various dimensions of the developmental process is easily accessible to all.

As I have said earlier, information technology has highly revolutionized the field of library and information science. The development of information and communication technologies has resulted in resource sharing, networking and online information retrieval from databases. With the introduction of new information technologies, libraries are now in a position to disseminate a vast quantum of information more quickly and in greater volume than ever before.

I would particularly like to mention here that these technological developments have vastly impacted the functioning of Parliaments and also posed a new challenge in information management. Legislatures are the supreme deliberative bodies of a country, where a wide range of national and international issues are discussed. In order to make an effective contribution to the deliberations of the House, legislators must have access to the latest information on topical issues. The availability of quick and relevant information has thus become vital for a legislator to perform his duty efficiently.

As representative institutions the world over are faced with complex and challenging problems, legislators cutting across national boundaries should share and learn from each other's experiences so as to find realistic solutions to problems, general or area-specific. As such, I strongly believe that exchange of information among Parliaments needs to be accorded utmost importance. Vital linkages and interaction among Parliamentarians across the world can be established by having recourse to modern technology.

Friends, Parliaments of the world have developed well-organised information management systems to cater to the multifarious information requirements of its members. In the Parliament of India, this task is assigned to the Parliament Library and Reference, Research, Documentation and Information Service (LARRDIS). Our Parliament Library has grown from a scratch since its inception in 1921 to become one of the finest and richest repositories of knowledge and information in the country today. It was only in July 2002 that we shifted our Library from the Parliament House to the newly constructed *Sansadiya Gyanpeeth* which is a modular and utilitarian building, having stacking space for about three million publications.

Our endeavour has been to provide the most modern facilities and prompt services to the members of both Houses of Parliament. Our library is supported by an efficient Research and Reference Service that keeps the members well-informed about the latest developments in various fields. In order to keep pace with the advances in information technology, we started a computer-based information service named PARLIS in 1985. Since then, we have come a long way and presently almost all the activities of the Lok Sabha Secretariat have been automated. Needless to say, the growing use of computers, generation of electronic database and introduction of networking technologies have facilitated easy availability of information to our Members. In all these endeavours, we have received unstinted cooperation from successive Speakers of Lok Sabha. We have also benefited from the valuable guidance from the Library Committee and the Committees of the two Houses for the Provision of Computers to Members of Parliament, Offices of Political Parties and Officers of the two Secretariats.

As one of the important segments of LARRDIS, the Press and Public Relations Wing has been maintaining a continuous liaison with the Press, various governmental publicity organisations and other Media for the publicity of the parliamentary proceedings and other activities of the Lok Sabha. We have also taken several steps to telecast/broadcast the proceedings of Parliament, thus bringing it nearer to the people. The launching of two separate dedicated satellite channels for telecasting live the entire proceedings of the Rajya Sabha and the Lok Sabha nationwide on 14th December 2004 by the Hon'ble Chairman, Rajya Sabha, and the Hon'ble Speaker, Lok Sabha, respectively, has, indeed, been a landmark development in the history of telecasting of our parliamentary proceedings.

Friends, effective communication, instant availability of appropriate and quality information and inter-linkages of databases are essential components of a successful democracy. The Legislatures of the Asia-Pacific region should, therefore, make vigorous and earnest efforts in developing and using new technologies that provide better access to information. There is also a pressing need to set up linkages among the various libraries of the region. Exchange of information and cooperation among the information managers of the Asia-Pacific region, I am sure, would go a long way in further bridging the information gap among the parliamentary fraternity.

I extend my best wishes to all of you for a fruitful Conference and memorable stay in our country.

With these words, I thank you.

## INAUGURAL ADDRESS BY SHRI SOMNATH CHATTERJEE HON'BLE SPEAKER, LOK SABHA

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*Hon'ble Deputy Speaker, Lok Sabha, Shri Charnjit Singh Atwalji, Secretaries-General, Lok Sabha and Rajya Sabha, the President and Office Bearers of the Association of Parliamentary Librarians of Asia and the Pacific, Delegates from the APLAP Member Countries and Ladies and Gentlemen:*

It is a matter of great pleasure for me to be here today and to have the opportunity to associate myself with this Conference. I extend a hearty welcome to you all, particularly to our friends from other countries, to New Delhi and to this Conference here. I am happy to note that a large number of professionals associated with information management in the Libraries of their respective Parliaments have assembled here to deliberate on important issues pertinent to their field of work.

Friends, one of the most remarkable developments of the last quarter of the previous century was the emergence of democracy as the most preferred and accepted system of governance across the world. Another equally remarkable development of this period was the revolutionary growth in the field of Information and Communications Technologies, known as ICTs. The immediate impact of the developments in the ICTs is in the information explosion and the resultant evolution of an information-driven world order. Information is seen as the greatest source of power in today's world. This is all the more so, for people involved in managing public affairs, especially for people's representatives.

It is said that knowledge begets ideas and ideas beget change. In a parliamentary democracy, Parliamentarians, as leaders of the society, are also the agents of change. The quality of change is inevitably linked to the extent and the quality of information the harbingers of change are endowed with. The crucial input that goes into the formulation of policies and into any effective legislation is the quantum and the quality of knowledge on which such policy or legislation is based.

Easy access to objective and quality information is thus an essential requirement for the representative institutions to function in a purposive manner. In this task, information managers in the Parliament Libraries have an important role to play. I understand that the APLAP was founded with the prime object of sharing professional expertise and experience of personnel working in the field of information management in the Parliaments of the Asia-Pacific region.

Friends, Parliament today stands at the centre of the entire spectrum of democratic processes, addressing various issues and striving to meet effectively the democratic aspirations of the people. As the supreme legislative and representative body and as a multifunctional institution, Parliament is responsible for legislation, overseeing of administration, passing of budget, ventilation of public grievances and deliberating on national and international issues, particularly developmental issues. To deliberate and discuss meaningfully and to take informed decisions, Parliamentarians must have unrestrained access to authentic, objective, balanced and non-partisan information. An informed Parliamentarian can be of immense help in the emergence of an informed democracy. Similarly, an informed electorate can strengthen the edifice of democracy. The right to know and the right to information thus become crucial factors in a successful democratic system.



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It is in this context that the Library and Information Management Centres of Parliaments can play a crucial role in the dissemination of information to the Parliament and its Members as also in the dissemination of information about Parliament to the people at large. Only a focused, research-oriented and specialized Library with a commitment to the cause of democracy can cater to the needs of the Parliamentarians effectively in today's information-driven society. It is, therefore, essential that the Legislature should develop its own independent mechanisms for intelligent collection, safe storage, expeditious retrieval and timely dissemination of information. These activities have to be necessarily centred around a well-organised and professionally-managed Library.

Being the repositories of knowledge and wisdom, Libraries, especially Parliament Libraries, have to become integral parts of democratic societies. If properly utilized, they can be turned into great assets to the citizens by helping their representatives to participate more effectively in the democratic processes and in making informed decisions on matters of policy and administration. Libraries should be able to supply unbiased and objective material representing all the points of view on a given topic.

The revolutionary breakthroughs in the field of information and communication technologies have impacted our lives in many ways, touching upon virtually all aspects of human activity. The ICT revolution has also influenced the way information is stored, processed, managed, retrieved and disseminated. A great quantum of information is generated every moment on virtually every conceivable subject today. The ability to collect, store and disseminate such information has become a vital tool and a basis of power, especially for decision-makers and opinion leaders. The telecommunication network, the advent of computerization, the advancements in satellite communication and the onset of the Internet have all led to a virtual collapse of territorial boundaries and geographical barriers today. This has also contributed significantly in popularizing democratic ideals and in transforming many non-democratic regimes into democracy.

Friends, today, information has become the most vital and the basic resource for the advancement of society. To access accurate, exhaustive and objective information within the shortest possible time, we need to rely on the latest available technologies in this area. These technologies have made their impact on Parliaments too in the context of information management. Since libraries are mostly concerned with the storage and retrieval of information, the ICTs have influenced their working also in a substantial way. Libraries are increasingly getting centred around the use of Internet and other networks and the possibility of a library without walls is not a distant dream but a virtual reality today. The age of 'Paperless Libraries' does not appear to be too far! The focus today should be on the networking of the library and the professional excellence of the information managers and access to information rather than on the traditional method of acquisition and collection of the sources which contained such information.

In this context, it is of the utmost importance that the Parliament Libraries are well connected and resources are shared. Such sharing will also help us to know how other Parliaments work, the procedures followed in different Legislatures, how the Committees function, how the Committee reports are prepared and above all, how Executive Accountability to the Legislatures is ensured.

Friends, as information and library specialists, you are aware that, today, a vast array of literature is available on each and every subject. In the case of a Parliament Library, the quantity of information available and managed is enormous as these are considered to be institutions of national importance, serving a large number of Members of Parliament in effectively discharging their responsibilities as elected representatives. It is the role and responsibility of the personnel of the Parliament Library, both as professionals and as citizens in a democracy, to provide unbiased, objective, factual and analytical information to the Members of Parliament at short notice. On occasions, Members may not

find time to go through the catalogue, go to the racks or sit at the computers to access information, as they always have a large constituency to attend to, many routine letters to answer, several public functions to attend and many other responsibilities. That being so, it is important that a Member of Parliament must be served by the Parliament Library in the most efficient manner.

A library or a research official should be able to provide him with the latest and the most relevant information on any subject expeditiously. In addition, libraries and research services should always keep a vigil on the latest developments in all fields and bring out well-documented research studies on important topics, even without a formal request from a member. With the help of such documents, along with their personal understanding of issues and grass root experience, members will be able to function more effectively in discharging their varied responsibilities in the Parliament, in its Committees and in their constituencies. The library has to play a proactive role in the dissemination of authentic information to the Members. It should have sufficient number of subject and area specialists who can give the correct lead and valuable research support to the Members on a continuous basis.

It will also be helpful if Parliamentary Libraries can conduct seminars, workshops and symposia on topics of interest to the Members. This can help them in sharing ideas and in understanding issues from a broader perspective. Such efforts will also help in augmenting the knowledge and skills of the people who manage the library and research services. Members will then be able to take full advantage of the vast resources in the library and the expertise and knowledge base of the officers of the library.

Friends, from the detailed agenda of the Conference, I understand that you will be deliberating on important subjects of professional interest relating to information management in the Parliament Libraries. This kind of interaction would help the experts in sharing their experience and expertise. It will also help all of you to serve the institution you work for more effectively and contribute towards strengthening the democratic fabric in your respective countries. I congratulate the APLAP for providing this forum for the benefit of the Member Parliaments of the Asia-Pacific region.

With these words, I have great pleasure in inaugurating this Conference. I am sure, the deliberations of this Conference would go a long way in enabling the library and the information managers to assist the Parliaments and the Parliamentarians to function more effectively and thereby help in strengthening democracy in the Asia-Pacific region. I extend my best wishes for the success of the Conference.

Thank you very much.

## VOTE OF THANKS BY MS. ROSLYNN MEMBREY SECRETARY OF APLAP

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*Hon'ble Speaker, Lok Sabha; Hon'ble Deputy Speaker, Lok Sabha; Secretaries-General, Lok Sabha and Rajya Sabha; Fellow Members of the Executive of APLAP; Delegates and Observers to the Eighth Biennial Conference of APLAP; and Ladies and Gentlemen:*

I want to thank each of the previous speakers for their kind words and the way they have revealed their intimate understanding and respect for the work of APLAP, Parliamentary Librarians and the Delegates who are here today. I do not want to repeat many of the words they have said because I could not use those words as well as the way they have said. What I do want to say is that we have two purposes in being here today.

Our first purpose is to ensure information and to learn from each other to develop as to what the Secretary-General, Lok Sabha, called the Asia-Pacific Information Service Network, which is a wonderful thing, which we might adopt in future Conferences. We will do all these things. It would be a very busy period for the next three or four days when we will have formal and informal discussions, when we will learn from each other, we listen to words of advice, to words of assistance, to words of support, to words of encouragement, and it is all going to be proved to be a better APLAP and better working world for us when we go home.

Our second purpose is to learn a lot more about India. One of the reasons why APLAP arranges meetings in different countries each time is to allow all the members to learn more about our members, to learn to respect parliamentary system, to learn to respect culture and traditions of other nations. That would help us to provide better information services again when we go back home.

Sir, I want to thank all the speakers for the kind words of encouragement and their welcome. I would ask my colleagues to assist us in acknowledging that in the normal way.

Thank you very much.

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Section III

THEME SESSIONS

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## SESSION 1

(19 January 2005)

# CHANGING DIMENSIONS OF PARLIAMENTARY LIBRARY AND INFORMATION SERVICES IN THE THIRD MILLENNIUM

## Keynote Address

by

**G.C. Malhotra**

*Secretary-General, Lok Sabha*

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I am honoured to be here to deliver the Keynote Address on the theme *Changing Dimensions of Parliamentary Library and Information Services in the Third Millennium* at the Eighth Biennial Conference of the Association of Parliamentary Librarians of Asia and the Pacific. I recall fondly the nostalgic memories of my past association with APLAP and its members during its formative years when I had attended the 3rd Biennial Conference in Bangkok, Thailand, in May 1994.

The emergence of democracy as the most preferred form of governance and the resultant freedom of thought and expression, the expansion of educational facilities and the rapid increase in the production of recorded knowledge, has led to a rapid growth of libraries and information centres the world over. The advent of modern technologies has drastically changed the approach of individuals and institutions towards libraries and information centres. In tune with this change, the libraries and information centres are now required to improve and adapt themselves to the changing conditions. With the modern societies becoming more and more information conscious, well-equipped and user-friendly libraries have become the essential ingredients of the civilized world.

### **Evolution of Libraries**

The level of civilization a society attains is measured by the value it puts on the pursuit of knowledge. Library is one institution which is devoted to the cultivation of knowledge and scholarship. Library and society are, therefore, inter-linked and inter-dependent. A society without libraries has no significance, and the origin of libraries cannot be thought of without the existence of society. With the advancement of human wisdom and thoughts and growth of experiences, knowledge has been growing continuously through the ages. Parallel to this has been the course of human recording which also grew and developed in relation to man's requirements. Today, we look upon the library as a social agency created by the necessities of the modern society to shape its intellectual climate.

It is not known when or how the libraries began. The overall development of libraries, from the ancient times to the present age, can be measured in just three words 'paperless to paperless'. The libraries in their initial stage were paperless. The documents were available in the form of clay tablets, bark leaves, inscriptions, etc., which were essentially archival in nature and useful in the transaction of business, administration of the State, and communication of beliefs to the succeeding generations. The invention of the printing press in the mid-Fifteenth Century revolutionised the world of publication and documentation. By the use of movable characters or letters, documents came in various printed forms. Accordingly, they gave a new shape to the libraries. Now, in the

electronic age, documents are again available in paperless forms through computers, microfilms, microfiches, satellites and various electronic networking systems. The modern age has forced the libraries to introduce new technologies. Today, the shape, size and working of the libraries are changing enormously under the influence of technology. The conventional processes of organizing, retrieving, disseminating and managing information are being replaced by new methods and techniques, using sophisticated information technologies.

Apart from the upgrading of the computer hardware, we have the latest software, what is known as the 'Bluetooth Technology'. This is a new technology, which connects electronic gadgets and equipment through short-range radio frequency. The PCs, mobile phones, printers, scanners, digital cameras and PDAs (Personal Digital Assistants) are connected to each other without the help of wires or cables. In view of the security environment, we have already introduced Radio Frequency Tags on the cars, persons and staff members to facilitate entry in the Parliament Complex. These tags help connect the electronic equipment and Bluetooth technology lets these devices talk to one another within the range of about ten metres.

I was wondering why it is known as 'Bluetooth'? I tried to search for its meaning and I came to know that this technology is named after one of the Kings of Denmark, Harold Bluetooth, who was known for uniting warring tribes. Since different technologies are being unified, different equipment are being unified, just as this King unified different warring tribes, the technology is known as 'Bluetooth'.

### **Parliamentary Libraries**

In all democratic countries, the volume and complexity of legislation, the range of Parliamentarians' specialized interests and the public policy fields have expanded enormously with a corresponding expansion in the demands of constituents from their elected representatives. Members of Parliament being the most active participants in the democratic process are, therefore, constantly feeling the need of timely information on a variety of subjects.

The Parliamentary libraries are primarily meant to cater to the information needs of the Members of Parliament and their staff. Besides having well-equipped library, documentation and reference services for the dissemination of factual, objective and latest information, many of the Parliamentary Libraries in the world also have their own research units to respond to the subject-based specialised information needs of the Parliamentarians addressing the current as well as the future parliamentary work. In many countries, however, the Parliamentary Libraries are faced with the challenges of maintaining high quality services in the face of rapidly rising information demands from the members of Parliament, proliferating information sources, and, at times, insufficient parliamentary budgets.

### **Information Needs of Parliamentarians: Changing Scenario**

*Increasing Pressure of Work:* In modern democracies, Parliaments the world over have become busier. With the governmental policies becoming more complex and pervasive, the task of holding the Executive to account for its omissions and commissions has become more exciting and exacting at the same time. Now, more complex and far-reaching legislative proposals are being brought before the Parliaments by the Governments of the day. More questions are now being tabled by the members and more Parliamentary Committees are there, meeting more often and considering more difficult policy areas. The individual members are now expected to be more closely and actively involved in the affairs of their constituencies and constituents. As a result, not only has the volume of work before each Parliament been increasing day-by-day but also the Parliamentarians as well as the parliamentary institutions are increasingly becoming the focus for various kinds of pressure groups in the society.

*Higher Qualifications:* A noticeable fact has been that the educational backgrounds of the Members of Parliament have changed significantly. With higher university degrees and professional qualifications, the present day Parliamentarians have become more demanding, putting a greater degree of pressure on their information providers. Their expectations of the scale and scope of the information services are rising all the time with increased dependence on the support from a range of sources, Parliament Library being the most dependable one.

*Increasing Information Literacy:* In the present era of information revolution, Parliamentarians have acquired a higher level of information literacy skills. Today, they are more comfortable with information in an electronic form. In India, as indeed in some of the other modern Parliaments elsewhere, they are accordingly being provided with the latest electronic gadgets, viz. desk top, lap top and hand held computers with internet connectivity, scanners, printers, etc. To a large extent, the international electronic networks have broken the geographical and language barriers.

*Varied Individual Interests:* With heterogeneity of interest among the members of Parliament and their individual inquiries remaining extremely varied, a Parliamentary Library is today expected to provide a wider subject coverage. Because of the modern Parliamentarians' strong preference for an immediate supply of subject-oriented information, particularly when the Parliament is in session, speedy responses have become a major feature of the working of a modern Parliamentary Library.

*Greater Exposure:* With increasing democratic maturity, greater emphasis on the citizens' rights and explosion of information of all kinds, the political and social climate has also been changing, motivating the Parliamentarians to become more responsive to the needs and demands of the masses. What goes on in the House in the proceedings of the Parliament Chambers and Committees, is articulation of ideas, demands, urges, needs and aspirations of the people. Members bring ideas from their constituents, from their constituencies and articulate them in the Parliament. The Media does the job of highlighting them. All these activities lead to recording of the proceedings and production of recorded knowledge which is produced either in printed material or in some paperless form. Today, the members of Parliament all over the world are getting greater exposure to the media, thereby becoming subject to wider public scrutiny. The televising of House proceedings has brought the common masses nearer to the Parliamentarians and parliamentary institutions. There are greater expectations from the constituents who, by virtue of the new communication technologies, are now well-positioned to address their varied requests and particularized demands directly to their elected representatives. As a result, the Members of Parliament are now increasingly expected to understand and comment upon a variety of complex issues. It has, therefore, become necessary for members to acquire progressively a higher degree of knowledge and awareness for a better comprehension of the delicate issues.

### **Automation of Parliamentary Libraries**

The beginning of the Third Millennium has witnessed changes in the economies, societies, politics and communications. The new information demands and new economic realities have also transformed the libraries and their services. Parliament Libraries all over the world have been exploring new technologies as a means of providing to their users better and faster access to the vast array of information resources. Pioneering work has been done in developing computer-based data systems for the use of parliamentarians. The databases we have developed electronically in our libraries are big reservoirs of information enabling us to retrieve the desired material in an amazingly short time.

Today, computer to computer links through internet have changed the whole scenario. Quick and uninterrupted access to a large number of databases useful from the parliamentary angle is now a reality. Still, much scope is left to develop many more databases so as to cover every conceivable field of interest to a parliamentarian.

Electronic information delivery has made the 'global village' concept a reality. The emergence of CD-ROM has revolutionized the field of document delivery because of its low cost and high storage capacity. All our Parliamentary Libraries must try to procure more and more CDs of frequently required material, thus substituting the printed one. It will save both the retrieval time and a lot of space on the shelves.

With more and more information and data becoming available in electronic format, the rate of growth of the print collection will certainly decrease in the coming years. Our Parliamentary Libraries will more and more become store-houses of electronic knowledge, where the electronically stored information will travel from computer to computer and the majority of the knowledge-retrieval operations will be initiated from the keyboard and screen. The collection storage which we are measuring today in metres, will be measured tomorrow in gigabytes.

It is now presumed that a time may come when there will be no books even paper and pencil might disappear. Print will no longer dominate the communication media. Super computers will be error free in speech synthesis in recognizing and understanding languages and may even be able to use common senses and ethics. Putting all knowledge and all media into digital form, accessing and displaying it in consistent ways and working in a completely digital environment is not a distant dream. The three elements—the user, the digitized information and the computer network—will form the trinity of information management.

### **Economic Development and Level of Automation**

The level of automation of a country's Parliamentary Library is to a certain extent linked to the level of economic development of that country, for the financial support a Parliamentary Library gets for its modernization depends largely upon the general financial health of its economy.

Our Asia-Pacific region is a unique agglomeration of high income, middle income and low income countries, a majority of them having parliamentary democracy as the system of governance. In each of our Parliaments, we have the library, reference and research services organized in our own way to cater to the information needs of our parliamentarians. To better equip our libraries, each one of us has been striving to make use of the latest technological advances in the field of information management. But the level of automation and the application of technological advancement vary from country-to-country, depending upon the stage of economic development and the level of overall prosperity of the country.

Normally, a low level of economy has a low level of IT; a medium level economy has a medium level of IT and a high level of economy has a high level of IT. But, India, with a low level of economy, is having a medium stage of automation, and is heading towards a very advanced stage of automation.

From the viewpoint of sharing of information, the level of automation is very important. Unless we all achieve more or less the same level of automation in our respective Parliamentary Libraries, we cannot evolve an effective information-sharing network for the common benefit of the Parliamentarians in our region. No doubt, budgetary constraints may come in the way of speedy automation of Parliamentary Libraries, particularly in countries where economic austerity is important in the financial agenda of the Government. But the continued trend of increasing cost of traditional collections and demand for the electronic information management by the Parliamentarians force every parliamentary librarian to constantly endeavour to automate the library, keeping pace with the development of newer technologies.



## Parliament Library in India

I would like to take this opportunity to share with you that the Parliament Library in India is one of the finest and richest repositories in the country with a collection of approximately 1.25 million documents. Established way back in 1921 during the Central Legislative Assembly days of the pre-Independence era, it has undergone remarkable upgradation over the years in terms of its size, structure and even *modus operandi*. Structured in an integrated manner covering all the inter-dependent services essentially required to meet the information needs of members of Parliament, we have an independent library and information service called the Library and Reference, Research, Documentation and Information Service, more familiar by its acronym LARRDIS. Working by and large on a subject-section-cum-desk officer system, this Service has presently several major functional divisions, each dealing with Research and Information, Reference, Library, Documentation, Press Clippings, Parliamentary Museum and Archives, Press and Public Relations, Microfilming, Audio-Visual and Telecasting, Computerization of Information Services for Members of Parliament and the Bureau of Parliamentary Studies and Training, all working in a well-devised and coordinated manner.

## Automation of Parliament Library: The Indian Scenario

In India, we have taken significant steps in developing information technology to assist our parliamentarians in the effective discharge of their duties. With a modest beginning towards automation of our Parliament Library made as far back as December 1985, today, we are extensively using computers on user-friendly parameters in all our library housekeeping functions like acquisition, cataloguing, circulation control, information storage, retrieval, content analysis, dissemination, etc. It has been our effort to procure the latest hardware from time-to-time. At present, we have 37 server machines, nearly 800 Desktop Computers, 428 Laser Printers, 55 Gist Terminals, 69 Dot Matrix Printers, 4 Line Printers and 12 Scanners of different qualities and brands installed in various Branches of our Secretariat.

Since 1996, we have our own Home Page containing a large number of index-based databases as well as full-text databases of information generated within the two Houses of our Parliament. The Parliament of India Home Page is making available non-partisan, objective and reliable information and authoritative data to our parliamentarians and others on a continuous and regular basis covering a wide range of areas pertaining to the Houses of our Parliament. The major components of the parliamentary information now available on the Parliament of India Home Page are: (i) *Business of the House* which includes List of Business, Parliamentary Bulletins, Synopsis of Debates, Daily Debates, Parliamentary Questions, Resume of Work, and Wit and Humour; (ii) *Members of Parliament* which includes Brief Biographies of Members (1st to 13th Lok Sabha), detailed Biographical Sketches of Members (10th to 13th Lok Sabha), Postal and e-mail Addresses of Members, Handbook for Members and Member of Parliament Local Area Development Scheme (MPLADS); (iii) *Information about 54 Parliamentary Committees and their Composition, rules, organisation Reports, etc.*; (iv) *General Information* which includes Introduction to Parliament, Rules of Procedure and Conduct of Business in Lok Sabha, Directions by the Speaker and Organization of the Lok Sabha Secretariat.

We have automated the activities of our Parliament Library by using the software package 'LIBSYS', which is an integrated library-application web-enabled software package covering almost all major functions of the library like acquisition, cataloguing, circulation, information storage, retrieval, content analysis and dissemination. Keeping in view the latest technological advances in the area of information management, as also the core areas of interest of the members of Parliament, we are in the process of developing a digital library of electronic publications. We have installed a network of DVD/CD Mirror Hybrid Server, whereby important digital publications such as e-books, e-journals, videos, audios, software programmes are mirrored (copied) on the server which can be accessed through Local Area Network.

As the Press clippings are extensively used by the members of Parliament, research and reference staff and various Branches of our Secretariat, we have created the facilities for scanning of selected Press clippings (in English) on subjects of topical interest which can be accessed in Data Scan whenever required.

Micrographics has an important place in the better management of library and information services. In order to ensure the optimum utilization of the existing space in our Parliament Library and also for better preservation and future use of our available collections, we have acquired the latest available models of microfilming equipment and ancillaries. Microfilms of a large number of documents are now easily accessible to the members of Parliament and others. So far, more than 1300 microfilm rolls have been prepared and approximately 2.7 million exposures of various documents have been taken by our Microfilming Unit.

First we went for live telecasting; a little later we had live webcasting as well. The proceedings of the Parliament are webcast live now. They are available live on the computers all over the world through internet. The storage, however, is still only on videos and DVDs. But we have simultaneous live telecasting through television and through internet.

We fully realize the imperatives of adaptability to the fast changing information and communication technologies. Therefore, organizing regular in-house training and refresher programmes for the methodical and technological upgradation of the staff and officials of our Library is an integral part of our human resource management.

To house the fast-growing collections and to facilitate the diversification of activities to keep pace with the various information requirements of members of our Parliament, a new Library Building with the provisions of all the facilities of a modern library has been constructed. Built at an approximate cost of US\$45 million, the new modular and utilitarian Library Complex was commissioned on 7 May 2002. Fully computerized, this building has an optic fibre-based Local Area Network (LAN) with high speed Wide Area Network (WAN) connectivity to provide linkages with the State Legislatures, foreign Parliaments and other international organizations. This modern Library would not only be the central repository of all the information needs of the members of our Parliament but will also act as the political, social, economic and cultural icon of our country.

### **Technical Support to Members of Parliament**

With a view to enabling the members of our Parliament to get instant and up-to-date information on a wide range of activities as also to have a quick and accurate information on various legislative and parliamentary matters, we in India have provided computer facilities to each and every member of our Parliament at his/her residence or work place. Every Member has been provided with one computer, either desktop or Laptop alongwith a printer, handheld computer, scanner, etc. In addition, Internet and e-mail connectivity have also been provided to enable him/her to have access to the Parliament databases, various other Government databases, databases of foreign Legislatures and vast sources of other information available on the Internet.

We have also created a central computing facility at our Parliament House which is connected to NICNET, a nation-wide information and communication technology network established by the National Informatics Centre. Since the NICNET is also linked with the capitals of all our States and also with all the District Headquarters in the country, our Parliamentarians are able to exchange messages and other information with the State and District Administrations in India. We are also organizing, from time-to-time, computer training programmes for members of our Parliament for developing and sharpening their skills in various uses of information technology in their parliamentary work.

Today, we are advancing towards a fully automated Parliamentary Library to attain the desired speed and accuracy in serving our parliamentarians who are always hard-pressed for time. The credit for this goes to our visionary leader and former Prime Minister late Shri Rajiv Gandhi under whose dynamic leadership India's overall modernization efforts in the field of information and communication technologies got a real thrust which also had an exponential impact on the modernization of the Library of our Parliament. Under successive Prime Ministers, the process of modernization got further impetus. We are grateful to all our Speakers for showing keen interest in the computerization of various library management functions. It hardly needs any mention that with the benediction and blessings of our present Hon'ble Speaker, Shri Somnath Chatterjee, who was the Chairman of the Committee on Information Technology during the tenure of the previous Lok Sabha, the drive towards automating and modernizing the Library of our Parliament is being further intensified.

### **Role Models for Parliamentary Libraries**

In the contemporary world of Parliaments, the Library of Congress in the United States and the Library of the House of Commons in the United Kingdom, among others, have highly sophisticated parliamentary research and information services. To respond to the contemporary information and research needs of the Parliamentarians on diverse subjects effectively, these libraries have effected significant changes over the years in terms of their size and structure, budget and resources and methodologies. Well-stocked, well-equipped and manned by highly experienced professionals, these libraries provide a variety of in-depth policy analyses and research on almost every subject of parliamentary interest. Technologically sound and organizationally grouped by subject-specialization, these libraries have the ability to apply multidisciplinary knowledge to each problem in making the Parliamentarians understand easily any complex issue of public importance. Today, these libraries are the role models for the other Parliamentary Libraries in the world. In the accomplishment of our fundamental mission to provide accurate, objective and non-partisan information to our clients in a responsive manner, we can learn a lot from the experiences of these pioneering Parliamentary Libraries.

### **Cooperation for Sharing Information Resources and Information Management Techniques**

Cooperation among the Parliamentary Libraries in resource and information sharing has been continuing for many years. The networking of international and regional associations in which Parliamentary Libraries find representation has helped in establishing cooperative links among the libraries of various Parliaments. As you all know, at the annual IFLA Conference too, there is a Section on Library and Research Services for Parliaments where we meet and discuss matters of common concern. Regional parliamentary groups such as the Association of Parliamentary Librarians of Asia and the Pacific, the Association of Parliamentary Librarians of Australia, the Association of Parliamentary Librarians in East and Southern Africa, the Association of Parliamentary Librarians in Canada and the Association of Parliamentary Librarians in Nordic Countries spontaneously come to our mind when we talk of regional cooperation in the area of library management. For their common benefit, these Parliamentary Librarians' Associations have been facilitating a great degree of cooperation among their members through meetings, conferences, professional visits, staff exchanges, partnership, etc.

Greater reliance is now being placed on regional organizations of Parliamentary Librarians for sharing information resources and information management techniques. But, these associations usually work within the framework of the requirements of the particular regions they represent. Technological revolution has today increased the possibility of cooperation among Parliamentary Libraries on a global scale. There is an imperative to develop a new cooperative format for bringing all the Parliamentary Libraries in a global network where all our resources will be at one another's disposal and we will be able to share and consult expertise and experience across the barriers of time and

distance. An added advantage of the global networking would be that Parliamentary Libraries in some developed countries, specializing in particular types of expensive library resources, would be able to share them electronically with their counterparts in other countries. In fact, networking has to be established amongst all the legislative and Parliamentary Libraries at all levels—national and global. The task is urgent and it cannot be delayed any further.

We are now in the very early years of the Third Millennium. A long-term vision for our Parliamentary Libraries covering a millennium-long period cannot be formulated with precision. However, keeping in view the fact that the future global trends in information and documentation will result in continuing growth in the demand for a plethora of research and information-related services inside and outside Parliaments, our present strategy to cope with the expanding needs of Parliamentarians should certainly be based on the current trends and the medium term prospects.

Information, whether in raw form of empirical data or in a highly processed form, is now regarded as a vital national resource as any other national resource such as water, mineral or energy. It is inexhaustible, replenishable and able to be generated constantly. It is interactive with human resources and is also self-renewing. It has a huge potential for providing a wide range of new opportunities and offering better solutions to achieve greater levels of efficiency and productivity.

### **Asia-Pacific Information Services Network**

In the present era of globalisation, with the application of modern technology, there is enormous possibility for the APLAP fraternity to share and exchange all kinds of information on parliamentary knowledge. We can exchange our resources in terms of both staff and material through meetings, and conferences like this. In spite of all the advancements in the area of knowledge explosion and ICT, no library in the world, howsoever rich that country may be, can become fully comprehensive information-based library, self-sufficient in all respects. Asia-Pacific region is a unique conglomeration of high, middle and low income economies. there may be dissimilarities in the growth and development of Parliament Libraries of different countries of APLAP but every APLAP member is a complementary partner in sharing management techniques and professional expertise in catering to the information needs of the members of Parliament. Our stage and level of automation may not be identical, but our linkages would be possible only when automation is there. Therefore, what we can do is to pool our resources and, if necessary, share the financial support and build an effective Asia-Pacific Information Services Network. The entire regional resources can then be shared by all of us.

Today, we are living in a global information society—a society that uses information extensively in a way that is not constrained by time or by space, and for which knowledge and information represent the lifeblood. In this exciting era of information revolution, the old dictum '*Knowledge is Power*' leads us to the conclusion that the more we are capable of acquiring and using the information and communication technologies, the more we are able to progress. I hope, the technologically sound emerging Asia-Pacific Region will lead tomorrow's world by virtue of its being well-endowed with the advanced information and communication technologies. Timely application of such technologies in each of our Parliamentary Libraries will certainly go a long way in strengthening our democracies in the fast-globalizing world.

## PARLIAMENT LIBRARY OF SRI LANKA

N.M.C. Thilakarathne

*Librarian*

*Parliament of Sri Lanka Library*

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Sri Lanka, which had been a Crown Colony under the British, gained its Independence as a sovereign State in 1947. The Constitution, which came into effect on 4 February 1948, provided for an adopted version of the Westminster system of Government. In 1972, Sri Lanka, which was known as Ceylon at that time, became a Republic with the promulgation of a new Republican Constitution. Even under the Republican Constitution, most of the key features of the Westminster system of Government were retained. The Legislature introduced was a unicameral one in contrast to the former bicameral one which consisted of the House of Representatives and the Senate. The National State Assembly, the supreme authority of peoples' representatives, was the apex institution of the country which held the legislative, executive and legal power of the people on behalf of the people as enumerated in section 5 of the Constitution, which stated:

"The National State Assembly is the supreme instrument of State power of the Republic. The National State Assembly exercises—

- (a) the legislative power of the people;
- (b) the executive power of the people, including the defence of Sri Lanka through the President and the Cabinet of Ministers; and
- (c) the judicial power of the people through courts and other institutions created by the law except in the case of matters relating to its powers and privileges, wherein the judicial power of the people may be exercised directly by the National State Assembly according to law."

Generally this situation is analyzed by academics as a clear deviation from the situation which prevailed under the previous Constitution. Prof. Jeyaratnam Wilson, in his work *Politics in Sri Lanka, 1947-1979*, stated as follows: "Basically, it declared Ceylon's republican status, upheld the sovereignty of people and left no doubt that hereafter there would be no separation of powers in the constitutional sense of the term by the provision that all power—legislative, executive and judicial—resided only in the unicameral National State Assembly, which was held now to be the supreme instrument of State power."

Yet another constitutional change occurred in 1978 resulting in the establishment of a system of executive presidency and introducing a new electoral system in place of the hitherto familiar system. First-Past-the-Post-System, which existed from 1931 with the introduction of Universal Franchise. In the introduction to his work *The Gaullist System in Asia: the Constitution of Sri Lanka* (1978), Prof. Jeyaratnam Wilson elaborated as follows: "It is a hybrid, a cross between the French and British styles of Government with a little bit of United States thrown in.... The second Republic is viceregal in character. Members of the Cabinet are the Executive President's lieutenants, not his colleagues. It is an attempt at experimentation with pseudo-representation devices—proportional representation, the paraphernalia referenda, a plebiscitary presidential election, the maintenance of Parliament, though as the house without windows." This unprecedented constitutional development made a great impact on Parliament and its Members who contribute to the role of Parliament collectively. Especially, the

change of electoral system from First-Past-the-Post to Proportional Representation (PR) widened the representative responsibility of Members. A Member, who is responsible for an electorate, has to concentrate on a whole electoral district, in which several electorates are included under the PR system resulting in more stress and bonds.

The role of Parliament has changed considerably during the past years owing to the varying requirements of the country and its people. Sri Lanka is a multi-ethnic religious and cultural country. The Parliament has to be alive to various aspects of these features every time it performs its functions. The outcome of this fact is multi-functionality of the Parliament. The following remarks made with regard to the role of the Indian Parliament by C.K. Jain is very much relevant in the context of the role played by the Parliament of Sri Lanka as well: "Over the years, our Parliament has grown into a multi-functional institution performing variety of roles. Parliament today is not merely a law-making body. It performs other functions as well and these include: legitimising function—legitimising what the government does; representational function from which follows the grievance ventilation or grievance redressal function; national integration function; and conflict resolution function and the leadership recruitment and training function."

The working process of Parliament and the Members participating in that process requires vast amount of information as the Parliament arrives at a collective decision on every matter placed before it after debates, deliberations, discussions, etc., and ultimately with majority consensus. Thus, the need for authentic, objective and timely information for Parliaments and their Members has grown several folds at present. 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 decisions at appropriate times, in addition to the usefulness of this information for the Members themselves.

A new dimension of parliamentary information system has emerged recently with the introduction of the broad concept of good governance. Developing countries like Sri Lanka, which rely to a certain extent on foreign aid and investments for their economic development, have to be very conscious of this concept of good governance. One of the conditions considered by the donor countries and agencies when granting aids and loans to developing countries today is the quality of good governance prevailing in these countries. Certainly, the Government is the principal actor and plays the lead role. But governance is not confined exclusively to the behaviour of Government. Especially in democratic societies, the platform for governance is set by the interaction among the Government, the private sector and civil society in partnership. The ultimate test of quality of governance—good governance—is the level of efficiency and effectiveness of the interaction among these partners in achieving common goals. Good governance is characterized by equity, efficiency, transparency, accountability, participation and predictability.

In the context of Parliament, the components of good governance have to be applied in every activity performed by Parliament and its duly established Committees. This includes more openness of the activities of important Committees with public participation, whenever it warrants. In promoting the concept of good governance, it is essential that the whole process of governance must be opened to everyone who is concerned. In other words, an effective mechanism has to be established to disseminate information regarding governance to promote and uphold the characters of good governance. Under the circumstances, information technology has not only assumed a major role in economic and social life but has also begun to permeate the processes of governance. This brings a totally new as well as complex angle to the role of governance and the organization of its structures and processes. Information technology and its application would increasingly become a dominant consideration in determining further the process of governance, and its structures that support such processes as also the human resources that would be required to staff such structures.

Inspired by this novel development in governance, the Government of Sri Lanka, in the year 2003, embarked on a huge project that encompasses the whole country. The project—*e-Sri Lanka*—with the vision “To harness ICT (Information and Communication Technology) as a lever for economic and social advancement by taking the dividends of ICT to every village, to every citizen, to every business and re-engineer the way Government thinks and works,” is a national development initiative with the objective of using ICT to foster social integration, peace, growth and poverty reduction, to improve the reach and responsiveness of public services, reduce transaction costs to businesses, make Government more transparent and accountable and address the urgent needs of poor communities and isolated regions.

Among the sectoral projects that are embodied in this main project, notable is the e-Parliament project. The ultimate vision of e-Parliament is a more efficient, accessible, accountable and transparent Parliament for the country, made possible through harnessing ICT. Up-to-date and timely information on Parliament, its processes and decisions made will be available early in three languages to both parliamentarians and all citizens of Sri Lanka.

The pilot project, implemented in partnership with the Deputy Secretary General’s office of Parliament, the UNDP, Affno and Ernst & Young, successfully developed the Parliament’s website and completed a comprehensive strategic study, identifying current needs of Parliament: Priority projects for Phase I and Phase II of the project will now aim to implement the 11 priority projects identified (valued at US \$ 1 million), utilizing funding and assistance from the UNDP, and with ICTA (Information and Communication Technology Agency of Sri Lanka) set up by an Act of Parliament (ICT Act No. 27 of 2003), acting in an advisory capacity.

The Modernization of the Library of the Parliament of Sri Lanka is among the eleven priority projects identified and is under implementation. The System Study & Preparation of ICT Strategy & ICT Implementation Plan in relation to e-Parliament project carried out by Ernst & Young, has identified the requirements of modernization of Parliament Library for efficient and speedy service.

The Parliament Library of Sri Lanka, which holds the responsibility of catering to the information requirements of Parliament and its Members, was established in 1927 in accordance with a request made by the Members of the Legislative Council—the then Legislature of the country. When the Legislative Council changed to the State Council in 1931, and then to the House of Representatives in 1948 and to National State Council in 1972 and finally to Parliament in 1978, the same Library, changing its nomenclature accordingly served the Members of these Houses, taking into consideration the changes in the system and the requirements of Members which varied according to the trends of the contemporary society.

The library has a collection of parliamentary literature starting from the year 1873. There are very old Government publications, which make the collection of our Library, very important and unique. The collection, housed in the Parliamentary Complex in Sri Jayewardenepura Kotte, includes books and periodicals of a general nature and special materials on social, political, economic, environmental and legal subject areas. The collection development policy of the Library emphasizes that special attention be paid to the above subject areas when acquiring resources and a limited number of generic and recreational materials be entertained on the request of Members. At present, the monograph collection of the Library is nearly 16,000. In addition, it contains Legislative Enactments and Parliamentary Debates of both Sri Lanka and UK, Order Papers and Order Books of Sri Lankan Parliament, 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, Government Estimates, Blue Books and current Electoral Registers. The British Hansard is available from 1861; the Sri Lanka

Hansard from 1873; minutes of the Legislature from 1931; Order Papers and Order books from 1947; Parliamentary Series from 1947; Sessional Papers from 1872; Administrative Reports from 1867; and the Government Gazette from 1920s. It also has a good collection of very valuable and rare books on Sri Lanka. Thus, the overall collection is about 37,000 volumes. The major part of it is in English. The Sinhala and Tamil collections are currently being strengthened. The services offered by the Library to the Members include reference, lending and research. Earlier, the Library was exclusively for the use of Members of Parliament but now the mission of our Library has altered to include the provision of information to general public as well.

Now, the Mission Statement reads: "The mission of the Library of Parliament of Sri Lanka is to develop, maintain and preserve comprehensive, valid and up-to-date collection of information, material, giving emphasis to Parliamentary, Government and Legislative documents and to utilise the resources through research and analysis to provide efficient and effective information and documentation to Members of Parliament, Parliamentary Committees and the Parliament Secretariat and to provide information on parliamentary matters and publications to the public.

The need of application of modern technology in its services was recognized very clearly by the Parliamentary Library as an essential feature for the benefit of its clientele, decades ago. It is said that the advancement of technology in the fields of computer, telecommunication and reprography and the integration of these technologies have had a major effect on the role of the Library—both favourably and adversely. It is true that information technology with the backing of 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 posing a threat to the physical existence of the Library as predicted by these observers. However, bearing all these developments in mind, efforts are being made to modernize the Parliament Library of Sri Lanka to meet the challenges of the future and to serve its Members more productively.

The first step taken towards this goal seems to be the introduction of 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 all the offices of the Parliamentary Secretariat would increase the productivity of its services. The computerization of Parliamentary Secretariat was therefore started on a well drawn-out plan phased over several years. A Local Area Network (LAN) was created embracing the Library and other important offices of the Secretariat such as Finance, Table, Bills, etc. with more than fifty terminals in various offices for input and output of data and a few terminals were installed in the Library for the use of the Members. The Library created most of the data bases used in the network and the other offices contributed in their respective fields. Computer technology is also used in "house keeping" work in the Library such as acquisition, cataloguing, circulation, etc. The WINISIS Library Package, the improved version of the UNESCO sponsored ISIS Library Package, and the locally adjusted "PURNA" package are being used for these purposes.

The new Millennium, awaited by the entire human race eagerly, has dawned, directing the entire Universe into the "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 to escape and live in isolation. The Parliament Library of Sri Lanka has realized this trend and is concentrating highly on opportunities offered by the advancement of information technology, and is gearing for the development and enhancement of the services of the Library to suit the requirements of the new era. The comprehensive and new guidelines for this are set in the e-Parliament project mentioned earlier in which a prominent place has been given to the Parliament Library in ensuring the dissemination of information to Parliament and from Parliament.



As the involvement of information technology is paramount, the first step taken towards this goal was the establishment of an Information Systems and Management Department headed by a Director with supportive staff, including a System Engineer, Security and Communication Engineer, System Analyst, Web Editors and others to guide the project to success. The infrastructural facilities have been created by installing a network/DB Server and Windows 2000 E-Mail Server, with a capacity of 40 gigabyte and 512 megabyte memory. Through the web server, it is intended to supply Internet browsing facility for Members of Parliament and senior members of the staff of Parliament. In this regard, a cyber-cafe with 10 computers with internet connection has already been opened in the Library for the convenience of Members. Also, the Network Server would be used to propagate on-line the current Order Paper, Order Book and the Hansard, the official report of the proceedings of the Parliament, with the intention of informing the Members of Parliament the business to be taken up in Parliament on a particular day and the transaction carried out on the previous day. It would also make the general public aware through the Order Paper/Book the business scheduled before Parliament in advance and through Hansard the performance of the Parliament as a whole and the performance of individual Member to judge them at the appropriate time. Thus, the website of the Parliament of Sri Lanka already available on trial basis at [www.parliament.lk](http://www.parliament.lk) would be expanded to cover most of the activities of Parliament, promoting the concept of transparency. All the Members of Parliament and senior members of staff of Parliament have been provided with e-mail facility through e-mail server to improve communication among them cutting out unnecessary delays and ensuring security and authenticity.

The social complexity and the busy schedules in their activities have necessitated further improvements of communication facility for Members. Members of Parliament spend much of their time outside of the Parliamentary Chambers and away from their desks. When they are out, travelling or meeting people, a new system, which would be capable of keeping them connected round the clock by providing them with ways to keep abreast of the latest news, political decisions and other information is needed. For this purpose, the implementation of a full featured Electronic Messaging System that would let Members check e-mail, synchronize their calendars, access the Internet and send messages in real-time, just as if they were at their desks, is required.

Parliament anticipates a standards-based, commercial off-the-shelf solution for the messaging system solution that will interoperate effectively with the existing and proposed applications and systems. The users of the system would range from Members, their staff, staff of Parliamentary Secretariat to highly mobile users. The users need a reliable, high performance system that will interoperate with frequently used operations and data resources, and also new capabilities in the areas of collaboration, workflow and calendaring. Considering the sensitive information that may be transferred through the messaging system, users have several requirements that are best supported by a Public Key Infrastructure (PKI). These requirements include the ability to sign, encrypt, and decode messages, and to interoperate with external messaging systems and technologies. They also include the use of directory and public/private key capabilities to simplify and streamline access to network and information resources *via* single, sign-on access controls.

The Parliament requires the support of two predominant types of user services—network-based and stand-alone. Users may employ each type of service in the performance of their work. The existing users are familiar with network-based messaging services; it is the predominant method of interacting with the messaging system. Most often, users will access their messaging system accounts from the workstation or in the case of the Members, the laptops assigned to them. Typically, a user will have the messaging client's application running simultaneously with other applications so that the user can be notified when new messages arrive.

Stand-alone messaging services are mainly for the Members who travel frequently, domestically or abroad, or for the officials who have a need to obtain access during off-duty hours when they are at home. Stand-alone users will connect utilizing multiple technologies ranging from dial-up, Broadband and WAP and from devices ranging from conventional desktops and laptops to mobile devices. In addition to computer based services, mobile services would also play a major role. With a mobile phone that is integrated with the Parliament's network, they are not only reachable wherever they are, but they can also use their mobiles to synchronize their calendars, obtain internet information, surf the mobile internet and check e-mail.

While establishing this system, the Parliament will seek to acquire a comprehensive, integrating messaging service delivered and installed that will support Members and Staff in their numerous information needs. It is evident that the users of the existing e-mail system have to migrate to this service which is more advanced and rich in features and a system which is not limited only to e-mail services. The objectives are to build a highly scalable, robust, easy-to-maintain service, encompassing new, but tried, technologies.

As the Parliament Library plays a major role with regard to information needed by all parties, various improvements in the existing library system have also been recognized in the project proposals. It is inevitable that the resources and the services of the Library have to be made compatible with the proposed State-of-the art and very sophisticated dissemination system of information. As the first step towards this aim, a Library Consultant with good experience in the field of Library and Information Science as well as in Information Technology has been appointed on contract basis on the recommendation and funding support of the UNDP. The main responsibility of the Library Consultant is to make an in-depth study on the existing Library and Information System of Parliament and suggest necessary improvements to be made in the system bearing in mind the other proposals in the e-Parliament Project that are interconnected in the sphere of information and its dissemination.

The concept paper prepared by the Consultant suggests that the main instrument of dissemination of information to Parliament and from Parliament has to be the Library. In this regard, the resources presently available in the Library will be categorized into two, according to their orientation. The first one is internal documents which include all the parliamentary literature and all forms of government publications. The second category is external documents that cover all other independent publications. When the information regarding Parliament and the Government is considered, the main attention has to be focused naturally on the category of internal documents, which may be required to be consulted not only by Members of Parliament and the concerned staff of Parliament but also by the general public. The present collection of this category is very large and some of them are in a perishable state due to their long age. This feature suggests that some kind of preservation method also has to be adopted in addition to their use.

Taking all these into consideration, it has been necessitated that the particular collection has to be categorized again into two segments according to their age and value. Active documents which are of high Library value and therefore consulted frequently for information that is current and relevant will be placed with the main Library collection. This includes all parliamentary literature and other relevant government publications belonging to the period after Independence. Active old documents with high Library value and frequently used, have to be kept under archival environment for preservation. For their frequent use, they should be duplicated by digitization and the digitized version to be stored in the electronic collection of the Library proposed to be set up. The original (paper-based copy), after necessary conservational measures, should be kept in the proposed archival collection. Legislative literature prior to Independence is considered for this purpose. Inactive old documents relevant to Parliament and whose duplicate copies are not available elsewhere other than the Parliament Library, have to be added to the archival collection after conservation. As they are

rarely used, it is proposed that they need not be digitized. This includes other government publications relevant to Legislature other than the literature produced by the Legislature itself. Inactive old documents relevant to Parliament of which duplicate collection is available in national organizations, are proposed to be transferred to the relevant organizations. Arrangements should be made with the holding organization to consult the documents, when necessary. Collections of old newspapers, government gazette, law reports, etc., are included in this lot. Inactive old documents not relevant to Parliament but which have found accommodation elsewhere, are proposed to be donated to suitable organizations. Inactive old documents not relevant to Parliament and not found accommodation elsewhere are proposed to be discarded.

The relevant aspect of digitization with regard to the resources of the Library has been considered deeply. Most of the MPs have expressed the need and usefulness of remote access to information of Parliament. This could be a reality only if the required materials were digitized. Digitization also can be used as a method of preservation in addition to its capability of facilitating quick and random access to the contents of the documents. It is a fact that all documents in the Library need not be digitized; hence, digitization is proposed only for active documents. The active old documents are to be digitized as a preservation measure, as mentioned earlier. The current active documents such as Hansard, Order Paper, etc., are to be publicized through the website of Parliament very soon, when necessary improvements are made to it. Other active documents within the range of the past 10 years are being considered to be digitized for the purpose of including in the web for the facilitation of remote access. Apart from that, certain information which have their origin in the Library as well as offices like Committees are to be incorporated in the web. This type of information is meant for Members only; hence, the access to these would be limited only to authorized persons. With certain restrictions, information on the activities of Parliament and its Committees are to be publicized through the website of Parliament to ensure transparency and accountability of these activities to the interested public. Specially designed web pages containing information about various Departments of Parliament and their functions would be added to the web. In this regard, the category of web users, amount of information linked to the web page, the type of information made available, the levels of accessibility, the method of interaction of the users, the languages of presentation and queries are some of the issues that need attention.

The other focused area is the Research Division of the Library which was started in 1992. The need of the services of unbiased and subject-oriented researchers to support qualitative debates and precise decision making has been pointed out by parliamentarians in their deliberations. The requirement of in-depth and comprehensive research for the successful completion of tasks assigned to various Committees of Parliament such as the Public Accounts Committee, Committee on Public Enterprises, etc. has also been highlighted by the Donor Agencies in addition to parliamentarians.

At present, the Research Division of the Library is not well equipped to carry out the above types of research. It undertakes special assignments on the request of Members and accordingly prepares research reports and background papers. 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. A database 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 Parliamentary Officials very often consult this Division for the requirements of the Inter-Parliamentary Union (IPU) and the Commonwealth Parliamentary Association (CPA) activities. The Research Division helps to prepare papers and speeches for International Conferences for the use of the Hon. Speaker and his deputies. This Service is also available to the Members who participate in such events. *Index to Acts of Sri Lanka*, a publication brought out by this Division, is intended to be continued. The Division has taken steps to publish a monthly *Economic Review* with an analysis of emerging

economic trends for circulation among Members. Presently, the Division is manned by four Research Officers and a cadre increase by recruiting four more Assistant Research Officers has been approved.

The present strength of the Research Division and the role played by it has been considered along with newly emerged in-depth research requirement to focus on the necessary developments to be made to the Division. It has been realized that, usually, research in a Library is restricted to bibliographic research which can be handled by the Library professionals. Subject-oriented, in-depth research which extends beyond bibliographic research has to be carried out by subject specialists as the subject knowledge of the researcher plays an important role in such research. Under the circumstances, the procurement of the services of subject-specialized researchers to strengthen the Division has been realized and a proposal to that effect has been made. Thus, a full-fledged Research Division, centred in the Library, will be activated to cater to the entire requirements of the Parliament and its Members.

The mission of the Parliament Library of Sri Lanka is to develop, maintain and preserve a comprehensive, authentic and up-to-date collection of information material, giving emphasis to parliamentary, Government and legislative documents and utilize the resources through research and analysis to provide efficient and effective information and documentation services to the Members of Parliament, Parliamentary Committees and the Parliamentary Staff and to provide information on parliamentary matters and publications to the public, fostering the concept of accountability and transparency. Towards this mission, the Parliament Library has identified certain specified objectives to be achieved through the activities described herein which would be harnessed with state-of-the-art technology for optimum results. When the proposed process is activated successfully, the much appraised concept of an ideal Parliamentary Information System, *i.e.* information to Parliament, information from Parliament, information about Parliament and information among Parliaments, as advocated by Dr. Subhash C. Kashyap, a former Secretary-General of the Indian Lok Sabha, which is valid even today, will become a reality in Sri Lanka.

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## THEME SESSION II

(19 January 2005)

### RESEARCH AND REFERENCE SERVICES FOR MEMBERS

- *New Dimensions of Research Services in an Era of Information Explosion*
- *Imperative of Reference Services*
- *Need for In-house Training/Refresher Programmes*

#### Keynote Address

by

**Katherine Close**

*International Documents Manager,  
Parliament Library of New Zealand*

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I would like to extend greetings to all of you from Moira Fraser, our Parliamentary Librarian, and also from all the Parliament Staff at the New Zealand Parliament. To everybody from the Tsunami-affected countries, I would like to say that you have been very much in our thoughts and we would like to offer our deepest sympathies. Our Parliament in Wellington is on the major earthquake zone; we are also very close to the sea and so, this has reminded us of the risks that we face as well.

The topic for today is an exciting one. After all, making ourselves useful to our clients is the reason for our existence. We are all working in a very challenging environment. In order to meet those challenges, we need to understand more about our clients and also understand more about what they do with the information that we provide them.

Geographically, New Zealand is very small. It has just over four million people and is thus sparsely populated. We have 1.7 per cent ethnic population, and in terms of total population, it is 6.6 per cent the island New Zealand people and 6.5 per cent the Pacific people.

The Parliament of New Zealand is very beautiful and certainly it is unique in terms of its age and architecture. The Library collections began nearly 150 years ago, just four years after the Parliament itself started. We have had a lot of national functions because the New Zealand National Library did not start till 1965.

Our Parliament has 120 MPs; it is a Westminster based one but it is unicameral. That means, it has only one Chamber. The Upper House was abolished in 1950. We have had Mixed Member Proportional (MMP) System of Government since 1996 which includes a very strong Select Committee System to provide the appropriate checks and balances. We have ten Select Committees. Nearly all the Bills are referred to the Select Committee and they are all nearly changed by the Select Committee.

There are only two levels of Government – the National level and the Local level. MMP system has resulted in many changes since it was introduced in 1996. We now have a much wider range of MPs: we have a Muslim MP, Pacific Island MPs, Asian MPs, etc. Nearly 15 per cent of our MPs are Maori, who are the indigenous people. Twenty-eight per cent of our MPs are women. In fact, the top

five positions in New Zealand are generally held by women. All our Governments since 1996 have been minority Governments. The Government, therefore, has to negotiate and make deals with smaller parties to get the legislations passed. The Government must listen more carefully to the people because they do not have majority or the majority is slim. No party has ever been in power for more than 12 years or four terms in New Zealand.

There are a few general statements about the MPs that are true about every country. Firstly, they have wide ranging information needs. Most MPs are comfortable in all environments. They mostly prefer to get information verbally as much as possible. They seldom stop being politicians in seeking political advantage and they use information to compete, most obviously with other parties but also with more powerful ones within their own party. It is not hard to listen to MPs but the difficulty is to getting them to talk about the things we want to hear about. Because our clients have such high profiles, it is easier to fall into the trap of thinking that we know everything there is to know about them and their work. There are several methods used to address these situations. Firstly, we invite clients to talk about their work. We have a client liaison programme. We receive feedback on our products and services and we make the most we can on this unsolicited feedback.

### **Listening to Clients**

With regard to inviting clients to talk about their work, we have the practice of inviting three or four MPs to come and talk to us as part of our strategic planning. Sometimes we also invite staff, may be staff from the Minister's office or a party researcher to give their point of view as well. When they come, we just ask them four questions to give them the start for talking – tell us about your activities in a typical sitting week; what do you like the most about your Library Services; how do you use information in your work; and is there anything you would like us to do differently? This has proved to be a very simple and effective thing to do and has really changed our assumptions on what Members are doing most of the time with regard to the information we provide them.

Another interesting aspect has been that different staff hear different things. However, on careful listening, we can certainly find out about the challenges in MPs' lives and the potential opportunities we have to support them. This year we have changed our plan. Normally, we have them come to us to teach us during the strategic planning session but this year we are planning to invite MPs to talk to us in the week before the strategic planning session. There are two reasons for this change. One is, these talks are always so fascinating and interesting that we would really like as many of our Library staff as possible to hear them rather than just the people of strategic planning. The other is, the timetable is very often changed as MPs are late or unavailable and we have to fit them into the timetable of the strategic planning session.

### **What We have Learnt**

What have we learnt from these talks? We have learnt that the MPs are information overloaded; they are always time-constrained; they are certainly very mobile; they are lucky if they stay for an hour in a day at their desk; and they tend to deal with e-mail first. So, e-mail delivery of services is a good idea. Talking to people is often a more important priority than information is and as I have mentioned before, they do use information to compete with other parties and within their own party.

The client feedback comes in various ways – anecdotal feedback, which is rather unscientific but is still very useful; and recognition – how many MPs recognise you and your staff or the names of your products and services. One-to-one training sessions are very useful ways of getting such feedback. We offer training to our MPs on a one-to-one basis on how to use Internet or desktop resources in their own office. New Zealanders are generally not great complainers, so we listen very carefully even if we do receive critical comments because there are likely to be more unspoken adverse views.

There are other ways of understanding Members better – encouraging curiosity about Parliament, encouraging staff to attend relevant seminars, seeking opportunities, and getting staff from the Library and other services of the Parliament to talk to us about parliamentary topics. Basically, anything we can do to encourage our staff to deepen their knowledge of their clients and Parliament is worthwhile.

We have found that in the online world it is very easy for the Library to evolve into a provider of virtual services and for the Library to become faceless. So, we have tried actively to combat that by seeking out opportunities to talk face-to-face with the clients.

### **Client Liaison Programme**

The Client Liaison Programme involves a core group of Library staff, each being allocated a group of five to eight MPs. These Programmes are theoretically a personal contact with MPs and their staff. The Library staff are also responsible for introducing to their clients new products and services and gathering feedback. Clients are matched with Library staff according to subject interests. We have had a Client Liaison Programme for about four years and we are now getting to understand our weak areas. Sometimes it is difficult to actually get an appointment to talk to MPs and at times, MPs keep canceling appointments because of their other engagements. Also, some staff are just not comfortable talking to MPs. Having a coordinator is thus a very important aspect to keep the momentum going. He basically ensures the liaison – that people do what they are supposed to do and he keeps everybody on track.

#### *Client Events*

Each client should be visited at least once in six months and have a face-to-face contact. We look forward to every opportunity to talk with the clients. We hold clients' events from time to time for different groups of people and different groups of staff of Parliament, usually with coffee and cake, and occasionally with champagne and strawberry. We offer these events over and over again to catch everybody at some stage or the other. We hope these events have become more useful by holding briefing sessions for the Library staff beforehand. We emphasise the key messages we want to get across to the clients. Once we have the list of MPs who are going to attend, we decide which staff are the most appropriate both in terms of the number and who are comfortable talking to these high dignitaries. After these events, valuable information is collected by the staff as feedback.

#### *Identity Strategy*

Another way we talk to our clients is indirectly, *via* our 'branding'. We had a project to look at our branding which evolved into an "Identity Strategy". Basically, we needed to align our paper products with our online products but it developed into a more far-reaching project. The most important communication mechanism we have is the day-to-day encounters with our clients. Some of the things that we have learnt are: the importance of being more face-to-face with the clients; being a trusted source of information; and being more straightforward in explaining our services.

#### *Talking to Clients - The New Look*

We have developed four very simple ways of describing our services to our clients more succinctly: we ask you questions; we keep you up-to-date; we provide information resources for you to search by yourself; and we give you contextual information. Some of the other plans from our 'Identity Strategy' include having more photographs of clients using our services and any photographs of our staff will have them looking at the camera because in the past we may have had photos for promotional purposes of staff who have been working but in order to be face-to-face, we would now be trying to have photos with the staff by looking at the camera.

## Measuring Success

Measuring the effectiveness of products is a good way of knowing how successful your services and products are for the clients. How do we know that we have got our priorities right and we are expending our resources on the right things is a perennial question that our funders are always interested to know. Parliamentary Libraries generally tend to get very high praise from the Members and the users but we may be doing the wrong things wonderfully well, or there could be big gaps in our services that we may not be aware of.

There are four ways of measuring how effective our services and products are. The trick is to find the right things to measure and things that will give you good quality data and an accurate picture of what the clients really think, without being too difficult to collect. We can take our current awareness product, called Infocus, as an example. The Infocus data sits on an Access database and the browser-based nature of Infocus allows us to produce reports on exactly who is using it and exactly what they are using. We can use this information to develop a profile and patterns of information use. If we see a topic is getting high hit rates in Infocus, it may prompt a subject specialist to write a background paper on that topic. Reporting also allow our Library's Resources' Team to look at the subscriptions that we have and decide which subscriptions are still useful and which one may be cancelled.

A simpler means of reporting on how clients are using our services is just by requesting read receipts on e-mails sent out by the Library. The Library's new electronic clipping service has no formal measuring system, so we use the read receipt through the Outlook to see how many Members are opening their clipping e-mails and how many delete them without reading. It does not measure the actual use of clippings but it does give some indication to us.

Word-of-mouth, though not an exact measure, is used for a lot of Library products. However, to get effective word-of-mouth feedback, you need to have a good relationship between the Library and the rest of the Parliament. Word-of-mouth feedback is gathered either by e-mail on formal or informal client contact. We can also measure very accurately the use of some of the databases that we subscribe to from external places and we get reports about who are using these databases and exactly what they are using. These reports provide a lot of information about our clients.

The Triennial Review, which is required by the Parliamentary Service Act, happens once in every parliamentary term. The Review looks at the services provided to Parliament and how effective those services are and whether those services are adequately resourced or not.

Another way of measuring success is by looking at the statistics that we collect ourselves. Our Library is quite old, but our Research Service is relatively new. We have had a statistician for more than twenty years, a legislative analyst providing Bills Digest Service for about ten years, and an economist for about ten years. More recently, we have increased the number of researchers to twelve. In 2003, we changed the structure of our Library and divided people into subject teams in order to develop greater depth of subject knowledge amongst the staff as well. Within the subject teams, there are both researchers and librarians working together. In early 2003, we were able to arrest the decline in the number of research requests, a decline which many Libraries around the world have been observing. What could we have done that may have helped to increase the number of research requests? And what other changes could we effect that would contribute to increase our usefulness? The three important factors that ensure that we provide the research that Members want are understanding their needs, staff capability and building trust.



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## Developing Services and Products

What services and products we should be delivering is another challenging area because it is relatively easy to start new services but it can be difficult to stop existing services. While some of our clients love online services, we probably all still have clients who would prefer everything in paper. We are identifying gaps through which new services could be provided and also evaluating new products against the old ones.

If Members keep telling you about an information problem that exists, even if it is not in your area of accountability, even then the client obviously thinks that you have something to do with it. It does not mean that you have to solve his problem but it could be a good opportunity for you to do something about it.

### *Self-Serve Products*

We have a wide range of self-serve products and there are certain aspects that need to be managed to ensure products continue to meet the needs of MPs. We are working on a better evaluation tool to enable us to decide where to put our resources of time, effort, energy and money, to be able to prioritise what new services to start against the old ones. There are complex issues to be considered. For example, if a particular product has a small user base of passionately committed customers, how is it that another comparable product has a large user base of lukewarm customers. Our parent organisation which is called the Parliament Service has its own criteria for evaluating and prioritizing new projects but unfortunately it does not really mirror the criteria that we in the Library would use.

### *Managing Empowerment*

All our clients complain about information overload and, I am sure, this is probably a problem in most of the Parliaments. Whenever we approach our clients with a new service or product, they always want to know in what way it would help them and whether it would reduce the amount of information overload or not.

### *Information Noise*

Information noise is yet another problem which impairs access to information. Noise includes excessive mouse clicking to get to information; complicated log-in screens and passwords; ineffective search engines; inappropriate information; and issues with technology.

### *Customisation*

The key method to reduce noise and information overload is to provide enhanced customisation. In the past, Parliamentary Libraries had a lot of control over the flow of information to Members of Parliament. But nowadays, with so much online information, that control is no longer there. This can have a negative effect as clients can feel inundated with information, creating a feeling of information overload. What we are attempting to do is to allow a high degree of self-use by clients and create tools that help clients manage all this information. Libraries and information providers need to recognise information overload as a significant issue and develop strategies to reduce the flow of extra information. This does not necessarily mean reducing the number of services or products we provide but it means ensuring these services efficiently and effectively meet the clients' needs. We use some examples of customisation through Infocus and some externally sourced databases. Infocus allows clients to select areas of interest and where bulletins are published, an individualised e-mail is created, including only the subject areas of interest to that specific client. Some of the databases which the Library subscribes, is to also allow, profiling to be set up for a specific client so that they can specify a subject and the type of information they want. Customisation is also useful for people who find

it difficult to use search engines. A source of frustration for some clients can be their inability to do the initial set-up required for customisation. The Library, by good client liaison, can recognise the MPs who are likely to have difficulty and help them by going to their office and setting up their PCs – that way, this frustration can be reduced.

### **Ensuring the Products are Relevant and Meet the Client Needs**

In our environment, it is essential that the Library's resources and services meet and continues to meet the needs of the Members. In order to achieve this, the Library has to establish a good relationship with the Parliamentarians. So, the strategies to achieve this include knowing the clients, listening to clients and thinking about what they want, targeting key user groups, matching the right product to the right client, establishing relationships, committing to training and listening to all feedback. If we do all these things, there will be a good rapport and good relationship between the Members of Parliament and the Library Service. If a good relationship exists, clients feel more inclined to share ideas and feedback about existing products and to suggest new ideas or information. The Library profits by knowing that a close rapport exist in which new ideas or information can be discussed, tested and implemented.

### **Current Projects**

We are currently working on some of these projects which are due to be launched in the next few weeks. For some projects, we are applying for extra money to complete the next stage. Some of these projects are digital news clippings, bills in progress, Members' and Ministers' database, mobility, digital media monitoring, history and heritage, information and knowledge systems and existing product development.

I would like to conclude by once again stressing the challenge we all face to stay relevant to our clients. With continual development in information technology and ever expanding options for our Members to get their information elsewhere, we have to work very hard to make sure that they keep coming to us and we remain relevant to them. It requires us all to be on our toes all the time, monitoring our environments, keeping up with new developments, understanding our clients, looking for new opportunities, and developing our staff. That is what makes our job so interesting and challenging.

## LIBRARY, RESEARCH, INFORMATION AND ADVISORY SERVICES IN PARLIAMENT OF FIJI

**Rasieli Bau**  
*Librarian,*  
*Parliament of Fiji*

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On behalf of the Speaker, the President of the Senate, the Secretary-General and staff of the Parliament of Fiji Islands, I would like to take this opportunity to convey our deepest sympathy to the Parliament of India and to my colleagues from other Asian countries who are here with us affected by the Tsunami. Our thoughts and prayers are with you.

The importance of providing Members of Parliament with relevant information along with impartial and independent quality advice and analysis, on issues being dealt with by their respective Parliaments, is generally accepted as an imperative. We all know that the timely and efficient provision of these services enable Parliamentarians to successfully perform their functions, as elected representatives of the people.

My address will focus primarily on the provision of parliamentary research services in the Fiji Islands, from its early development to where it is today as it attempts to deal with some of the issues under discussion in this session. Those of you from small developing States like Fiji should be able to relate to the experiences of our Parliamentary Library, Research, Information and Advisory Service which has the added responsibility of trying to provide quality research and reference services with very limited financial and human resources.

Today, Members of Parliament, even those in small developing democracies, are able to obtain information from many other sources, most notably the Internet. Information explosion as a phenomenon is still fairly new to us in Fiji. It was only two years ago that the Parliament of the Fiji Islands established its own IT Computer Network allowing all Members of Parliament and selected staff of the Legislature continuous access to e-mail and internet facilities. Prior to 2003, aside from Cabinet Members, very few Members of Parliament had direct access to the internet while library and research staff had access only through support from the United Nations Development Programme (UNDP) and connection to their server. Along with the increase in internet access and use, there are now many other sources of information for Members of Parliament in Fiji that did not previously exist, from the increased availability of private sector consultants and the many non-government organisations (NGOs) that have now been established, who are now becoming very effective lobby groups for their areas of interest to the growth of our media industry.

It has been noted that when the information explosion began to occur in many developed countries there was some debate on whether parliamentary research and information services were actually still needed and whether resources allocated to them should be utilised in other areas? Of course, it has always been generally accepted that parliamentary information and research services are vital to the work of any Parliament and are now needed more than ever before to ensure that parliamentarians receive information and advice that is relevant to their work. However, for a small parliamentary library, research and advisory service like Fiji's, the increased availability of other information sources

has at times made it difficult to justify an increase and improvement in our limited resources to enhance the quality of our service both in terms of equipment and the ongoing training of personnel.

### **Library, Research, Information and Advisory Services**

I have read articles that describe some Parliamentary Library and Research Services that employ between 20 and 30 information specialists and about 20 research analysts as being small. Well, research and information services for our Parliament consist of two sections—the Library, and the Information, Research and Advisory Services Unit—which currently employs six personnel—five library staff (two of whom can be described as information specialists with relevant training and experience) and one research analyst. These personnel must respond to the information and research needs of 74 Members (this figure excludes the 28 Cabinet Members who occasionally use our services), Sector Standing Committees, select and *ad hoc* Parliamentary Committees, two Presiding Officers and the Secretariat of the Parliament and has an annual operational budget of F\$20,000.

### **The Parliamentary Library**

The Parliamentary Library has existed since our Parliament was first established in November 1970 when our country gained its Independence from the United Kingdom. When first established, the primary purpose of the Library was to maintain and preserve records of all parliamentary proceedings, including the historical records of the various Legislative Councils that existed during colonialism. In fact, the primary users of the Parliamentary Library were infact other Government Departments and to a lesser extent the general public, rather than Members of Parliament, who required access to official parliamentary documents, namely records of parliamentary debates and Select Committee reports.

In fact, it was not until the construction of the new Parliamentary Complex in 1992, which provided for adequate library facilities, that the Legislative Department began to consider the information requirements and more importantly needs of Members of Parliament.

### **Information, Research and Advisory Services Unit**

One of the most important developments of our Parliamentary Library was the establishment of its own Research, Information and Advisory Services Unit, or at least this would be the case when the Research Unit actually operates with its full compliment of staff. Like many developing democracies, the Parliamentary Library's Research Unit is still fairly new when compared to other parliamentary research services. It was established in 1997 and only through international assistance from the United Nations Development Programme (UNDP), the Australian Government through AusAid and the New Zealand Government which provided funding for both personnel and equipment for the Unit's first two years of operations.

The setting up of the Research Unit came about as a result of the recommendations made in a UNDP Report on the Information and Communication needs of the Parliament of Fiji prepared by a consultant from the Australian Parliamentary Information and Research Service. The Report recommended that the our Parliament should consider as a matter of urgency, the establishment of a small research service with technical support to perform multiple roles, comprising four to five personnel appointed to meet the research and advisory needs of Parliament.

The current structure of the Research Unit comprises four positions—three research analysts and a media public affairs officer. The functions of the Unit are similar to other parliamentary information and research services. For research analysts, their primary role is the production of papers for general distribution, in particular briefs on all Bills tabled along with fact sheets, briefing notes and background

papers on issues of national importance and to undertake research and advisory services for all Members of Parliament, Parliamentary Committees and Delegations on an *ad hoc* basis. The media public affairs officer, is of course responsible for all public relations of Parliament, which now includes the management of the Parliament website which was also launched in 2003. Currently the duties of this officer have been assigned to the library staff who are now responsible for the production of publicity materials for Parliament along with one research analyst who now also manages our website.

To date, for various reasons, there has always been a high turnover of personnel from the Unit. In actual fact, apart from brief periods in 1999 and 2003, the Research Unit, since its establishment, has never had a full compliment of staff. It has therefore not been possible, even after 8 years of operation, to determine whether or not the Research Unit operating with its full compliment would be able to adequately service the research needs of Members. With the information explosion and other information source options now available to Members, this issue is now more critical for our Research Unit. Basically, because of a lack of personnel, the Research Unit has always struggled with its primary roles. Currently, with only one research analyst the Research Unit only produces one set of papers for general distribution on a regular basis, which are comprehensive legislation briefs on all Bills tabled in Parliament. Given the fact that our one research analyst has a legal background, Members of Parliament are at least receiving independent analysis and advice on the legal implications of Bills proposed by the Government. Due to the need to attend to its second primary function of providing *ad hoc* advice and analysis to Members, Committee, Delegations and the Secretariat, our research analyst can only produce very few fact sheets and briefing notes on current issues of national importance.

With regard to *ad hoc* research and advisory services the Research Unit receives on an average between 150 and 200 research requests annually. About 150 of these requests come from individual Members, particularly during meetings of the House of Representatives and Senate, who require short briefing notes or talking points, usually one or two pages, on other issues, apart from Bills being dealt with during sittings. On an average, the Unit usually receives about 10 to 15 requests over each two-week sitting period. The remainder of the research requests is from Parliamentary Committees and Delegations, in particular *ad hoc* Committees who usually require advice and analysis on information received during the course of their enquiries and briefings for both local and overseas Conferences and Seminars. The research requests of Presiding Officers usually entail briefings similar to those given to Parliamentary Delegations. There are in fact very few requests received for comprehensive advice and analysis on certain issues with the Research Unit being required to produce on an average 10 to 15 such briefs annually.

The following experiences of our Parliamentary Research Unit may be considered relevant when dealing with the need for new dimensions of research services to deal with the information explosion and the need for effective reference services:

- Firstly, the Research Unit was fortunate to receive the assistance of a Consultant from the Australian Parliamentary Information and Research Service not only when being established but also through follow-up visits to monitor its performance. The Research Unit is therefore familiar with the characteristics of the Australian Commonwealth Parliamentary Information and Research Service for dealing with and managing research requests and the standard of quality expected. It has attempted since its establishment to apply these methods within its limited resources.
- Due to these limited resources, the use of reference notes or briefs, when appropriate, to respond to requests, are now being used in greater frequency by the Research Unit. Where it concerns relevant websites on the internet, many Members due to lack of experience and knowledge on the use of the internet still expect the relevant information to be retrieved for

them. The staff of the library or Government and Opposition Office staff usually performs this function. Networking and developing contacts within NGOs, Government Departments, Statutory Bodies and other relevant organisations are considered crucial to being kept informed of relevant up-to-date information, reports and other publications that exists on a particular subject.

- As a result of servicing a small Parliament, the Research Unit has been able to adopt the personalised service approach more easily. When required, researchers are easily able to have direct access to all Members of Parliament. This has assisted the Unit in being able to provide a service that is more suited to the information and research needs of Members. Also, along with the use of reference notes and briefs, it has assisted the Unit in being able to manage and cope as best it can with the number of research requests, particularly during sittings of both Houses of Parliament and in instances when there are three or four Parliamentary Committees sitting. Direct access to Members has allowed researchers to more easily adhere to its internal rules, regarding its service to Members, such as the first-come-first-served rule and the placing of limitations on the extent of the advice and analysis provided. The Research Unit is also in a position to obtain constant feedback from Members on whether they are satisfied with research and reference services offered, which gives them the opportunity to make necessary adjustments where needed.
- Lastly, another factor that has assisted the Research Unit is that many issues dealt with by our Parliament, particularly in relation to our international obligations, have already been dealt with by Parliaments in more developed jurisdictions. The background papers on these issues brought out by the research services of these Parliaments have been useful in allowing the Research Unit to quickly determine the relevant issues pertaining to a particular topic and provide advice and analysis on them in the local context. The availability of these background papers on parliamentary websites is always a valuable source of information for our Research Unit. Networking with other parliamentary research and information services has also benefited our Research Unit and I acknowledge the assistance of both the Australian and New Zealand Parliamentary Research Services in their ongoing assistance for some of our research requests.

### **In-House Training and Refresher Programmes**

There is very little that I can say with regard to in-house training and refresher programmes for researchers in our Research Unit. Today research analysts are usually recruited from other Government Ministries and Departments and usually do not stay long as better opportunities to advance within the civil service usually present themselves. It has been determined that recruitment from the private sector is unlikely to solve the problem, as the profile of the position usually puts researchers in contact with organisations, in particular international agencies, that eventually lead to better employment opportunities. So a high turnover of staff is a problem that is likely to always affect the capacity of our Parliamentary Research Unit to provide adequate research services for our Parliament. Given this fact, it may seem like ongoing training and refresher programmes would be a waste of time for researchers who are not going to remain in the Research Unit for long. Furthermore, apart from assistance from international agencies, there are not many avenues available locally for in-house training and refresher programmes.

However, there is little doubt that in-house training and refresher programmes would benefit our research analysts. Attachments to parliamentary research and information services of other Parliaments have provided our researchers with valuable experience in the past and visits by researchers from more developed Parliaments have always been useful. Despite the high turnover of staff, short attachments, in-house training and refresher programmes can still provide parliamentary researchers,

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particularly in our case, with valuable experience needed to perform their functions at least while they are still employed by the Parliament of Fiji.

### **Conclusion**

There is little doubt, at least in my mind, of the importance of our Information, Research & Advisory Services Unit to meet the information and research needs of our Parliament. However, with the increased availability of other sources of information for Members of Parliament, the Unit is now under greater pressure to produce quality research and reference services that satisfies the needs of Members. The guidelines put in place for the provision of its services when the Unit was established are still relevant today; however, some adjustments might be necessary in the future as Members become more accustomed to the use of internet. I look forward to the discussion and exchange of ideas during this session, which hopefully will provide our Information, Research and Advisory Services Unit with some useful guidelines on how to improve the provision and quality of its services to our Parliament.

# RESEARCH AND REFERENCE SERVICES IN THE PARLIAMENT OF MALAYSIA

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## **Introduction**

The basic function of the Parliament Library of Malaysia is to provide its primary clientele, the Members of Parliament of both Houses the Lower House, that is the House of Representatives, and the Upper House, that is the House of Senate, with efficient, speedy, timely and relevant information services to assist them in their performance of their legislative and constituency functions. It is the vision of the Library to serve as:—

- (i) The Center of Excellence for legislation data and information on governance, Parliament, Constitution, elections and politics.
- (ii) The Conservator of the Parliamentary documents of Malaysia such as Minutes of Proceedings or the Hansards, Command Papers, Statute Papers, Bills, Votes and Proceedings.
- (iii) The primary source of legal and legislation information of Malaysia to the present time.

## **Role of the Parliament Library in Malaysia**

In pursuit of this vision, the Library assumes the supportive role as a provider for reference, information and research services and to provide:

- Expansion of a wide subject coverage in the acquisition of books, journals, newspapers and online databases, both quantitatively and qualitatively.
- To develop a very sophisticated technique for harnessing, storing, organizing and disseminating information.
- It also undertakes anticipatory reference works and researches on current issues. The ultimate aim is to offer a sophisticated and comprehensive coverage of topics before the issues are debated and to support and stimulate the information development, information awareness among all Members of Parliament.
- A repository service is available to meet the urgent requirements for photocopy of newspapers articles, journal articles, acts, parliamentary questions and answers.
- It also has the platform for electronic information dissemination.
- The Library has to provide a one-stop gateway to the resources and information from the different databases of government departments and agencies.
- The provision of timely, efficient reference and research services based on the Library's collections and referral to other organizations is a strategic priority for the Library.



- MPs seek information about their specific needs so that the Library can carry out relevant search strategies, collect relevant information for their needs and forward to them.
- The librarian acts as in the multi-role of negotiator and educator, identifying needs of MPs, providing effective search strategies and as such has to be familiar with all the literature in all its various formats.

## **Reference Services relating to Parliamentary Documents**

### *Votes and Proceedings*

Members of Parliament could refer to the Votes and Proceedings for the names of Members attending and voting for the discussions of the House and also names of Member who declined to vote.

### *Hansard Collection*

The Hansard collection dated as far back as 1920s gives a record of the Minutes of Proceedings of the House of Representatives and the House of Senate. This is the core collection of the Parliament Library and is highly researched by all the Members of Parliament and government officials.

### *Order Papers and Notices of Motion*

Members of Parliament will usually refer to the archive collection of Order Papers and Notices of Meetings which give the agenda of the sitting for a particular day.

### *Statutes*

Requests are made for information from statutes for regulatory administrative information, statistics and activities of government departments, agencies, public and private organizations.

### *Legal Collection*

Requests are made on all Malaysian laws such as the Straits Settlement laws, Federated Malay States' laws, subsidiary legislations, acts and government gazettes.

## **Reference Services to other Documents**

### *Monograph Collection*

The Library works closely with the Members of Parliament to get their preferred choices in subject areas and their suggestions on specific titles. The listing of new books is published at every Parliamentary sitting where Members of Parliament can refer to the titles and abstracts of the new collections. A borrowing form is attached where Members of Parliament can cite the titles and acquisition number of the books and these books are loaned to them for a period of four weeks.

### *Newspaper Collection*

All newspaper titles published in Malaysia in the English language, Malay language, Chinese language and Tamil language are acquired and kept in the Library and the lounge area for the convenient referencing by all Members of Parliament for a period of two years.

### *Journal Collection*

Journals on specific titles from local and overseas sources on political, government, legal, Parliament, social issues and specific subject areas are acquired by subscription and as gift. The more popular titles such as *Time*, *Newsweek*, are acquired for their light reading. We have to go through the Journals manually for the specific topics.

## **The Imperative of the Reference Services**

The effectiveness of the reference services in the Parliament Library of Malaysia is to achieve outcomes and in meeting the MPs' requirements. The development of these reference services are evaluated for the Library to re-think new types of services that it might offer to MPs in this information era. The requirements of Members of Parliament are assessed well in advance and Members of Parliament are provided with consultation services with regard to their information needs. From this consultation services, the librarian gets a clearer and deeper knowledge of the clientele information needs and the urgency of the information sought for. The effectiveness of the reference service is to provide reliable information relevant to their needs and disseminate them at the right time at the request of the MPs and also to undertake all their requests to keep them updated and informed in all fields and topics.

### **Research Services**

#### *Online Databases Research*

The Parliaments Library envisages a fast, efficient retrieval of information by subscribing to online databases such as the NSTP e-Media, which consists of newspaper articles database, the Lawnet consisting of online acts and cases databases, iCapital which consists of business and finance database, and Mylib which consists of CLJ—the current law journal database, EBSCO—world journal database, Bond—benchmarking database and Masticlink—science and technology database. It is our experience that the internet, electronic mail and online databases and printing services are very popular and highly used by all Members of Parliament.

#### *Newspaper Articles Research*

Selected articles from newspapers covering parliamentary activities, current issues being debated, government policies, social issues, opinions and statements relevant to Members of Parliament are of interest to all Members. These articles are searched from the original papers which are kept for a period of 2 years and also from all the newspaper online databases.

#### *Research on Government Information*

Many requests are received from Members of Parliament for research information on government projects, speeches, reports, working papers, acts, policies and statistical data. Contacts are made with various Ministries and government departments, agencies and libraries; we also analyze information at their websites. Information requested are usually received by fax or e-mail. The Library has to develop a more effective mechanism for tracking information in these government departments as not all information is published in their websites. There are 13 States in Malaysia. A lot of information—Government Annual Reports and statistical data—is not scanned or put on the website. So, the Library has to do scanning of these Reports, etc. and put them on the Parliament Library website with their permission. Clearly there is a need to develop a more effective communication strategy with government officials, research departments, libraries, public relation departments and publication departments in these ministries, government departments, agencies and organizations.

#### *Legislative Research*

The legislative research is one of the research services that is highly requested by the Members of Parliament or their research assistants. Requests are made for acts, amending acts, government gazettes, regulations and state enactments for particular dates, cases and subjects. In order to be able to provide a quick and accurate service to Members, we make use of our own reference sources, index to legislations, online databases and in given cases, we cooperate with the Attorney General's Library and the Court Library.

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## Benefits to the Members of Parliament

The major benefits provided by the research services include:

### *New Dimensions in the Research Services*

In order for the library to play an efficient role in the research services, a number of conditions need to be fulfilled:

- The Library must provide a trained workforce who have expertise in research in a wide range of disciplines. They have to access the vast collections and exploit the information resources from government departments, agencies, institutions, firms, organizations, Parliaments, libraries—local and worldwide.
- The researchers will then analyze the MPs' research requirements and the scheduled deliveries. They will also provide statistical summaries, build portals of information, make studies and reports, extract specific information and concepts and deliver it to the MPs in the hard copy and also in the electronic format.

In order to improve the research service quality, the researchers will have to increase their capability in providing knowledge services to MPs:

- They must create a research infrastructure and identify sources and networks of specialized databases.
- The researchers then promote an integrated approach to the access, maintenance and use of information assets. The assets include the creation of portals of information in different subject areas, textual information on policy procedures etc., tacit knowledge and expertise of influential government officials.
- The researchers also develop the art of creating value from the information. They need to provide added value by analyzing information to meet the individual's demands. They will measure and share the economic value of knowledge. This will enable them to improve on customer satisfaction.
- They also will have to develop a system and organize and procure information on various subjects. They will also coordinate and provide access to reports and government sources.
- They have to develop and implement the best practices as they know that a knowledge able Parliamentarian is at a higher level in society than an informed Parliamentarian because the former is involved in acquiring, creating and disseminating knowledge rather than just information.

The Parliament Library is now going through a structural change. It would now be provided with ten researchers and also twelve extra staff to provide a trained workforce who are experts in research work. We expect to take researchers specialised in certain fields, like, for example, a person from the science field, or an ex-professor in the field of education. They would analyse the research requirement of the Members and would be able to provide a statistical summary, make study reports and bring out extracts on specific issues.

We have also enhanced our capability in providing knowledge service to the Members of Parliament. What they are now being provided with is just information data but they need analysed information so that they could make better speeches in the Parliament and prepare summary of the reports on certain issues. For adding value to information, we need to develop a system for organising information on various subjects. We also need to compare information on various subjects. If we wish

to set a benchmark or a standard on certain matters and want to compare it with other countries and give it to the MPs, then such information is not readily available online. For example, I wanted to compare certain provisions of our Constitution with the Constitutions of countries like Australia, New Zealand and India but it was very difficult for me to carry out that job as most of the Constitutions are still in the text form and they have not been put online yet. Currently there is a debate in our country about improving the water services in our country. I wanted to find out about the systems in other countries but most of the information on this subject has still not been put online.

APLAP can certainly do something about sharing the information among the member countries specially on certain topics like Tsunami, etc. This is of a recent occurrence and there would be a debate on this issue in the Parliaments. So, if we can have cooperation from APLAP, then we would get the information faster.

### *Consequences of Research Services*

The increase in information overload seems an inevitable consequence in the complexity of our information intense environment. Researchers need information but they are in a situation where the challenge is not so much how to get hold of the information but to disseminate the information and get the most relevant and meaningful information so that it can turn into useful knowledge. Information overload is a serious problem adding to stress level, resulting in downturn in productivity, increased number of decisions and responsible for a lot of lost time.

The information retrieval environment is vast and researchers have to deal with redundancy of information and have to find ways to capture information that is relevant to the MPs. Researchers have only greater control over retrievable information that is information they can tap into to answer to a question that is information that resides in online journals, monographs, newspapers and reports. In every task and obligation researchers feel they need more quality and focus. The library tools and resources remain inadequate and there is a need to make urgent contacts with government officials, agencies and organisations.

The researchers need to constantly consult the web, journals, online databases etc. And no matter what they have found so far, they are in belief that more relevant information lies outside somewhere and have to make a duplicate effort.

Researchers are also bombarded with all categories of urgency: media, size, timeliness, complexity and they have to make decisions. Making decisions involves a lot of time, effort and stress. The increase in low cost information now readily available in the web has massively outpaced the increase in quality information. They spend more time searching than retrieving and they feel there is more search and less satisfaction.

Uncertainty about how much information is needed and how valuable will it be leads to a complex situation; it also leads to peculiar ways with information supply by calling someone, by looking in a manual or looking at someone else's organization. How long should you keep looking? The lack of success is a sign that the information is not around the corner.

Furthermore, there is a need to strengthen the capacity of Parliamentarians to analyse, scrutinize relevant reports and understand general issues, the knowledge of which is crucial for efficient debates. Reviewing papers and articles are part of information gathering and filtering becomes *ad hoc*. Because most documents have a shelf life and over time, trashing is a key component of information inventory control. It is also hard to predict the MPs' utility structure of information. With the arrival of the information era as well as the popularization of the internet, MPs will put forward even higher demands for information and research services. The existing information retrieval systems cannot satisfy these demands.

A fully satisfactory research and reference service has to address the demands of the MPs and to further explore information resources and provide guidance for decision making on specific issues. MPs expect a knowledge service oriented to content and solutions to his needs. The information should be demand oriented, specific and effective.

From the MPs' perspective, a desirable research service resembles consulting an expert. It should promptly provide customized, convenient, comprehensive, intelligent knowledge that can solve the issues at hand.

### **Job Duties of the Researcher**

Some of the duties of the researcher are:

- Evaluation and review of Bills and Resolutions
- Research on existing local and foreign legislations
- Serving as the data bank, gathering, compiling and collecting data and information on subject matter
- Preparing research reports on the subject of the proposed Bills
- Research in the provisions of the Constitution and existing laws
- Research on the policies of the government regarding all subject matters
- Maintaining contacts with academic, government agencies, non-government institutions for materials on one subject matter
- Maintaining and updating a data bank for each subject
- Maintaining and developing adequate legislative research databank on each subject matter. For example, on water development, we can get information from the APLAP countries. They may start on that subject matter and put it in the data bank
- Maintaining the online reference inquiry form
- Building portals of information in various disciplines.

If a portal of education has to be built, it must include publications on education, education policies, educational issues, school system, legal circulars, scholarships, higher learning institutions, private education, newspaper clippings, seminar papers, statistics, etc.

Similarly, while building the portal for agriculture, information must include agriculture, poultry, fisheries, veterinary services; farmers, livestock breeders, fishermen; trade initiatives for agricultural industry and business contacts for agro-based industry; agricultural organisations and agencies—local and overseas; agricultural publications; agricultural statistics; newspaper articles/conferences/seminars, etc.

### **The Need for In-house Training and Refresher Programme**

The new information age demands that Libraries become learning centres with collection and services. As a result, it also demands that librarians and researchers will have to learn new roles and new skills in order to meet the customers' needs. The Library can better leverage their investments by retraining the staff and thus needs to provide in-house training and refresher programmes for the human resources needed to carry out its mission. The training programmes suggested are:

- Workshops and courses on development skills, improving the librarian's and researchers' ability to share information acquired, and handling of reference and research information and the accession and dissemination of knowledge.

- Capability building initiatives such as training and profile development activities.
- Attending seminars are therefore encouraged and will reinforce a culture of continuous improvement, quality service delivery and accountability among staff.
- Researchers are encouraged to exchange views and learn from other specialists who share common organizational experiences. With training, researchers will return to their workplace with strengthened leadership, management skills and analytical, creative and interpersonal skills.
- Workshops and courses on effective research techniques, measuring reference and research service quality and motivational performance programme. A programme on case study approach to problem solving in handling research services.
- Workshops on basic networking skills, how to design websites that serve as portals to interesting sites that have been reviewed and annotated.
- Training programmes on how to build the librarian's role as a network navigator and individual information consultant, how to locate, select and evaluate information in the information age.
- Training on information marketing and customers' management skills.
- Training on general management skills such as vision, leadership qualities, strategic decision-making qualities and interpersonal communication skills.

From the above training programmes, it becomes clear that the changing information environment today requires the kind of information professionals who are retrained and are able to undertake and successfully accomplish reference and research enquiries in Parliament Libraries to cope with the information age.

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# DEVELOPMENT OF PROGRAMS FOR ENHANCEMENT OF RESEARCH AND REFERENCE SERVICES TO DIET MEMBERS IN THE NEW MILLENNIUM

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## **Introduction**

The Research and Legislative Reference Bureau (“the Research Bureau”) of the National Diet Library has the function of providing legislative support services for the National Diet, the Parliament of Japan (“the Diet”). The mission of the Research Bureau remains unchanged, but its practices have inevitably been transformed according to meet the new needs for legislative research services to reflect the political, economic or social changes. The most noticeable change in these early years of the new millennium is the reforms of the Diet.

Evolutional movements in the Diet have been emerging in tangible form since the 1990s, as follows:

- The advancement in the legislative and policy making abilities of the Members of the Diet has been shown by the increasing number of bills proposed on the Members’ own initiatives since 1993.
- A Preliminary Research System was introduced in the House of Representatives in 1998, in accordance with the Amendment of the National Diet Law. At the same time, the functions of monitoring and auditing the Executive Branch were enhanced in both Houses, when the appropriate committees were established.
- In 1999, the Act for Promotion of Debate in the Diet was enacted, which abolished the position of Executive Officer in charge of explaining in the Diet and introduced the Face-to-Face Discussion between the Prime Minister and the Heads of Parties in the Diet, thereby enhancing the deliberation system.
- In January 2000, Research Commissions on the Constitution were established in both Houses to research and review the Constitution of Japan. The Commissions have energetically endeavoured to investigate both the domestic and the foreign constitutional problems, using the personnel of the Diet Secretariats as well as the senior staff of our Research Bureau.

These transformations in the Diet have brought out the changes of needs in legislative support.

## Development of Programs towards the New Millennium

The Research Bureau has endeavoured to provide services and mechanisms to meet the needs emerging from the reforms in the Diet. To cope with the needs mentioned above, the Bureau has endeavoured to plan and implement some programs in these years.

1. ***Reorganization of the Research Bureau (April 2001):*** The Research Bureau reorganized its structure to make its services to the Diet more efficient, and started providing services based on its new organization from April 2001. The new Research Bureau has been framed in accordance with main targets in enhancing its function for planning and coordinating services, providing materials and information for the research services, establishing an environment well suited to electronic information, enhancing its research units, steadily carrying out interdisciplinary research, and enhancing its research on foreign legislation.
2. ***The Basic Plan for Services to the Diet (March 2001):*** In March 2001, the Research Bureau announced "The Basic Plan for Services to the Diet" providing for a period of about five years after the start of the new Bureau. This Plan outlines and describes the main policies and the specific menu of the services for the Diet, presenting targets for enhancing its research through an analytical approach, carrying out interdisciplinary research from a multi perspectives viewpoint, enhancing the research on foreign legislative affairs, improving its functions for delivering legislative information and making the related services more efficient, and establishing a service system that takes its feasibility into consideration.
3. ***Reorganization of the National Diet Library (April 2002):*** In April 2002, the National Diet Library reorganized its structure. It now consists of the Head Office in Tokyo which includes the Administrative Department, the Research Bureau, the Acquisitions Department, the Bibliography Department, the Public Services Department, the Reference and Special Collections Department, and the Detached Library in the Diet. The Kansai-kan, which is a Department of the NDL, the premises of which are located in the region neighbouring both Osaka and Kyoto, the International Library of Children's Literature, and the Toyo Bunko (Oriental Library).

The Research Bureau in the reorganized National Diet Library renovated the Office for legislative materials so as to provide legislative materials and information, including those received from governments at home and abroad or international organizations, to the Diet, the executive and judicial branches of government, and also the public.

4. ***National Diet Library Vision 2004 (drawn up in January 2004):*** The National Diet Library has been working to provide services to satisfy the changing needs in the information and social environment. Two years after its fresh start, June 2004, the National Diet Library released the NDL Vision 2004 that specifies the mission and roles to be implemented and to chart the course to be taken in future. In this Vision, improvement of the research services to support the legislative activities of the Diet is given the highest priority.
5. ***Short-term Program for Implementing the Principal Program (July 2004):*** Based on the assessment of the legislative support services to the Diet during the three years after the commencement of the Basic Plan, the Research Bureau worked out the short-term program to prescribe the tasks and how to proceed with them. This program emphasizes the follow:
  - Highly-elaborated research and precise information services meeting legislative needs should be provided promptly.
  - Products and compilations completed in the process of services should be published in a timely and appropriate manner through either the print or the electronic media.



- Legislative information in electronic form, which is generated in the process of the activities of the Diet, for instance proceedings and other information related to Acts, should be provided in such a manner that electronic devices are used to the full to guarantee promptness and convenience.
- In line with the “NDL Vision 2004” and the “Middle-range Strategy Electronic Library”, it is essential to expand and improve the Electronic Library Services to the Diet, establishing the infrastructure for those services without delay.

These programs mentioned above have been developed in accordance with the changes in needs and the changes in the services provided in response to the changing needs.

## **Main Affairs referred to in the Programs for Enhancing Services to the Diet**

### **I. Enhancement of the Substance of Legislative Research and Reference Services to the Diet**

#### **1. Assessment on what has been done already**

*Identification of the Needs of the Diet:* We have made efforts to collect, share and analyze information on Bills to be submitted to the Diet in the current session, through materials released by the Cabinet, the Secretariats of each House of the Diet and others, and to acquire information by means of questionnaires to Members of the Diet. However, there is still room for improvement in acquiring and analyzing information by every means available, including the electronic media, so as to exactly identify those needs.

*Research in Response to the Requests:* We have made substantial progress in:

- completing written reports,
- summarizing or making abstracts of materials or information in foreign languages; we do not deliver materials in the original text without comment by the researcher in charge to the Members, who do not always understand the foreign language, unless they request the originals,
- uniting and coordinating the work of each research section or unit in the Research Bureau, coping with interdisciplinary matters.

We need further to endeavour to:

- report, explain, lecture, comment or advise actively on the matters concerned at the Committees or Conference of the Members of the Diet.
- enhance “interdisciplinary research” or research from multiple perspectives.
- make closer selection or evaluation of the materials or information provided to assure the accuracy and usefulness.
- have the Members aware of the availability of the Website (“Chosa-no-Mado”) of the Research Bureau.

*Research on matters anticipated on the Researchers’ Initiatives:* We have made substantial progress in ensuring the effective use of the “Basic Research Work Plan” which all staff members of the Research Bureau plan annually on their own initiative. “The Outline of Political Issues at the Diet”, that provides brief explanations on the critical issues to be debated in the current Session of the Diet, is to be published at the beginning of the Session, in the form of the Feature version of the “Research and Information—ISSUE BRIEF—”. This service has been carried on since 2003. The latest

version that deals with specified issues relating to “Science and Technology” was published in November 2004.

“Interdisciplinary research” has steadily been developed, and the results have been published at least once a year. The next step to be taken is a strict assessment of the performance of each researcher, and to provide the research of high quality through an analytical approach. A research service system concerning the Constitution of Japan was established by the Office of the Constitution in the Research Bureau, corresponding to the establishment of the Research Commission on the Constitution in each House of the Diet. The Office has made efforts not only to answer requests relevant to the Constitution in general but also to help the Commission’s research activities and published reports on the Constitutions of some foreign countries.

*Publication of the Research Findings:* The research findings are to be provided to the Diet through various media such as:

- “Reference” (monthly)
- “Research and Information—ISSUE BRIEF—”
- “Foreign Legislation” (quarterly; and bi-weekly version exclusively on the Diet WAN)
- “Findings Monograph Series”
- “Total Points of National Political Issues” (provided exclusively on the Diet WAN)

They have been provided to the public through the Website of NDL since January 2004, except those provided exclusively on the Diet WAN.

## **2. Planning**

*Enhancement of Identification of Legislative Research Needs:*

(a) *Identification of Trends of Needs:* We should accurately identify the needs of the Diet through closer analysis of the trends of requests for legislative research by making full use of the function in statistics of the Total System for Research and Information Services, in order to prepare in advance materials corresponding to those needs through research on our own initiatives, so that we can respond to requests more promptly and accurately when they are raised.

(b) *Identification of the critical issues in the current Session of the Diet.*

*Enhancement of the Research through Analytical Approach:* We should promote staff on the basis of their competence in order to enhance research through analytical approach.

*Enhancement of Anticipatory Research:* We have to carry on systematically and steadily the research according to the “Basic Research Work Plan” based on the identified needs mentioned above.

*Promotion of the Interdisciplinary Research:* We have to promote the research through a multi-perspective approach, with collaboration among several research units of the Research Bureau.

*Promotion of Research of Constitutions at home and abroad:* We need to raise the efficiency of the Office of the Constitution and the cooperation between the Office and the other research units in the Research Bureau so that we can thoroughly support the activities of the Research Commissions on the Constitution in their final stages.

*Enhancement of the Services providing Information related to Foreign Legislation:* We have to promote the collaboration between the Overseas Legislative Information Section and other research sections or units of the Research Bureau, as well as among the staff of the Overseas Legislative Information Section each of whom is in charge of a different country.

*Enhancement of the Function to provide Information to Support the Legislative Activities of the Members of the Diet:* We have to make rapid progress in applying IT to the function of providing information to support the legislative activities of the Members of the Diet, in the following ways:

- Making contents of the Website (“Chosa-no-Mado”) of the Research Bureau more substantial.
- Improving the function of either “Electronic Library” of NDL or “Navigation” for the information distributed outside of NDL.
- Inform and encourage the Members of the Diet to make good use of the information provided on the Website of the Research Bureau.

## II. Enhancement of the Infrastructure for Services to the Diet

### 1. Personnel and Training

#### *Problems*

- Recently the number of senior staff has decreased in the Research Bureau.
- Younger staff have not yet gained sufficient expertise.
- The Research Bureau has few staff who have the competence in advanced analytic research.

#### *Countermeasures—Personnel Policy*

- According to “the guideline for Developing Competence of the Staff in NDL” we will carry out personnel placement to heighten their aptitude and specialization.
- In FY 2003 we adopted a mid-career recruitment system so that we can acquire more specialized staff.
- We will continue to interchange our staff with the Secretariats of both Houses and the other appropriate government agencies.
- Since FY 2004 we have dispatched younger staff to study abroad or study in a Japanese university.
- For the tasks of interdisciplinary research, constitutional research, overseas legislative information research and compilation of the index to the Japanese Laws and Regulations, we will hire guest researchers and part-time researchers successively. In case of the need for advanced professional expertise or a knowledge of special languages we will utilize the ability of guest researchers or part-time researchers.
- In order to enrich our research services, we will endeavour to utilize external human resources, for example outsourcing a part of the research translations, writing and other work relevant to IT.

#### *Countermeasures—Training*

- We will improve the “Research Work Training” programs to put emphasis on practical contents to meet the requests of Diet members.
- We will continue to carry out seminar-style training for the study of foreign statutes.
- We have introduced training programs from external institutes, such as orientations of commercial databases, training by the National Personnel Authority, or IDE-JETRO (Institute of Developing Economies), and we will continue to expand these activities.

- We will increase chances for researchers to learn foreign languages which have become important recently and remain a rarity in the Research Bureau.

## 2. Research Materials

- Since FY 2003 the budget for purchasing research materials has increased by 36 percent. We will draw up "The Action Plan for Acquisition of Research Materials" by March 2005, so that we can execute it efficiently. This plan's purposes are, for example:
- improve the work of selection and purchase of research materials;
- endeavour to introduce new titles of foreign electronic journals;
- endeavour to grasp and collect materials and information of the executive and judicial agencies of Japan which cannot be acquired through the normal route;
- improve the acquisition of foreign books and magazines to meet the needs of the Diet;
- in the acquisition of electronic publications, in principle put more emphasis on network resources rather than packaged resources such as CD-ROMs.

We have introduced commercial databases, for example, Factiva, Lexis-Nexis on the Web, Inside-Web and Data-Star. If any of these databases is rarely used, it can be replaced by another.

In FY 2004, we were admitted to the membership of the "Japan Centre for Economic Research". Since then, its services have been available to us.

## 3. Information Dissemination from the Research Bureau

- In 2003, the "Total System for Research and Information Services" got two additional functions:
- Exclusive page for Diet members
- SDI (Selective Dissemination of Information) Service, which gives the titles of newly published articles for Diet members registered for the service.
- "Index to Japanese Laws and Regulations Database" was opened to the public in June 2004.
- "Chosa-no-Mado (Gateway to Research) on the Website" started (only for Diet members) in April 2004.
- The number of accesses to the "Full-text Database System for the Minutes of the Diet" is growing year after year. (FY 2002: 400,076 FY 2003: 523,002)
- Now we are engaged in the construction of the "Full-text Database System for the Minutes of the Imperial Diet".
- We started to provide digitised articles of the Research Bureau's publications through the NDL website in addition to "Chosa-no-Mado" on 28 May, 2004.

## 4. Parliamentary Documents and Official Publications

In December 2003, the Parliamentary Documents and Official Publications Room was set up by the integration of the Statutes and Parliamentary Documents Room and the Law, Politics and Official Publications Room. Since 1 October 2004, the Tokyo Main Library has extended its opening days and hours after the completion of its remodelling. Now we are making efforts to improve the services for the general public as well as Diet members.

We will endeavour to collect parliamentary documents of several regions, which are difficult for us to acquire, for example, Asia, Latin America and Northern Europe.

We will endeavour to collect web resources of foreign organizations, especially those published only in the electronic media. We will also try to build a structure for information exchange with foreign organizations through the Internet.

We will endeavour to enrich the contents of the “Parliamentary Documents and Official Publications Room” on the NDL website.

## **5. Facilities and Equipment**

We have already refurbished the reading rooms for the Diet Members (14 individual study rooms, 1 seminar room and 5 meeting rooms). In addition, since October 2004, we have set up a “special study room” for the Secretaries of Diet Members.

## **Conclusion**

Whether the Parliament can function well or not in the new millennium depends on the accurate and ample legislative support extended by the Parliamentary Library. In order to enhance its support services, the Parliamentary Library should obtain all appropriate information and human resources available. Among these, the competence of the staff is the most important factor for the enhancement of our research services.

# THE PROCESS OF ESTABLISHING AN INDEPENDENT RESEARCH AND LIBRARY SERVICE IN THE TURKISH GRAND NATIONAL ASSEMBLY

**Ahmet Yildiz**

*Deputy Director*

*Turkish Grand National Assembly Library*

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At the outset, I want to express my sympathy towards the people affected by the tsunami disaster. I also place on record that our Speaker visited the Indian Parliament three years ago and he was highly impressed by the Library Complex. Later, it was decided to build a new library complex for the members of the Turkish Grand National Assembly (TGNA) which will house Library, research and archives.

Our main question in this presentation will be about the relations between Research and the so-called Library. Our point of departure or the main question is: Is it necessary for Library and Research to be together? Or is it a better option to divorce Research from the Library, of course sharing the same environment? This is a kind of good divorce where mother and father will continue to meet the proper needs of the children, that is the MPs or there is a need to separate the two.

We started with a project prepared in cooperation with the British Council and also made a study visit to London and where we saw the Anglo-Saxon tradition. That library is in fact a complex that is used for convenience; it includes eight Directors, different from each other in organisational and administrative terms. Subsequently, we proposed to establish a new Research Service that is separate from the library, but will share the same environment. In this digitised environment of information, physical co-existence of Library and Research does not exist. The fact remains that the least used source of information is the classical conventional books. We decided to go in for a subject-based, topic-based and individual based research service because we did not want to duplicate our Legislative Committees' expertise and also we are open to requests of every MP as our priority is to provide information to them.

As you all know, especially in our context, an efficient and strong research service is crucially important in securing the autonomous character of the Legislature from the Executive. Since our parliamentary system is much more Executive dominated, it is crucial especially for the Opposition to have good, reliable, efficient and timely Government information. It is not easy for the Opposition Members to get the right information from the bureaucracy which is controlled by the Government. So, the research service has a crucial democratising function. The motto is to provide true, balanced, objective and non-partisan information.

There are four patterns of organisations in terms of relation between research service and library. In the Integrated Model that we see in the countries which follow the Anglo-Saxon tradition, like Canada, New Zealand, Australia and UK, the research service is a part of the Library. In the Separate Model, research service is separated from the library. In the Dispersed Model, which we see in Germany, there is no central research service. In the Articulated Model, which I think is more relevant

in this period, research service is a part of the broader organisation that may bring together parliament library, research and other departments. What we concluded is that the Articulated Model which will bring research and library together but keep them separate at least in organisational terms and, of course, to a certain extent in functional terms too, is best suited for us. Because in the Integrated Model, the problem is there in the division of labour and specialisation between library and research service; in the Separate Model, the problem is lack of coordination among the units and in the Dispersed Model, the problem is with regard to providing information and in the Articulated Model, there is coordination problem. What we proposed and what was accepted was the Articulated Model as it seems to be the better suited for us.

The Research Service was created in 1982 in the TGNA as part of the library, which does not have any legal existence until now. Presently we have 13 members in the staff. There are the subject sections in the research centre: Law Section, Economics and Finance Section, Public Administration and Political Science Section, International Relations and Defence Section, Social Policy, Science and Natural Resources etc., which may increase according to the needs. The aimed products and services of the research centre is the information notes, background notes, research reports, etc. on very general topics of interest.

### **The Project of the Digital Library in TGNA**

Modern technology provides us with the digital media as the primary channel of information circulation without the limitations of time and space. This opportunity encompasses the past as well as the present materials.

Whatever the format of information sources be, it is possible to access them in a very short period of time. We have decided to compensate for our delay by starting the immediate use of the facilities brought about by the digital library. By the time our digitisation Project becomes operational, our MPs would have the opportunity to reach documents and information they need in carrying out their legislative, supervisory and representative functions.

The aims of the project of the Digital library are as follows:

- to serve more researchers within a limited space,
- outside access to the library sources,
- to minimise the time spent for access to information,
- time saving in formalities and to help users in the efficient selection of the sources,
- and to enhance the protection of library sources.

Our efforts directed towards these aims can be listed as:

- the digitisation of all the Floor debates,
- digitisation of newspaper collections,
- digitisation of journals and magazines collections,
- digitisation of books collections,
- digitisation of microfilm collections.

### **The Project of the Digitisation of the Minutes of TGNA**

This project involves the digitisation of the minutes, their content analysis and providing for the service. These minutes are important not only for Turkey but also for the 28 countries that emerged from the ashes of the Otoman Empire. To gain access to the contents of these minutes the size of which is more than 1000 volumes is important for foreign as well as native researchers.

The indexing of the minutes has been going on since 1991 through three personnel and involves the period since 1961 to the present. The minutes can be searched out by speakers and words and access to them as the text is available on the web since 1995. With the addition to our hardware of another PC and a high speed Panasonic KV-S 2065 scanner at the outset of 2003, in the initial phase of the project, the scanning and control of 1.06.000 pages minute were completed. The process of the fitting scanned (Pdf) files with indexes is planned to be finished in the middle of 2005. The data obtained will be collected in a databases by bringing the printed index attached to every volume of the minutes into a cumulative form with the help of newly brought two high performance PCs with OCR software.

#### *E-Newspaper*

Since the presentation of newspaper volumes to users or photocopying them causes the erosion of the sources, instead, we provide the users with microfilm copies. Although microfilms are good instruments for the preservation of materials, they are not so in presenting them for use. In the absence of a conclusive security warranty for the digital environment, microfilming will accompany the digitisation process. For the digital use of microfilm collection without using the print media, a KODAK 3000 DSV Microfilm Reader-Scanner was bought.



Panasonic KV-S 2065 Feeder Scanner

The e-newspaper Project started with the digitisation of selected items from 5 national newspapers in A-4 format between 1991-96 and was generalized so as to include selections from 30 national newspapers in text format together with their indexing since 1997. The newspaper documentation database, in the period between 1997-2004 generated 523.425 newspaper items. Searching this database





Zeuschel OK 301 Hybrid Camera



Kodak 3000 DSV Microfilm Reader-Scanner

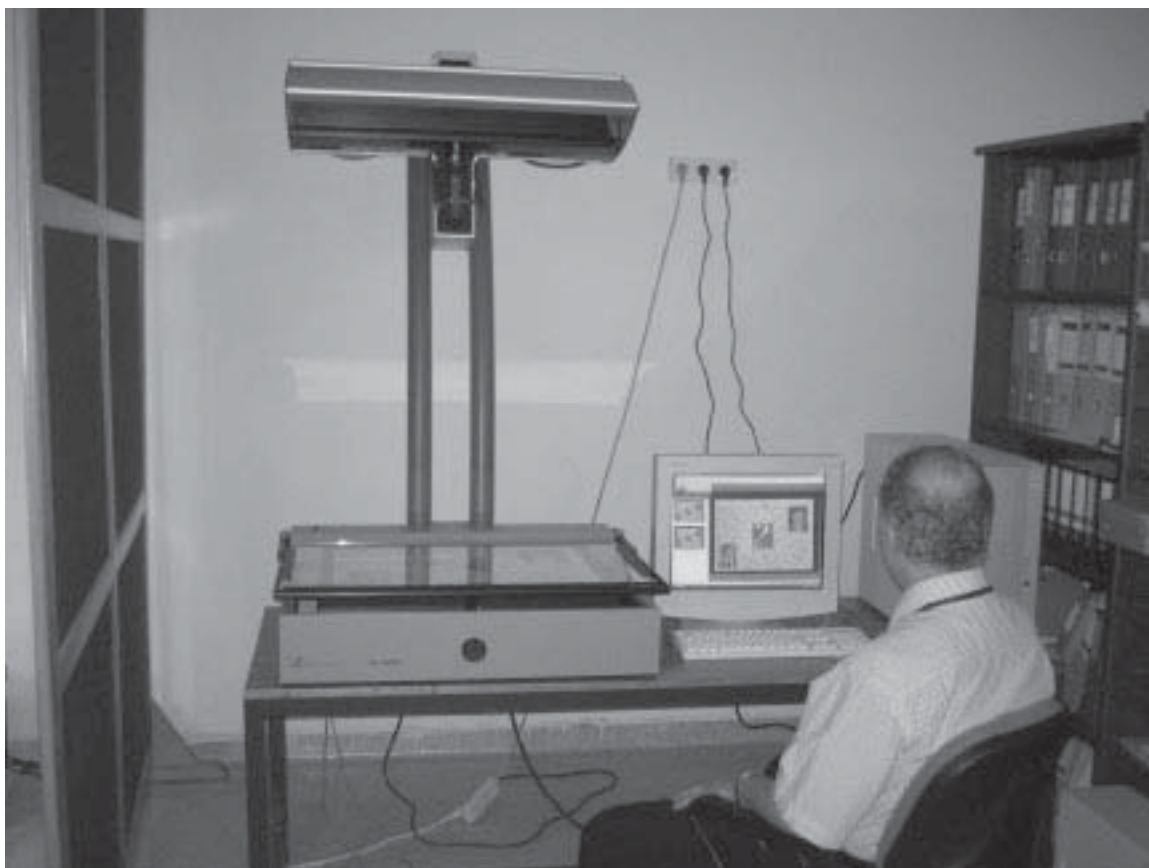
can be made in a variety of ways, including author, subject or word. The newspaper documentation database can be used in the intranet and the search results could be printed or sent via-e-mail. The fact that MPs view the text outlets as unfriendly and unpleasant seems to be a problem in terms of the "joy of reading newspaper".

The present profile, which is expensive in terms of labour and financial costs, would gain a new dimension with the addition of the ZEUTSCHEL OK 301 Hybrid Camera. The present target is to provide the users with newspapers in their full page format in the intranet.

#### *E-Journal and the Selective Dissemination of Information Project*

The journal documentation Project started in 1997 and since then, 109,000 articles selected from 400 journals and magazines have been indexed as a database in the form of bibliographical information, which, like the newspaper documentation, has a variety of searching options. With the acquisition of the ZEUTSCHEL OMNI SCAN 10000 digital camera, all these entries will be scanned as images and thus on-line access to them would be possible.

In the near future, the MPs will be provided with a profile of their choice *via* e-mails that would include journal-paper articles, newly published books and their content pages. For digitising, the selected articles from 400 journals that are still being published and 2000 ones that stopped publication, one A2 omniscan 10000 Scanner, one A3 Panasonic KV-S 20065 Scanner and 4 high performance PCs have been put into use. We are in the process of developing a proper software.



Zeutschel Omniscan 10000 A2 Colour Scanner

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*E-Book Project*

The fact is that since we do not have a library automation system, users cannot access the information about the lending status of the book. In the first place, we are planning to digitise the front and back covers of books and their content pages together with their bibliographic information. In the second phase, we aim to create a full text electronic collection of books.

The trial phase of this project is presently going on. It consists of 1 PC, 1 A3 scanner and an interface linked to the existing library software. The content page is taken as image and then turned into text that would comprise a searchable contents database. This database would be in line with the titles in the journal database.

The priority will be given to the older and more frequently used books and the digital versions would be given to the users in CDs that can be usable within one month. This last precaution would prevent the emergence of copyright problem. When the project is fulfilled, bibliographical search-out could be done visually and sources could be accessed through their contents. Thus, while the digital copies of the books would be transmitted to a wider mass of users, the collection would be taken under protection.

The e-book project would be implemented through the shared use of the ZEUTSCHEL OMNI SCAN 10000 digital camera. The front-back covers and content pages of 1000 books are recorded into the system as image within this project.

# INNOVATING ACTIVITIES AND SUPPLY OF INFORMATION FOR THE NATIONAL ASSEMBLY OF VIETNAM (CURRENT SITUATION AND SOLUTIONS)

**Dao Van Thach**

*Director,*

*Library of the National Assembly,  
Parliament of Vietnam*

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## **Background**

As we all know, Legislation is the representation of a Nation's state policies and for these policies to be effectively put into practice in social life, they must be transformed in the form of legal texts. In order to construct legal acts of high quality and to implement effectively the right of supreme supervision, in addition to a well qualified contingent of specialists, a sufficient source of information should be supplied to the National Assembly on time and with high reliability. In the process of renovating every aspect of activities in the current National Assembly of Vietnam, the above mentioned demand has become increasingly urgent.

The National Assembly of Vietnam is the supreme representative organ of the people, the supreme body of state power and the supreme body of state at macro administration and management. In order to make the National Assembly capable of undertaking its important responsibilities, meeting the ever growing need of the demand from the country's development and implement effectively its power of legislation, supervisions and making decisions on important issues, the Library and Information Institution of the National Assembly has to face the task of studying, selecting, arranging and processing information in order to assist the National Assembly to catch up with the information resources for timely and proper processing and mastering a necessary quantity of information for its decision making process.

One of the most important tasks at the time being is to innovate the process of information activities and to promote effectively the application of new achievement from information technology into the process of collecting, processing and supplying information as a service for the activities of the National Assembly.

## **The Role and Value of Information**

Nowadays, information has become an important ingredient for production that serves further development and state administration. Development process is really the by-product of information changes. The information of ever increasing value is being commercialised. The change of information has become an important and decisive factor in the process of making administrative decisions. Value brought about by information product depends on its users. Information is of the highest value at its brand new appearance and its value will eventually decrease depending on the out datedness of the information.

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*In Terms of Development Resources*

Unlike other resources, information resources can be expanded and developed constantly and be limited almost by the temporal element and people's ability for acquiring information. Until recently, information has been recognized as a special commodity and it has values only when it is put in use. The quality of information product and services has become the criterion for evaluating the development level of each and every country.

Information also played an important role in scientific research. Scientific research is an information acquiring system and in turn produces new information which is unlike the original information. In other words, science is fed on by science itself.

*Being served as a basis for Leadership and Management*

Management is identified as objective-oriented activities, in which, the main management acts and the task of management are to make decisions. As a result, management effectiveness is dependent on the quality of decision made by the managers. And the quality of decision is also dependent on the sufficiency as well as the quality of information, on the system of data and facts supplied to the decision-makers.

The nature of the management process is acquiring and processing of information for the readers. Therefore, information is regarded as an element and a resource of the greatest importance for development without which it is almost impossible to obtain any good management of the society's organizational structure.

In order to evaluate the quality of information it is important for us to be interested in three key elements: Contents, Time, and Form.

(a) *Content as the most important element which creates the quality of information* include three features:

- *Precision*: Information must be precise, not allowed to be deviated from the processed source of information.
- *Appropriateness*: Information must be related to the job and the task under consideration for solution.
- *Conformity*: Information must be inclusive of the entire element which the information users desire to know to settle on their jobs.

The present day information office in their process of providing service is likely to commit mistakes by providing inappropriate information and supplying too much unnecessary information.

(b) *Time is the second element, including such features as:*

- *Timeliness*: Information must be provided to users on time, when they badly need it.
- *Urgency*: Information must be current and updated on time in the context of the modern society, the growth rate as tempo of change of events is rapid, and the information considered as new yesterday becomes outdated today and falls out of use tomorrow.

Contents and time as features of information play the most decisive role for evaluating information quality. Managers without opportunities to obtain necessary information and obtain it on time will find it impossible to make proper decisions in their job.

(c) *The form of information must be detailed and attractive:*

- *The detailed nature of information as a feature demands that* information brought into use must be specific to an appropriate level.
- *The information format also contributes to its attractiveness, creating further value for the information.*

### **Building Information Resources**

Information becomes an issue of the time due to the importance inherent in its utility. However, information itself cannot bring out utility. Information utility is built on the result of the scientific research process to transform information into a product qualified to meet the demand for information use. Thus, organizing and building up a proper and effective information resource is of vital importance.

#### *Identification of information subject and need*

Information is a supportive service for all activities; if not brought into use, information will be insignificant. As a rule, information is valuable only when the value is inherent in itself and it is used. Thus, we should know information users. It means that the subject, which the information is directed to service, should be clearly aware.

- The decisions makers are the main information users that the Library of the National Assembly is directed to, including the National Assembly Members who attend the two Annual Sessions of the National Assembly; and the National Assembly Members who work in National Assembly delegacies in different cities and provinces of Vietnam. They need comprehensive and diverse information of the country.
- Scientists and technical staff involved in the national plans of economic-social development who also need more information at the international level.
- People who are responsible for disseminating achievements in economic and social development.
- Lastly, information should be universal for the use of everyone.

There are needs correlative to the information user's subjective understanding; the difficulty lies in the fact of how to select and use that data in the most appropriate way. Decision-makers are the ones who transfer ideas into reality. Each decision has its own feature thus, a Library should base on this feature to organize its service of information providing.

#### *Requirement for information organizing*

A library holds a large number of materials, covering all scientific fields of social life. There is an increasing need of exploiting information to the requirement of organizing information into a system on the basis of building databases. A database is a collection of all material available in the National Assembly Library relating to the content of the state and law, to be stored in the computer, with the aim of:

- Providing sufficient information for the overall activities of the National Assembly in the quickest and the most efficient manner, and
- Providing question-and-answer information in all knowledge fields according to the requirements of the National Assembly.

With the application of information technology achievement, as the most important and key point in the process of automating information-documentation activities, the Library has provided most efficiently, quickly, properly and timely, information for the needs of the National Assembly members.

From 1998 to date, the National Assembly Library has been automating all process of information, referring and searching on the basis of several built-up databases. The following are some of the important databases:

*Book database:* Including all national and foreign books on state and law, consisting of books in the National Assembly Library and in other libraries and institutions specialized in state and law; a

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collection of law documents of Vietnam law and laws of other countries in the world. This database is in the form of a bibliography, with summary of contents of the included materials.

*Periodicals database:* Including articles published in newspapers and journals within and outside of Vietnam related to the legislations, supervision activities of the National Assembly and the Standing Committee of the National Assembly and articles reflecting overall activities of the society. It is in the form of a periodical index, with annotation.

This database can provide services to the National Assembly Member, answer different kinds of questions related to all economic and social fields of the country and support researches.

*Data database:* Including materials on different knowledge fields, international organizations, associations, history, economy, politics, and culture of countries in different continents of the world, etc. This database is in the form of a bibliography with annotations. It can provide prompt answers to questions with the aim of supporting research, widening and upgrading general knowledge.

*Database on National Assembly Member's List:* Included in it are the systems of the National Assembly Elections. List of National Assembly Members from the 1st Session to the current 11th Session of the National Assembly.

### **Organizing Information Services**

Due to the application of advanced information technology to material processing and information service, for many years now, the Library has organized information sources to meet most efficiently the information needs of the National Assembly members, with a kind of quick question-and-answer information instead of complicated process of searching information. This also saves a lot of time.

### **Some Information Services**

- Providing reference of national and international information in the INTERNET network of the National Assembly office.
- Providing information of documents on legal regulation (Vietnam law documents).
- Providing quick answer service for users who cannot search directly at the library.
- Providing question and answer information.
- Coordinating with other Libraries to operate shared information potentiality.
- Compiling and editing specialized information from INTERNET and CD-ROM.

The results of the coordination between institutions to provide information service for the 5th Session (May, 2004) of the XI Legislature of the National Assembly are as follows:

- Number of questions: 1747/757 request note.
- Timely and right answer: 753.
- Addresses at the meeting: 373.
- Document information: 357.
- Research information: 73.
- Reference, specialized information: 583.
- Serving 98 requirements on researching, explaining legislation and 12000 pages of documents related to law projects.

## **Current Situations and Solutions**

### *Current situations*

- Actually, the value of information depends on the aim of information users. Thus, not all information is of value. Information is important for specific person, at specific time only. On receiving information, information users can be in each or some of the following situations:
  - The content of the information has nothing relating to their work.
  - Information arriving untimely (too early or too late).
  - Improper information.
- Though legal information sources are diverse and plentiful, information of orientation status is lacking; thus, people have to depend on the direction, explanation, documents, etc.; it lessens the need of users for legal information.
- As information requirements are diverse and complicated, concentrating on different subject fields, relating to many countries, many Parliaments in the world, 30 percent of the requirements are failed to be met by the Library, or the answers do not satisfy the users.
- Information resources are still not enough to ensure enough information to meet the National Assembly's needs of information. Furthermore, the quality of information is low, and the cost for searching is still very high.
- Cooperation between libraries and information institutions in resource sharing has not been developed, resulting in duplication, a waste in Libraries. Thus, it still remains wasted, overlapped, creating a state of both information excess and information shortage.
- Basic information infrastructure from central to the local levels is incomplete, so that the National Assembly offices in different areas cannot obtain information directly from the available databases at the National Assembly Library as well as from the Internet.

### *Solutions*

- Orientation in building information resources, ensuring sufficiency for serving information needs.
- Upgrading of quality and forms of information service corresponding to the National Assembly activity program.
- Building electronic Libraries with the aim of providing on-line access to information (our electronic library has just been opened, very recently, on 16 November 2004).
- Applying information technology to provide remote information access, and question-and-answer service.
- Reinforcing network connection capability with information sources outside the National Assembly.

## **Conclusion**

We can imagine a National Assembly Library in the 21st century with a powerful computer system with connection to internet; full text of specialized journals on CD-ROM, periodical indexes and abstracts on CD-ROM and online; a detailed and complete list introducing all Web-Pages in Internet in addition to books, newspapers, law documents, theses, dissertations, scientific proceedings of national and international conferences, etc. All are classified using international standards, and



organized subject-wise on stacks so that users can borrow directly from the shelves or access through computer online.

While we are making full use of the potentials brought about by information technologies, it is necessary not to exclude the traditional forms of storage. It is because no copy could completely replace the genuine original of a work. To fully appreciate the document, people should not only read the text, but also feel it in their hands. This is especially so of researchers and text linguists who are interested in the form of correspondence and letters which have turned yellow over a period of time.

Nevertheless, inadequate application of information technology may result in unexpected consequences. Mass and non-selective investment in development of information technology may lead to mass waste of resources.

The world is witnessing a stage of information boom; the development of information technology enables human knowledge to be stored for a long time and to be spread quickly. It is necessary for us to narrow down the wide gaps between the developed and the developing countries, making all the countries to move closer to each other in information exploitation and use. It is our expectation that information will be supplied more effectively for the activities of the National Assembly of Vietnam as well as for the National Assemblies of the other countries in the world.

### SESSION 3

(21 January 2005)

#### LIBRARY SERVICES FOR MEMBERS

- *Managing Library Collections, including Digital Collections*
- *Exchange of Parliamentary Publications*
- *Human Resource Management—In-service Training/Refresher Programmes for Library Professionals*

#### Keynote Address

by

**Roslynn Membrey**

*Assistant Secretary,  
Library Resources and Media Services,  
Australian Parliamentary Library*

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The Australian Parliamentary Library was established in 1901. Back in 1901, the Australian Parliament was in Melbourne in Victoria in Australia. By 1912 it was decided to have a capital city in Canberra in the Australian Capital Territory.

By 1927, the Parliament was moved to Canberra in a building that at that time was called the Temporary Parliament Building and the Library was also moved with it. It took some time till 1988 to get a permanent Parliament building.

In our new building—it is a very large building—we very quickly discovered that Members and Senators do not come to visit us in the Library any more. It is too far for them to walk. So, we had to change the way we provide some of our services after 1988 and we rely now on them either by sending us e-mail or making a telephone call to ask us to do work. They do not come in very much now to browse in the library shelves and to select books that they might want to read. One reason is because the library is too far away and secondly because they do not really have a lot of time to read the books. So, already in 1988, we started changing our services to suit the needs of our clients—Senators and Members. By 1996, we realised we needed to re-organise the way the library was working. At that time we had the research staff on one side of the library and we had library staff on the other side. They work mostly independently of each other and while we had meetings and we talked with each other, we did not always understand the work of our colleagues. In 1996, we decided to change that and to move our research staff and our library staff together so that they would be able to communicate much more effectively and provide better services to our clients. So, we now have seven special subject groups like economics, commerce and industrial relations, foreign affairs, defence and trade, law, social policy, statistics, politics and public administration. All of our

people work together in these subject specialities and they are there in the new organisation. Now the library staff will answer reference questions, very fast questions—when was this Bill debated, when was this person born, can you give me a photocopy of a newspaper article. These sorts of things will be performed by trained librarians. But the trained librarians will also help the research staff. So, when the research staff are preparing research papers on big topics like water development in Australia, relationship between Korea and Australia, etc. and that sort of things, the research staff will ask the library staff to get the basic information they need before they start writing the paper.

Since then, we have developed a very good working relationship and we all understand what we have to do and the Senators and Members do not have to worry about finding the right person to talk to. They just ring our enquiry desk and we pass the call through to the correct subject specialist. So, at present the Library is divided into two groups—first one is called Information and Research Services. That is the group where the librarians and research staff work together. They prepare papers, like the Indian Parliamentary Library, as I am told, we also do a lot of anticipatory work. We look at the agenda for the new Parliament and we decide what subjects are going to be of interest to our members. So, we try to write research papers that will help them as the parliamentary business proceeds during the Session.

We answer requests. So, the Senators and Members can ring us or send us an e-mail or get their staff to come to talk to us and ask us for specific information and we answer about 30,000 of those enquiries each year. So, that keeps us fairly busy. We also do what we call tailored responses. If a member of our Labour Party wants us to write a policy paper that reflects his Party's politics, we will write it for him; but we will say 'you cannot say this paper came from Parliamentary Library' because we do not want the Parliamentary Library to be seen to present party political information. All the other information has to be politically neutral and that can be quoted in Parliament or in the newspapers.

On the other side of the Library, we have Library Resources and Media Services and that is the section that I look after now. I have 54 staff to help me and that is really good. This is divided into four small sections. The first one is on the Library Database Services and we provide newspaper clippings, press releases, general articles, transcripts of radio and TV programmes in databases so that the Members and the Senators can find them for themselves and print them out without having to ask the Library staff to help them. It is a very busy section. We probably load about 500 items each day and they are fully indexed with subject indexing and all the material data like name of the author, title, date—all that information that helps people find the information they are looking for.

The second section I am responsible for is the Electronic Media Monitoring Unit. I will talk about that a little more later in the Session on "*IT in Parliamentary Library and Information Services*".

The third section that works in my area is called Collection Management. That is the area responsible for buying all the books, journals, serials, newspapers, downloading material from websites, developing of electronic records and repository and maintaining of that information.

The final area I look after is information systems and web services. As you know, most libraries now use computers all the time. We have our own computer staff and trained librarians, who are also computer specialists, to look after our databases and integrated library management system. We also look after parliamentary web service and load all the papers which are written by our research staff on that website and try to keep it up-to-date with information, both on the internet and the intra-net. So, we are a very busy section. To sum it up, what I say is that we are responsible for providing the resources, and the people in the Information and Research Section are responsible for taking those resources and developing the products and services that the Senators and the Members need.

Around 1998, we started to see how important computers will be in the Parliament and also the internet and the intra-net. By that time, the library was the only place in Parliament which was using intra-net. No other Department in the Parliament was using it at that time. By using it for about two years, we saw the potential for providing new services to our Senators and members. So, we developed a strategy which we call ourselves 'help strategy'. We provide information service 24 hours a day, 7 days a week and our philosophy there is that we will put as much information as possible on to our databases and on our website so that Members and Senators or the staff can help themselves and find it. It took a little bit of time, two or three years, for the Members and staff to learn how to use our databases. It took us a little bit of time to learn how to design our databases so that they are easy to use. We got a new word in English dictionary Google. Google is a search engine. We google things and we do not search for them any more.

Since our Members were used to 'Google' search, they keep expecting us to provide something that looked like 'Google' for them to do searches on our databases. So, we have had to spend a lot of time in trying to develop an interface which is simple for us and yet precise enough for them to find the information they needed and that they did not get a lot of extra information that was of no relevance to them. So, we have been working on that now for some time and we are now very pleased to see that our statistics are going up. Since we first started making self-help services available in 1998 until 2004, we have watched the number of hits on our databases. I have to tell you that each month last year, there were 87,000 hits on the library databases, which I find just an astonishing figure. We only have 224 Senators and Members together and they have about three staff each. So, how did those people manage to hit our databases 87,000 times in one month? This is an amazing figure, but, what they did. To me and to the rest of library staff that means that they find our work useful and relevant and they are using it.

So, another change has occurred. They do not need to talk to librarians any more. They will need to talk to research staff. Since we have made this information available, they do not need to contact us as often and ask us to provide photocopy of a newspaper article or a Press release because it is all their on their desktops. They can find it there and print it out straightaway. If they are working at 10 o'clock in the night, they can get that information while we are at home and preparing to sleep. At that time too, they can get information from the library.

A couple of other people have asked me this morning about staffing of Committees in our Parliament and the relationship between Committees and the library. Basically, research staff work for the library. If a Committee is set up and that requires specialised advice in a certain subject area, library staff can be seconded to work with that Committee, that is, they will leave the library and work for the Committee and do all the research which that Committee needs, and when the Committee finishes its work, they will come back to the library. That happens about two or three times a year. Well, we might have 50 or 60 Committees each year. So, it does not happen a lot. Most Committees will recruit their own subject specialists who will work for the Committee and spend a lot of time with library staff while they are developing the information that is needed.

The other thing I wanted to talk about very briefly was TIRTIS. It is the name of the system we have. It is the time and activity reporting departmental information system. Each time when we go to work, we log on to our computers and tell the computer at what time we come to work and at night when we go home, we log out and tell the computer the time when we have finished work. During the day, every time we do a job, we will record how long it took us to do that job, who the job was for and what resources we used. So, we have an accurate record of all the work we have done for Senators and Members as to how much that cost us to do that work.

We also know what work our staff are doing. If a Senator rings us on Tuesday and says that he wants us to write a research paper on uranium policy of Australia and he may ring back to us on

Thursday and say that he was talking with somebody in the library about his job on uranium policy of Australia but did not know who that person was, we can go into TIRTIS and say that that job is being done by this man and we will put his telephone call to him. So, we have this record all the time of the work we are doing. it is entirely confidential record. Nobody but library staff have access to it because we are not allowed to tell any Member about the work we are doing for other Members.

Our officers visit all of our Senators and Members once each year. When they go to see them, they have the print out of all the jobs they had given to the library and they can tell quickly if the Senator or Member is using our research service, is using our electronic media monitoring services, is using our databases or using our allied services. They can talk to the Senators and Members and say 'well, I see that you often request Bills' digests and analysis of each Bill that goes before Parliament, but you never ask us to write a research paper. So, tell me, what your interests are and we will write some research papers for you.' So, we encourage them to think about using all of the library services, not just some of the library services. In that way, we get the Senators and members relating better to the librarian and understanding our work a bit better besides encouraging them to use the library services. That was just a brief introduction to the work we do in the Australian Parliamentary Library.

I will now turn to the Keynote Address that I wrote to present to you this morning. I am not going to read it; I am just going to point out several highlights that I would like you to pay attention to. I think it may be best if I break this large topic down to three identifiable sections so that I can address each of them in turn.

## **1. Managing Library Collections, including Digital Collections**

Unless we are very young, most of us trained to be librarians at a time when collections were only available in print form. We used to think life was complicated if we had to deal with books, serials, newspapers, maps and 35mm slides. However, over the last 20 years or so there has been almost a revolution in the provision of information. Not only have we had to deal with new formats like VHS tapes, CD-ROMS, DVDs but we have had to become familiar with a whole new language. We don't search and retrieve information any more, we "Google" it. We worry about the bit rate of our computers. Are they fast enough to download the information we are "Googling"? We barely blink when we receive a reminder to download the latest version of Adobe Acrobat when we try to read, or print, a PDF file. We wonder if we should trust Microsoft's latest version of Media Player—just as we got used to the previous version.

Are some of you wondering what I am talking about? Let me take you back to the late 1960's when I started working in libraries.

The most sophisticated piece of technology we had in my library in 1965 was a photocopier and perhaps a roneo duplicator. The small library I worked in had one typewriter and we had to employ an expert typist who could not only type letters and book orders but also manage 5"x3" cards that we used to file in our catalogue. Each book order was checked and posted to a library supplier or book seller. Some months later the books would arrive by post. Trained librarians were the only people allowed to catalogue the new books and check and file those little cards after they had been typed.

Now fast forward to the first decade of the 21st century. Everybody in our library has a computer on his or her desk. We don't have expert typists anymore—we are our own typists. Book orders are sent electronically. If the order is for a print copy of a book we usually expect to see it arrive within a few days. Often we don't order books or information at all. We search for it on the World Wide Web and immediately download the whole thing into our electronic repository. If we have to pay for

it we send details of our credit card over the web. Our catalogues are stored inside the computers. Anybody who joined the profession after the 1980's has no idea what a 5"x3" catalogue card looks like!

Our clients expect immediate desk top access to information. They are also sophisticated computer users who often never visit the Library. Instead, they sit at the computers that they have on their desks and search for the information that they need.

You are getting my message now. We are working in a time of rapid change. We can no longer rely on our old practices and procedures. We have to be ready to adapt to new technology, new sources of information, new client demands and we have to do this with very little support or funding from our administrators.

What impact do all of these changes have on our work and the way we work? The first thing that we have to remember is that information is still available in print form. So, all of those techniques we learnt for dealing with books, serials and newspapers are still important. We still need to catalogue, classify, organize and store information in print form so that it can be quickly retrieved. About 12 to 15 years ago we started receiving information on 5" floppy discs. Our response was to catalogue, classify and organize the floppy discs. The 5" discs became 3.5" discs. We treated them the same way. However, there was a slight difference. We had to put machines in the library that could read these discs. A few staff members had these machines, and one or two might be put in a publicly accessible area so that clients could use them.

Then about 10 years ago we started getting information on CD-ROMs. Firstly, we had to make sure that our computers had the right slots to play CD-ROMs. Then we realized that in some cases we could "network" the CD-ROMs and provide our staff or clients, who were on the network, with a facility that allowed them to read the CD-ROMs from their desktop. This was the beginning of a new revolution in our libraries. We saw that we could let our clients search for their own information. They no longer needed library staff to act as intermediaries between the client and the overwhelming mass of available information. Late in the 1990s we coined a new word "disintermediation" meaning that librarians no longer acted as the middle person between the enquirer and the information.

Also, in the mid-1990s many of us started dabbling with the Internet and e-mail. We discovered that there were 1000s of web pages containing extremely valuable information which was constantly updated but also, sometimes it disappeared overnight. We tried to figure out the best way to classify, catalogue and organize information that came in this format. Many of us now have our own digital or electronic repositories. If we find something on the web that we think is of value we will copy, or download it onto our own servers, we add metadata using standards such as Dublin Core to help identify this information and we make it directly accessible to our clients.

By the 1980s and 90s, a few entrepreneurial types realized that information had become a commodity which could be sold electronically. Instead of placing an order for a book or serial title we suddenly had to deal with licensing contracts for electronic databases. The entrepreneurs "aggregated" information and made it available in very large databases with sophisticated search engines or interfaces that we could use to find specific information. The trouble is that these services did not allow us to archive or store the data we found and because they were commercial services they disappeared if they did not make a profit. Now, we have to pay a lot of money for access to services such as lexis/Nexis, Dialogue or Factiva. We have had to become very clever about the way we pay for these services as our budgets could disappear completely if we did not control accesses to these databases.

Many parliamentary libraries have a history of maintaining press clipping services. At first we clipped articles from our newspapers and we filed them in chronological or subject order. if anybody

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wanted to use those files they had to come to the Library, when it was open, search for and photocopy those articles. Then, we realized that we could create our own electronic databases and make them available through our computing networks to all of our clients sitting at their desks. This created a different sort of demand. Our clients tend to work very long hours and expect to have all of the information that they need at their fingertips. We had to start thinking in terms of providing access 24 hours a day seven days a week and we had to accept responsibility for showing our clients the best way to search our database to find exactly what they want. Our newspaper clipping database was searched an average of 87,355 times per month in 2004. We could not have provided that level of service with our old paper files.

Of course our clients have also been exposed to the World Wide Web and they now expect all searching to be as simple as it is in Google. So, we have had to put a lot of thought into the way we build our databases and present them to our clients.

Our work as librarians has also had to change. Instead of sitting in our libraries waiting for people to ask us questions we have had to give our clients the right tools to use and then show them how to use them. Now that we provide databases at the desk top and let our clients search for the information that they need we have had to adapt our work procedures. As I said earlier the first thing we thought about was making the databases easy to search. That means that we need qualified and experienced indexers who can index over 500 items a day using a standard thesaurus for subject headings and providing standard metadata such as the name of the newspaper, the date it was published, the headline of a newspaper clipping or title of a journal article, the author etc.

However, this was not the end of the story as we had noticed that staff on our reference desk were often being asked to provide instructions on searching databases. We then decided to provide training sessions to help our clients find the information that they need. This proved to be a bigger problem than we initially thought it would be. Our first attempt was to invite Senators and Members to come to the Library for group training sessions. They were too busy to come and often sent their staff. But where we expected to have about 20 people sitting in our conference room we often had only 4 or 6. So, we changed our plan. We invited the staff of Members and Senators to come to group training sessions. Same problem. We'd only get very few people arriving for the session and often leaving early. We then decided that instead of having set times we would send out a notice saying that staff would be available for one-on-one sessions in the Library. Our staff would wait for about 3 hours and perhaps see one or two people. So, that plan was not a success either. Our current plan is for us to make an appointment to visit our clients in their office and provide training on the spot. So far, that plan seems to be more successful. Usage of our databases has grown four times since 2001.

In effect, what we have done is to turn our cataloguers into indexers, and increased the number of staff in the indexing team. Then, our reference librarians, and some of our indexers, have been trained to train our clients. So, over the last 5 years or so our work has changed to fit with the opportunities offered to us and our clients by the new technology and the need to create digital collections.

That brings me around in a complete circle from where I started. I hope you have been able to see that the fact that the tools we work with have changed, our techniques have changed, the way we interact with our clients has changed and our services have changed. However, one significant thing has not changed. Whether we are dealing with print or digital information our primary purpose is to continue to provide our clients with timely, accurate, up-to-date and relevant information that will help them in their role as the people's representatives in our Parliaments.

## 2. Exchange of Parliamentary Publications

When I first started working in parliamentary libraries we felt that it was important that we had access to the work of both within our own country and overseas. The simplest way for us to do this was to exchange our parliamentary publications with all of those that were important to us. In Australia all of the State and the Federal parliamentary libraries sent copies of Hansards, tabled papers, Bills, Statutes, etc. to all of the other parliamentary libraries. Some Australian Libraries also collected Hansards for the British House of Commons and House of Lords, the US Congress or Canadian or South African national or provincial Parliaments.

One of the problems that we all shared was finding sufficient space to store all of these publications. As the years went on we had to find more and more space to store this material, or, we had to make a decision to discard some material that was not used frequently. It is never easy to get more space for libraries and in parliamentary buildings we are always competing with the Chamber departments for space and money.

This system started to break down in Australia in the 1980s when various Parliaments and governments discovered that it was costing a lot of money to send all of these publications out. Although all Australian parliamentary librarians agreed to fight with their administrators to continue providing material on exchange by the 1990s the whole system had broken down.

However, I want you to think back to the previous section of my paper. In the 1980s and 1990s new technology was invading our work places. The first innovation many of us discovered was the fax machine. If we need a second reading speech from another parliament we just rang our colleagues in that parliament and asked them to fax the speech. Already we were finding a way to get around the fact that we could not rely on others sending us all of their material.

Then in the 1990s two technologies became common place which helped us to overcome the lack of print copies in our own libraries. Firstly, as Hansard reporters and Clerks in the Chambers were using computers they were creating digital or electronic versions of parliamentary publications. They quickly realized that these electronic versions could be stored permanently. Secondly, many of us started using e-mail and realized that we had another useful tool. If I wanted a second reading speech from Singapore I would send an e-mail to the librarian in Singapore and she would send the speech back by e-mail.

In theory all of a sudden we had no need to continue the exchange scheme. As long as each of us remembers to keep a complete record of our Parliament, either digitally or in print, we can provide copies to our colleagues all over the world.

I am probably being a very adventurous librarian here but I really believe that technology has changed things for most of us to the extent that we probably do not need to worry about exchanging publications any more. Instead we should focus on making sure that we keep a complete record of our Parliament and that we be ready to respond quickly if we get a request from one of our colleagues in another Parliament.

Have you noticed that there are at least three problems with my argument? The first problem is that a lot of material is not available digitally. So, if I receive a request for a Bill from the 1970s I need to have the technology and expertise to convert it to an electronic format so that I can get it to you quickly. Secondly, and more importantly, I happen to come from a library where we are very well resourced. Many of you do not, so it will be difficult for you to request and receive material electronically. In those situations those of us who have resources need to keep in mind the fact that we need to help our colleagues whenever we can.



Finally, we librarians do not always have the power within our own to insist that all records be kept permanently. This can lead to several different problems. We are not allowed enough space to keep everything we want to keep, so we have to be selective about material we keep and discard. In some tropical countries we need special conditions to keep material permanently so we need climate controlled rooms and storage areas. Often funds do not allow for that. Then, there are matters completely beyond our control. I'm thinking for example of the most recent coup attempt in Fiji in 2000. When the coup leaders occupied Parliament House in Suva, the Library was used as a laundry and all of the collection was destroyed. Obviously, the librarian had no control over what happened to her collection in that situation.

All of these problems make me wonder about my initial hypotheses that exchange agreements are no longer relevant. While my plan will work in well developed countries, I think we may need to work with our colleagues in smaller countries, who may need to continue to receive our publications in print form, and, who may need help to develop technical solutions to material that needs to be permanently retained.

### **3. Human Resources Management: Training for Parliamentary Library Staff**

My final topic on training for Parliamentary Library staff is vitally important to those of us who wish to continue providing relevant and timely services for our clients.

These days the staff of parliamentary libraries include trained librarians and paraprofessional library staff and often, research staff, computer programmes and analysts, and other specialists skills may be required such as web managers, staff with skills in publishing material both in print and electronic form and people with special skills in marketing our services.

The biggest mistake any of us can make as managers is to say that once we recruit staff with special skills they will not need any further training or development. As I said in the first part of this paper, the library profession has changed dramatically over the last 20 years. The only way that all of us, and our staff, can cope with those changes is to change ourselves by taking advantage of opportunities for self-development, retraining, in-house courses and even academic courses that are available.

Let us look at library staff in some detail. In my library I have a mixture of professionally trained librarians, paraprofessionals and support staff—most of whom receive on-the-job training when they first arrive. Professionally trained librarians tend to specialise in one area of our profession. I have acquisitions librarians, serials librarians, cataloguers, indexers and systems librarians. Some of them try to expand their skills by doing shifts on our reference desk so they must maintain their skills as reference librarians. I encourage all of my professional staff to attend conferences, workshops and seminars outside the Library. Some are studying for higher qualifications in entirely different subjects at academic institutions. I studied for a Masters Degree in Public Policy and two of my professional staff are studying for Masters Degrees in Knowledge Management.

My paraprofessional staff are also encouraged to undertake extra study. At present about 10 of my staff are undertaking a course for Library Technicians as a group within the library. Their lecturer comes to the library, hands out assignments, provides reading material, etc. and marks their assignments. By doing this, most of them finished their Certificate III in 2003 and have now started studying for their Certificate IV.

Our research staff are all specialists in subject areas such as health, education, law, economics, etc. They are all encouraged to update their skills by attending courses and conferences and they are also allowed to develop their intellectual capital during working hours. This means that each day they are

given the time to read newspapers and journals to ensure that they are up-to-date. The rest of us are very jealous. I don't know about you but most of my professional reading is done outside working hours.

Because we work in a very large institution we often have the opportunity to upgrade our skills in subjects such as word processing, excel spreadsheets or even how to keep our mail in-box under control. Again, because I believe that we become more productive and efficient if we know how to use our tools correctly I encourage all of my staff to attend these courses.

The Library also arranges for lectures for all staff on subjects such as the study of Parliament, communications skills, negotiating with clients and even financial planning.

One of the big differences I have noted between training for library staff and training for computing staff is the cost of courses. A conference for library staff may cost A\$400-A\$500 for a 3 or 4-day conference. A conference of 2-3 days for computing staff can cost anywhere from A\$1500 to A\$3000 so we have to be very careful about selecting course for our IT staff. Generally computing staff attend courses that build on their skills. I have one staff member who learnt COBAL as the best programming language in the 1960s. He joined the Library staff in the 1970s and since then he has undergone training in several new languages and he is now proficient in Visual Basic+.

Again, I am lucky to work in a library that not only encourages staff to develop their skills and has the funds to pay for them to undertake training but we have the facilities like training rooms and we live in a city with two universities and a technical training college. Not all of you are that lucky.

The message I want to leave you with is that even if you do not have a lot of opportunities for training you should grab every opportunity that comes your way. For example, you may use computers every day but you could always do a course on word processing. I can guarantee that you will also learn at least one or two useful things. I recently completed template training and discovered several new features in Word that have become very useful to me. Sometimes when you do courses you meet other people and you can learn new things from them or expand your network of contacts that will help you to do a better job for your library clients.

## **Conclusion**

My paper has probably seemed a bit disjointed to you. I have taken 3 quite separate topics and tried to give you an understanding of each of them. However, there is one theme constant throughout my paper. We live in times of change and we must change with the times. Sometimes it is hard, sometimes it is expensive, sometimes it is inconvenient but unless we continually change, adapt and modify our work and our services we may become irrelevant. If Parliamentary Libraries become irrelevant the quality of our parliamentarians will diminish and our nations may suffer because we have not been able to provide our clients with the best available information at the time that they need it.

## SESSION 4

(21 January 2005)

### BRINGING PARLIAMENT NEARER TO THE PEOPLE: COMMUNICATING PARLIAMENT

- *Press and Public Relations Service*
- *Telecasting and Broadcasting of Parliamentary Proceedings*
- *Parliamentary Museum and Archives*
- *Bureau of Parliamentary Studies and Training*
- *Facilitating Research on Parliamentary System and Institutions*

#### Keynote Address

by

**N.K. Sapra**

*Joint Secretary,*

*Lok Sabha Secretariat, India*

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It is indeed my privilege to have this opportunity today to deliver this Keynote Address on 'Bringing Parliament nearer to the people—Communicating Parliament' to this distinguished audience. In fact, communication is the need of the day. The intellectual audience that has gathered here is already aware as to what is Parliament, what is its role and what is communication. In fact, all of you who are here are the best communicators. You communicate with the media, you communicate with the legislators, you communicate with the public around you. So, I need not go into the definition of Parliament and communication or the various aspects connected therewith. But, I would like to suggest a brief definition of the term 'Communicating Parliament', particularly with regard to the role of media institutions in their public capacity. These are such processes of information and cultural exchange handled by the media between the Parliament and the public which are socially shared, widely available and are for common use.

This definition covers not only traditional mass media but also many of the publicly available communication services based on telecommunication. It also covers much of the activities of public libraries, exhibitions, public relations and publicity activities, websites, etc. In other words, this is a very broad concept which is continuing, widening in its scope and reference. You are already aware of the role of Parliament in a polity around the globe since you have been working with the Parliaments and communicating with your institutions.

#### **What is Parliament?**

The term 'Parliament' is usually associated with the British system of parliamentary government, a system which has influenced the development of representative assemblies in many parts of the world. In pre-revolutionary France the word '*Parlement*' was applied to courts of justice which were

not representative bodies at all. The word itself is derived from the Latin '*parliamentum*' and the French word '*parler*' and originally meant a talk; and talking is, of course, what Parliaments do most of the time. The origins of Parliaments and similar assemblies can be traced back to many centuries. They are the central institutions of many systems of government. Although conceived in ancient times, they seem to be infinitely adaptable and their numbers have proliferated and developed many forms in modern times. The term 'Parliament' embraces many widely differing assemblies: the United States' Congress, the State *Duma* of Russia, the Japanese *Diet*, the National People's Congress of China, the *Knesset* of Israel, *Sansad* in India, to name just a few.<sup>1</sup>

### **The Role and Functions of Parliament**

The role and functions of Parliament assume great significance in view of the basic principles and assumptions associated with parliamentary democracy. A parliamentary form of government acknowledges the fact that in this system, Parliament derives its power directly from the consent of the people expressed through periodic elections and that it exists to implement the will of the people. The parliamentary system also ensures the best possible participatory democratic system and active interaction between the people and their representatives. In this system, the Executive not only emanates from Parliament but is also accountable to Parliament for all its acts of omission and commission. This accountability of the Executive to Parliament is based on the principle that since Parliament represents the will of the people, it should be able to oversee and keep the Executive under control and constant surveillance.<sup>2</sup>

The role of Parliaments around the globe has transformed tremendously over the years. It is no more confined to enacting legislation only. Parliaments have now become multi-functional institutions. The Parliament of India is a depository of varied functions as delineated by the Constitution and, obviously, also of those powers and functions which inherently and conventionally rest with Parliaments. Like other Parliaments, our Parliament has also emerged as a multi-functional institution. It is the political nerve centre of the country, acting as a mirror of the society, accommodating the needs of changing times, shouldering responsibilities and engaging itself fully in the process of running our parliamentary polity. Parliament now performs a variety of functions. Some of the cardinal roles and functions of Parliament are: ensuring Executive accountability, law making, control over the Budget, constituent functions, representational role, educational role, informational functions, training and recruitment of leadership, besides other miscellaneous functions.<sup>3</sup> On the importance of Parliament, I recall the famous saying of Dr. Powel, a British Conservative Party leader who said during a discussion on BBC way back in 1979 that "take Parliament out of the history of England, that history itself becomes meaningless. Incidentally, this applies not only to Britain but each and every parliamentary democracy in the world.

### **Need for Communicating Parliament**

The pivotal role played by the Parliament in keeping a political system in a vibrant environment is well-acknowledged. The resilience of today's polity and concern for people's welfare, commitment to democracy, Rule of Law, political unity and national integration are all nurtured and ably expressed by the Parliament of a country. The contributions of the members, political parties, the executive and the media in enabling Parliament to perform its functions effectively have been substantial. All these have helped to maintain a high level of public trust in the institution. The efficient and effective functioning of the Parliament is an important requirement for achieving the goals of democratic governance.<sup>4</sup>

One of the most important elements that strengthens parliamentary democracy is the inherent presence of accountability where, in a collective sense, the Parliament, and individually, the members

of Parliament are accountable to the people. For the Government to be accountable, transparency in its decision-making process is required. Transparency or openness helps in raising the quality of the decision-making process which, in turn, can improve in the face of constructive criticism. This transparency is brought about by the Press and the Media. Aptly called the Fourth Estate of democracy, the Media plays the all important role of acting as the watchdog of the people by reporting the actions of the Government and the Parliament and keeping citizens informed about all important issues and developments that are taking place. Besides creating awareness about the functioning of the Government, it also helps in ensuring accountability leading to the strengthening of democratic values and institutions. It is often said that the power of the Media, if positively used, is potentially the best instrument to sustain and enhance democratic systems.<sup>5</sup>

The relationship between the Parliament and the Media has often been a subject of intense discussion. The media acts as a vital link between the people and the political leadership. On the one hand, the Media conveys to the people a summary of parliamentary proceedings and informs about policies and programmes of the Government; on the other, it makes the political leadership aware of the pulse of the society by highlighting what people feel about specific issues, programmes and policies. It is now held that this two-way process undoubtedly strengthens democracy by making the process both accountable and responsive. Since the Press keeps the people informed of what is happening in Parliament, it is often called an extension of Parliament.<sup>6</sup>

There is, however, a big communication gap between the Parliament and the people, which needs to be bridged effectively, efficiently and at a very quick pace. The misconceptions in the minds of the people, who feel that not much substantial work is being done in Parliament and its other institutions, need to be removed. There is also an urgent need to highlight the positive aspects of the constructive work done by the Parliament. For example, legislations enacted on vital social and economic concerns, the Budget making process and control of the public purse, a variety of work handled in several Parliamentary Committees, grievance-redressal function, leadership and diplomatic role of Parliament often go unnoticed. There are a variety of means and modes by which the Parliament can be enabled to reach the doorsteps of the people. Some such means could be the Press and other Media; broadcasting and telecasting *live* the parliamentary proceedings and other parliamentary events and activities for making people aware about parliamentary activities; Public Relations exercises; easy access to information about Parliament; setting up Museum and Archives, conducting Youth Parliaments and competitions; facilitating research on parliamentary subjects; conducting refresher and orientation programmes for MPs, Media, etc.; organizing Conferences, Seminars, Symposia, Workshops; arranging formal and informal social get-togethers like sports events between MPs and others, etc. In bringing Parliament nearer the people, efforts made by private agencies, particularly the electronic media, is no less significant. For example, the crop of news channels which has emerged in the last decade has been quite proactive in offering a variety of competitive programmes, interviews, and group discussions on specific issues of social, political, economical, constitutional and parliamentary import. The discussions arranged at public platforms in particular and video conferencing help in building public opinion and even letting the Government assess the pulse of the nation before a legislation is initiated in the Parliament.

### **Press and Public Relations Service**

The Press is the standard vehicle for the dissemination of public opinion. It is again the Press which, as a popular medium, conveys to the people the substance of parliamentary legislation and discussion. The Press keeps the people informed of what is happening in Parliament. It is through the Press that Parliament gathers information which helps it to keep surveillance and ensure the accountability of the Executive to it effectively. It is the Press which struggles hard to unearth the administrative lapses, scandals and shortcomings, gives expression to public grievances and hardships and reports on how policies are being carried out and administration is affecting the people.

Most of the raw material for parliamentary questions, motions and debates come from the daily Press and this is an important tool on which a member often relies. In fact, it is generally the Press that provides the background needed to bring the work of Parliament in tune with the demands of the time. It is of paramount public and national importance that the proceedings of Parliament are communicated to the people who are interested in knowing what transpires within its walls because on what is said and done there depends the welfare of the community. The Press can discharge this function effectively only if it enjoys what is termed as 'freedom of the Press'.<sup>7</sup>

Parliaments are, however, ready-made targets for criticism and their image is probably something less than ideal in several countries. Their activities are universally followed more closely than ever before by the public and the Media. Being human institutions, they are not always seen at their best. When they rise to great occasions and debate is statesmanlike, they can justly claim to function as the grand forum of the nation. When tempers fray and the proceedings are marred by disturbances, their human weaknesses are revealed. The Media are ever present to report what they believe is worth reporting, and through the most powerful of all the Media, television, the moods of Parliament and the behaviour of its members can be relentlessly followed.

The relationship between Parliament and the media is many a time a sweet-sour one. But regardless of conflicts between them on occasions, Parliament and the Media are inseparable components of democracy. Cooperation between them is indispensable in order to protect the public's right to know and provide parliamentarians with the publicity on which they depend. For this reason, Parliaments invariably provide the Media with the facilities they need.

All Parliaments reserve Gallery space for journalists where they are allowed to take notes. In many Parliaments, special rooms are provided for the use of the Media, and interviewing and broadcasting facilities are also sometimes made available. In Israel, the *Knesset* provides foreign reporters with equipment for direct transmission to their own countries. In some Parliaments, general access to the facilities of the building is almost unrestricted. In Australia and Canada, for example, accredited members of the Press Gallery can have access to the parliamentary Library and the members' Restaurant. In the British Parliament, parliamentary correspondents do not have unrestricted access to the Library and other facilities of the building, but they have their own Press Gallery accommodation and services. Special privileges are accorded to a select group of senior journalists known as Lobby Correspondents. They are the only media representatives allowed the right of entry to the Members' lobby in the House of Commons and the Peers' Lobby in the House of Lords. In the United States, the Speaker of the House of Representatives holds a daily Press Conference. Senators and Congressmen make statements and furnish documents to the Press as they see fit, and Congressional staff are assigned to the Press Galleries. In Yugoslavia, arrangements are made for daily contacts between deputies and accredited journalists. Facilities for holding Press Conferences and the issuance of regular Press releases are the services provided by numerous Parliaments.

It is within the authority of any parliamentary chamber to withdraw Press privileges in cases of impropriety. However, most Parliaments, in view of the importance they attach to their public relations, would be reluctant to take such an action. They also believe that the public would suffer more than the newspaper if the latter were deprived of its means of reporting on parliamentary affairs.<sup>8</sup>

### **Scenario in India**

Freedom of the Press is implicit in the Indian Constitution and is inherent under the freedom of speech and expression under article 19(1)(a) of the Constitution of course, there are certain reasonable restrictions contained in article 19(2). We have provided to the Media access to the government, the Parliament and other institutions of governance. Special facilities are given to the media personnel for coverage of parliamentary events and activities. The Press and Public Relations work includes wider

coverage of various parliamentary events, activities and functions of the Lok Sabha Secretariat, *i.e.* the lower House of Parliament. The work mainly involves maintenance of liaison with the print and the electronic media and various publicity organizations in both Government and the private sectors and is looked after by the Press and Public Relations Wing which was set up in April 1956. With this aim, Press Releases are prepared and released by this Wing. All matters concerning the Press Gallery of Lok Sabha, including consideration and issue of Press Gallery passes, providing facilities to the media persons covering proceedings of Lok Sabha and its other functions, dissemination of information to the public on the business transacted by the Lok Sabha and other allied matters were, as usual, handled by this Service.

The admission of newspapers, news agencies, electronic media and their representatives to the Press Gallery of Lok Sabha, grant of Central Hall and Lobby facilities, Press Gallery facilities to correspondents under various categories, increase in the quota of Press Gallery passes, allotment of seats, issue of annual/sessional/temporary Press Gallery passes, etc. are dealt with by this Service.

Presently, about 200 daily newspapers, news agencies and electronic media in various Indian languages are accredited to the Press Gallery of Lok Sabha and about 450 regular correspondents have got access to it. Of these, about 200 have access to the Central Hall where they can informally interact with the MPs/Ministers. Twelve Distinguished Journalists of long standing have access to the Lobbies. In addition, about 600 correspondents are given temporary facilities for covering the debates.

**Facilities to the Media :** The usual facilities provided free of charge to the Press Correspondents include supply of daily agenda, Bulletins, Reports/Statements laid on the Table of the House, access to Parliament Library, Audio-Visual Library, and a small Reference Library in the Wing for catering to the urgent reference needs of media persons, three Press Rooms in Parliament House for functional needs of mainly the official Media and news agencies, two Media work stations comprising several computers with internet facility set up in the Parliament Library Building for the journalists to file their stories. Photostat and local fax facilities are also provided to the correspondents for onward transmission of news items to their respective offices. In addition, polaroid photo-laminated passes and medical facilities in Parliament House/Parliament House Annexe are provided to the Press Correspondents.

Besides, the electronic Media have been granted facilities at designated spots in the Parliament precincts to interview MPs/dignitaries and seek their views on a variety of issues.

**Press Advisory Committee :** The Speaker, Lok Sabha, appoints a Press Advisory Committee every year from amongst senior journalists accredited to the Press Gallery. This Committee, which acts as a bridge between the Parliament and the Media, presently comprises 27 members and broadly recommends: grant of accreditation to newspapers/news agencies/electronic Media and their representatives to the Press Gallery of Lok Sabha, issuance of temporary Press Gallery facilities, examines complaints made against any correspondent and suggests a suitable action, the facilities needed by the Media for discharging their duties and advise on any other matter sought by the Speaker from time to time. The PPR Wing provides Secretariat to this Committee.

The public relations functions of the Secretariat are also handled by the PPR Wing. It also acts as the Public Information Office and attends to enquiries from individuals and institutions for supply of general information on Parliament and parliamentary activities and reference materials and sources on parliamentary practices and procedure.

This Service also brings out a variety of publicity materials which include a set of 27 Information Folders giving information about various facets of parliamentary activities and a chart, mainly for distribution to educational institutions. Since 1999, the PPR Wing has been bringing out a Calendar

every year. The calendar for each year is on a different theme. Some of the themes were: Mural Paintings in Parliament House, Statues in Parliament House, Presidential Processions to Parliament and State Legislatures' buildings in India. The Calendar for the year 2005 is incidentally on Parliament Library Building, which aptly coincides with the conduct of APLAP Conference in New Delhi.

### **Telecasting and Broadcasting of Parliamentary Proceedings**

Parliaments throughout the world have wrestled with the question of whether or not to allow the television cameras into the Chamber. Many have done so, but many more continue to hesitate or might not have even considered it. Radio broadcasting of parliamentary proceedings has proved less controversial, and the New Zealand Parliament was a pioneer in this field, having introduced it in its House of Representatives as long ago as in 1936. In the following year, it instituted continuous broadcasting of proceedings. In 1946, Australia introduced sound broadcasting of the debates in both Houses of Parliament, the broadcasts being governed by statute and controlled by a Joint Committee of both Houses. Regular sound broadcasting of the proceedings of both Houses of the British Parliament was introduced in 1978. The Parliament of the Solomon Islands is one of the smaller Parliaments whose proceedings are broadcast live by radio.

Television, being a visual medium, reveals a great deal more than sound alone. The arguments for and against televising Parliament have been exhaustive both in parliamentary debate, in Committee studies and in published articles. Television undoubtedly brings to the fore, the actual face of Parliament, but at least it is seen by the viewer as it really is and not simply as it is represented by others. The television camera in the Chamber is an extension of the public gallery, bringing Parliament into the homes of all who care to tune in. It is always likely to transform parliamentary behaviour whether for better or worse, being in the hands of parliamentarians themselves. Television is a factor to be reckoned with in Parliament's public relations. Whatever, Parliaments do, it is here to stay and cannot be ignored.<sup>9</sup>

Of those Parliaments which have admitted the television cameras, only a few provide continuous live coverage of all the proceedings. They are Bulgaria, Canada, Denmark, Hungary, Iran, Scotland, UK and USA. The latest to join the select group is India. Most of the other countries permit live telecast of special events only and Highlights of the proceedings in the News Inserts. Incidentally, the Parliament of the UK, USA and Scotland have provided for live coverage of Committee proceedings as well. So far as Scotland is concerned, the rules of the Scottish Parliament are perhaps the least restrictive in the world, allowing for generous use of reaction shots and shots of the public gallery.

Continuous live television coverage of a Parliament's proceedings does not by itself guarantee that the public will have a balanced view of Parliament. Since its advent in the Canadian House of Commons, for example, public attention has largely focused on the daily question period, a period of confrontation between the Government and the Opposition Parties when parliamentary behaviour is seldom seen at its best. The House must, therefore, expect to be judged to a great extent by what goes on during this part of the parliamentary day.<sup>10</sup>

### **Position in India**

In order to make the citizens aware of the deliberations in Parliament, the Lok Sabha Secretariat has taken several steps to record and telecast/broadcast the proceedings of its House with the help of the official Media, *viz.* Doordarshan/All India Radio. A beginning was made in this direction when, for the first time, the President's Address to members of both the Houses of Parliament was telecast on 20 December 1989.

As a prelude to complete live telecast of parliamentary proceedings throughout the nation, a Low Power Transmitter (LPT) was set up in Parliament House on 25 August 1994 to provide for live



telecast of Lok Sabha proceedings, within a range of 10 to 15 kms. from Parliament House. With the installation of another Low Power Transmitter, the Rajya Sabha proceedings are also being telecast live since 7 December 1994. The proceedings of the Question Hour of both the Houses are being telecast live on alternate weeks throughout the country on the National Channel of Doordarshan from 1100 hrs. to 1200 hrs. since 7 December 1994. With the launch of a new DD-News Channel, Doordarshan has been telecasting live the Question Hours of both Lok Sabha and Rajya Sabha simultaneously on National Channel and DD-News Channel of Doordarshan on alternate weeks from the Winter Session of 2003. While telecasting the Question Hour of one House on the National Channel, Doordarshan is telecasting live the Question Hour of the other House on DD-News Channel.

All India Radio has been broadcasting the recording of the Question Hour of both the Houses on alternate weeks on their National Channel the same night. It has been arranged in such a manner that during the week, Doordarshan covers live the Question Hour of one House (e.g. Rajya Sabha) on their National Channel, All India Radio covers the recorded broadcast of the Question Hour of Lok Sabha that night. In the following week, it is *vice versa*.

Other important events like President's Address to members of both the Houses, presentation of General and Railway Budgets and debates on Motions of Confidence/No-confidence in the Council of Ministers. Elections of Speaker and Deputy Speaker, oath taking by Members and certain other debates of national importance have also been telecast/broadcast live on the Primary Channel of Doordarshan/All India Radio.

I would like to add a bit about the impact of the live telecast. You may be aware that people in South Asia are great cricket fans. Whenever there is a cricket match, people are just glued to their television sets. I, however, recall that when the Confidence Motion was being debated during the Twelfth Lok Sabha, the rating of parliamentary proceedings had suddenly gone up dramatically. People appeared to be following the debate instead of watching cricket matches although the then existing Vajpayee Government fell by a single vote. But the impact made by his party's star orators across the nation through the live telecast was enough to bring them back to power to rule for the entire term of the Thirteenth Lok Sabha. That was the impact.

***Dedicated Satellite Channels for Live Telecast:*** In a significant landmark in the history of telecasting of our parliamentary proceedings, on 14 December 2004; two separate dedicated satellite channels for telecasting live the entire proceedings of Rajya Sabha and Lok Sabha nationwide were launched. The entire proceedings of the two Houses of Parliament are since being telecast live through separate dedicated satellite channels by Doordarshan.

The Audio-Video Unit which was set up in 1992 provides facilities for viewing/listening to the video records of Lok Sabha and Rajya Sabha debates, proceedings of national and international Parliamentary Conferences/Seminars/Symposia/Workshops, media persons and other visiting dignitaries.

This Unit of the Library preserves the Video (U-matic, Betacam and VHS) cassettes, Video Compacts Discs (VCDs) of all Lok Sabha Debates, proceedings of national and International Parliamentary Conferences/Seminars/Symposia/Workshops and other parliamentary functions, which have immense archival value for the parliamentarians, media persons, scholars, academicians and even common people. It also looks after the work of selection and collection of audio-visual materials; accession, classification and preservation of cassettes of important parliamentary functions and events like Conferences, Seminars, Symposia and Workshops and telefilms on different aspects of parliamentary practices and procedures. Arrangements have also been made for dubbing of speeches of members into VHS cassettes/CDs on nominal payment. Members are very much interested in having the CDs since they want to apprise their constituents as to what they do and how they function in the House.

They want to take the VHS Cassettes and the CDs back to their constituencies and tell their people that they have been raising issues of their interest in Parliament.

The Audio-Visual Unit has acquired Linguaphone Courses in various Indian and foreign languages and has also added to its holdings audio-cassettes pertaining to classical/instrumental music and patriotic songs for use at various parliamentary functions. The various Linguaphone Courses (audio and video cassettes) are available for listening/viewing in the Viewing Room. Incidentally, my friends here from the Asia-Pacific would be glad to know that our collection of 23 Linguaphone Courses also includes cassettes on Chinese, Indonesian, Japanese, Korean and Malay languages. So far as the other countries are concerned, if they are aware, they can tell us that such and such Linguaphone Courses in their languages are available. We would very much love to add them to our Audio-Visual Library for the benefit of our Members of Parliament and other users.

The Audio-Visual Unit has VHS cameras, editing equipment and a Viewing Room in the Parliament Library Building. With the help of the VHS cameras, the video crew of the Unit records all important parliamentary functions/events, including National and International Parliamentary Conferences/Seminars/Symposia/Workshops and various other events and activities. As a part of the modernisation of A.V. facilities, a state-of-the-art studio and production control room (in digital format) equipped with post-production editing facilities are being set up in the Parliament Library Building. Video viewing arrangements would also be modernized by providing multi-media facilities. A number of domestic and foreign broadcasting and news agencies have been showing increasing interest in telecasting and broadcasting of parliamentary proceedings, events, functions, etc. because of their news value. Guidelines for recording, telecasting and broadcasting of the proceedings of Lok Sabha and supply of video cassettes or compact discs thereof to the members, Media and other interested persons, have been issued from time to time. Incidentally, many roadblocks for the live telecast of the entire proceedings and/or providing footage to various agencies have since been cleared by the present Speaker of Lok Sabha, Shri Somnath Chatterjee.

**Robotic Camera System in Parliament House/Parliament Library Building :** In order to telefilm and telecast live the complete proceedings of Parliament in a better manner, a sophisticated modern robotic camera system and a studio have been set up in Parliament House. The system became operational with effect from the Winter Session of Parliament in 1997. Under the new robotic camera system, there are eight robotic cameras which are operated by remote control from the studio set-up in Parliament House.

A robotically-controlled TV set up has also been introduced for the purpose of coverage of the functions/events held in the G.M.C. Balayogi Auditorium and the Committee Rooms in the Parliament Library Building. Robotically-controlled Multi-Camera System and their Production Control Rooms have been set up for the Auditorium and the BPST main Committee Room. A Mobile Unit has also been developed for on-line production of the events/functions in other Committee Rooms of the Parliament Library Building. The latest digital broadcasting quality equipment have also been installed in the Production Control Room.

**Parliamentary Films :** As an extension of telefilming and televising of parliamentary proceedings, video films are prepared on different aspects of parliamentary practices and procedures and related parliamentary topics, especially for the use of new members of Parliament and State Legislatures. These films also help in educating students, Media persons and others various facets of the functioning of Parliament. Six parliamentary films which have been prepared so far are: (i) Private Members' Bills; (ii) Parliamentary Questions; (iii) Parliamentary Etiquette and Manners; (iv) Financial Committees; (v) Enriching the Debates in Legislatures; and (vi) How to be an Effective Parliamentarian? Two films viz. 'Parliamentary Etiquette and Manners' and 'How to be an Effective Parliamentarian?' were also

dubbed in Russian language and shown at the State *Duma*, Moscow, during an Exhibition on "Parliamentary History and Activities" set up as part of the Golden Jubilee Celebrations of India's Independence in November 1998.

This Service is in the process of preparing some more informative and educative films on the functioning of Parliament.

### **Parliamentary Museum and Archives**

The museums and archives are today designed to function as treasure-houses and research centres. The concept of the functions and activities that appropriately belong to a museum and/or archives today, however, is very different from what it used to be 25 or 30 years ago. Modern museums and archives are expected to be places of learning, research and communication. They seek to preserve, interpret, educate, inspire and stimulate. In the best of the modern museums and archives, the collections have not only to be stored, cared for and meticulously preserved, but also to be intensively studied, displayed and explained.

In the evolution and operation of the constitutional system and parliamentary institutions, museums and archives have particular relevance. What the schools and colleges offer by way of instruction is inadequate and needs to be supplemented and enriched by the first-hand exposure which museums and archives and their trained staff alone can provide. While all over the world there are national or state level museums and archives devoted to a wide range of subjects and all the fields of fine art, science, history, government, etc., preserving a varied selection of paintings, art works, manuscripts of old scriptures and a large number of other antiquities, in the very nature of things they cannot afford to provide the necessary breadth and depth in a specific specialized area like that of Parliament.<sup>11</sup>

Although not much effort seems to have been made to create institutional frameworks for parliamentary museums and archives, in some countries, such as Australia, New Zealand and Uganda, setting up such an institution has already received attention. In the United Kingdom, there is no parliamentary museum or archives as such, but the Clerk of the Journals exercises overall responsibility for the preservation of all records. In Canada, the institution of the Public Archives has assumed responsibility for collecting historically valuable parliamentary papers accumulated by Prime Ministers, Cabinet Ministers, Members of Parliament and Senators.<sup>12</sup>

Japan has set up a Parliamentary Museum (*The Kensei Kinenkan*). It was opened to the public on 21 March 1972. The Museum, which is a subordinate body of the House of Representatives, has as its main purpose the collection and preservation of reference materials relating to Japan's parliamentary politics.<sup>13</sup> In Poland also, a decision has been taken to establish an organized Museum Exhibition within the Parliament buildings with a view to presenting the rich Polish parliamentary history. The institution, it is expected, would become a significant link in the activities aiming to document and popularize the history of the Polish Parliament.<sup>14</sup>

I recall that I had attended the APLAP Conference in Tokyo in the year 2000. I made it a point to visit the Museum there. Only last night, while going through the photographs of my visit there that year, I came across one photograph of a model of the House of Representatives, which was electronically-operated. Whenever the button was pressed, the Speaker got up and called upon a particular Member to speak. When the Member got up, light was focused only on that Member. Again, there was a reply from the Treasury Benches and a Member from the other side. It was indeed a real experience. Hopefully, while we are in the process of setting up our Museum, that would be of much help. I feel this is one of the purposes of interaction. The relevance of such conferences is that we learn from each other's experience.

## Position in India

**Origin :** The origin of the Parliamentary Museum and Archives can be traced to 1976, when as a part of the Parliament Library and Reference, Research, Documentation and Information Service (LARRDIS) of the Lok Sabha Secretariat, it was set up as the Parliamentary Archives of Photographs and Films to preserve an authentic and up-to-date pictorial record of the history of the institution of Parliament, its activities and on eminent personalities. In the years ahead, efforts were made to collect papers, objects and other materials connected with the Parliament and previous legislative bodies. It was done with a view to 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 the Parliament and through them to make the history and growth of parliamentary institutions and the political system better understood. The outcome of these efforts led to the inauguration of the Parliamentary Museum and Archives (PMA) on 29 December 1989. After the inauguration of the *Sansadiya Gyanpeeth*, i.e. The Parliament Library Building on 7 May 2002, a permanent museum is in the process of being set up in a spacious Hall here.

**Aims and Objectives :** The basic aim of the PMA is to function as a treasure house and research and communication centre. In fulfilment of this aim, it has set its objectives to acquire, collect and preserve the following objects/materials connected with the Parliament and parliamentary institutions in India and abroad: rare objects, relics, models, rare works, paintings, photographs, audio-video tapes/cassettes/discs, computer floppies/CDs; gifts/other parliamentary antiques like old/historical furniture, pens, writing pads, wigs/dresses of parliamentary officers; official records, manuscripts, private papers of eminent parliamentarians; unpublished dissertations, etc. connected with the origin, growth, structure and functioning of the parliamentary institutions in India and their predecessor bodies.

The Parliamentary Museum and Archives at present has three distinct wings, viz. (i) Parliamentary Museum; (ii) Parliamentary Archives; and (iii) Parliamentary Photographs and Films.

**(i) Parliamentary Museum :** In the current phase of its growth, gift items presented to the Indian Parliamentary Delegations visiting abroad on goodwill missions and portraits of national leaders unveiled in the Central Hall of Parliament House, from time to time, are being added to the Museum collection. The collection of the Museum is so planned and exhibited as to give an integrated look and to provide a ready record of the developments, achievements, experiences, ideas, persons and events. The Museum is further divided into three sectors, viz. (a) History of Parliament; (b) Parliaments of the World; and (c) State Legislatures.

In due course, it will undertake other tasks directed towards the dissemination of information about Parliamentary institutions and the projection of a proper image of and the encouragement of healthy respect for Parliament by stimulating interest in its growth, activities and achievements.

At present, the collection of Parliamentary Museum has models of 15 State Legislature buildings of India and 8 foreign Parliament buildings. Besides, blown-up colour photographs of 80 foreign Parliament buildings are available in the Museum. The other interesting objects added to the collections of the Museum include the Gown and Wig worn by the erstwhile President of the Central Legislative Assembly and personal articles of G.V. Mavalankar, the first Speaker of Lok Sabha. The Museum also has 1,079 stamps and 100 First Day Covers issued by the Department of Posts from time to time and stamps of various other countries of the world, ashes of Mahatma Gandhi in a silver-bronze container and 63 gift items presented by various Parliamentary Delegations, including a fragment of moon presented by a Parliamentary Delegation from the United States.

**(ii) Parliamentary Archives:** The Parliamentary Archives is mainly concerned with the acquisition, storage, systematic cataloguing and preservation of precious records, private papers of parliamentarians

irrespective of their political affiliations, historical documents and other documentary materials for promotion and dissemination of research and other literary activities in the field of nation-building. It also acquires books on constitutional developments, parliamentary activities and books on and by former and present Speakers, Members of Parliament and Secretaries-General for furtherance of academic pursuits. The Parliamentary Archives presently has a collection of 36,474 documents/private papers/correspondence of 61 eminent parliamentarians and freedom fighters on the working of Parliament and related matters. It also has a collection of 492 books on Constitution, parliamentarians and parliamentary activities.

**(iii) Parliamentary Photographs and Films:** This Section acquires, preserves, catalogues and displays photographs concerning parliamentary activities, including those relating to Parliamentary Delegations visiting India and foreign countries. It also caters to the needs of photographs and organises temporary exhibitions on different occasions. The Parliamentary Photographs and Films Section has acquired up-to-date pictorial record of the activities of Parliament and of eminent parliamentarians. The present collection of this Section has 10,104 photographs, 37 films, 106 video cassettes, 38 audio cassettes and 1,539 spool tapes.

**Exhibitions :** The PMA endeavours to organize exhibitions on various themes, depicting the ancient democratic heritage of India and its growth and development into a modern democratic institution, with the help of photographs, charts, diagrams, write-ups and quotations. Exhibitions are organized by the PMA after the constitution of each new Lok Sabha, on the occasion of Presiding Officers' Conference every year and whenever the statue of a national leader is unveiled and installed in the Parliament Complex.

**Setting up a Permanent Museum in PLB :** The proposal for developing and setting up a permanent state-of-the-art museum on an area of 11,500 sq. ft. in the Parliament Library Building is under active consideration. The proposal envisages a world class high-tech museum, with the most impressive communication techniques and a dynamic display with flexibility of incorporating future additions in exhibit structures.

The plan being visualized by internationally renowned Museologists would take about 15 months after the work starts on the project.

### **Bureau of Parliamentary Studies and Training**

Parliaments around the globe are now more conscious of their duty as well as the right to keep the people informed about the system. Walter Bagehot had, as far back as 1867, laid stress on the 'teaching' function of the British House of Commons, and the responsibility it has "to express the mind of the English people on all matters which come before it".<sup>15</sup> In the present age when Parliaments deal with many more matters than ever before and are obliged to pay far more attention to the public's right to know, it needs to be ensured that the public is properly informed by disseminating authentic knowledge about the working of the parliamentary system in a polity.

Various Parliaments offer a variety of training programmes to select groups, *viz.* the parliamentarians, administrators, experts, officers of Parliaments and Legislatures, school and college students, etc. Such training programmes may range from imparting basic knowledge about the system to a high specialized course, *e.g.* on the techniques of Legislative Drafting. Training about the working of a Parliament and its system is also imparted under several exchange programmes/arrangements. Some of the countries which offer parliamentary studies and training programmes under institutional arrangements include U.K., USA, Canada, Australia, Germany, Sweden and India.

## The Indian Experience

The Bureau of Parliamentary Studies and Training (BPST), set up on 1 January 1976 as an integral part of the Lok Sabha Secretariat, is designed to provide the legislators and officials with institutionalized opportunities for problem-oriented studies and systematic training in the various disciplines of parliamentary institutions, processes and procedures.

The Bureau's activities include holding of Orientation Programmes and Seminars for Members of Parliament and of State Legislatures and Training and Refresher Courses for Officers of the Secretariats of Parliament and of the State Legislatures in India. Appreciation Courses for senior and middle level officials of the Government of India, Public Sector Enterprises and probationers of various All-India and Central Services, organizing training, attachment and study visits of Presiding Officers, members and officers of foreign Parliaments as well as Government officers, academics, scholars, students and others.<sup>16</sup>

The Bureau also conducts two international training programmes for foreign parliamentary officials, viz. *Parliamentary Internship Programme* and *International Training Programme in Legislative Drafting*.

Arranging training, attachment and study tour opportunities for parliamentary and State Legislature Secretariat officials from India to foreign Parliaments also form part of the Bureau's activities.

The *Orientation Programmes* for newly-elected Members of Parliament and State Legislatures are aimed at promoting a deeper understanding and appreciation of the constitutional role and position of the Parliament and the State Legislatures as representative institutions, familiarizing the members more closely with the parliamentary traditions, operational mechanism and etiquette in order to help them in making the best and the most effective use of the precious parliamentary time for more informed discussions with the ultimate objective of fulfilling the hopes and aspirations of the people. These programmes consist of interactive discussion sessions on themes of parliamentary and procedural interest.

The Bureau also organizes *Seminars* and specialized *Workshops* for parliamentarians and parliamentary officers on various topics of parliamentary interest in order to promote better appreciation of the topic. *Computer Awareness Programmes* are organized for MPs and Secretariat officials to enable them to make optimum use of computerization.

Programmes for Foreign Parliamentarians include Attachment Programmes and Study Visits for Presiding Officers, parliamentarians and parliamentary officers from abroad and those sponsored by CPA, UNDP etc. are organized by the Bureau on request.

The Training Programmes for the Officials of Foreign Parliaments include the following prestigious programmes:

*Parliament Internship Programme* : The aim of this seven-week programme is to provide to the foreign parliamentary officials an opportunity to exchange ideas in the context of their own experiences in their Legislatures and to make them aware of the culture and ethos, traditions and working of the political parliamentary system on India. The participants are drawn from the India Technical and Economic Cooperation/Special Commonwealth Africa Assistance Plan and the Colombo Plan. 21 such programmes have since been conducted.

*International Training Programme in Legislative Drafting* : The purpose of this Programme is to assist the legislators of developing countries in drafting Private Members' Bills; so far, 20 such programmes have been conducted.

*Appreciation Courses for Government Officers and Probationers of All India Services* are organized with the aim to provide to the participants the desired exposure to the parliamentary culture and institutions

for enabling them to appreciate better the nature of their role and place in the overall context of the parliamentary system.<sup>17</sup>

### **Facilitating Research on Parliamentary System and Institutions**

Parliaments the world over have been extending access for researchers and scholars to the holdings of their Library and allied services. The purpose of granting such functional facilities is that research on specified parliamentary topics is not hampered for want of original sources, besides enabling the scholars to present an analysis on the basis of accurate and factual information and data. Many Libraries of Parliaments also extend certain facilities like providing free photostat facility, consultation of Original and rare documents, referring to audio-visual materials and other archival records relevant to the research study. In most of the countries, research on such topics is funded either by the individual researcher or by the universities/NGOs/private or statutory bodies.

### **The Indian Scenario**

The Parliament Library, like other Parliaments, grants access to the Library to *bona-fide* scholars, academicians, and researchers for doing original research on parliamentary and constitutional subjects and extend certain other facilities to them during inter-Session periods.

Since 1996, Lok Sabha Secretariat has been granting two Research Fellowships one each in Hindi and English every year, for conducting original studies in any of the following fields with a view to better understanding the functioning of our Parliament, to identify the changing nature and role of our parliamentary Institutions and to suggest alternatives in the light of the experiences in the democratic countries: (i) Parliamentary Institutions/Systems (including State Legislatures)—Evolution and Development; (ii) Parliamentary Rules, Practices and Procedures; (iii) Committee System; (iv) Communication between Parliament and the People; and (v) Modern Techniques of Service and Support Systems of Parliament.

Since 1996, seven Fellowships for writing books have been awarded to the scholars/media persons on the topics as detailed under: (i) Communication between Parliament and the People (in Hindi); (ii) Coalition Politics and its Impact on Parliamentary Institutions (in English); (iii) Role of Committee System of Indian Parliament in Development (in English); (iv) Impact of Live Telecast of Parliamentary Proceedings (in Hindi); (v) Intra-Governmental Relations in India (in English); (vi) Dynamics of Federalism in India (in English); (vii) Consensus or Confrontation—The Role of Parliament's Departmentally-Related Standing Committees (DRSCs) (in English).

Since 2001, three Fellowships for writing Monographs on the following subjects, *viz.*: (i) Lessons from the Stormy debates in Indian Parliament (in English); (ii) The Role and Responsibility of Parliament in Nation building (in English); and (iii) A Study of the Members of Parliament Local Area Development Scheme (MPLADS) in Himachal Pradesh (in English).

A Fellowship Committee appointed by the Hon'ble Speaker, Lok Sabha, from time to time, invites applications, scrutinizes them and makes recommendations for the award of Fellowship. The Committee is assisted in all its work by the Press and Public Relations Wing. I must say that this is a very prestigious fellowship.

Before I conclude, I would like to say that communicating Parliament is not the function of only the services mentioned above; it is a continuous process. This is basically a public relations function, wherein every official, not necessarily connected with the services concerned, has to present the right image of Parliament and disseminate factual information. Every official has to act as an ambassador of Parliament, as an ambassador of the Legislature, and as an ambassador of such Conferences.

In every Public Relations or Communication activity, technical advancements in various mass media, and their hardware and software, play a great role. But the role and attitude of the top leadership always plays a bigger and greater role. If the leader himself has the PR-orientation and the right perspective, he shall not only himself have a knack for the mass media mix but also guide and lead others to follow in removing the hurdles and barriers, including bureaucratic wranglings and delays in the way of perfect mass communication.

In the case of the Lok Sabha, the Hon'ble Speaker, Lok Sabha, Mr. Somnath Chatterjee, has taken several steps in taking Parliament to the doorsteps of the people in a short span of six to seven months of his taking over the charge. It is only due to his initiative that parliamentary proceedings are now telecast live throughout the nation by satellite channels. He also feels that the proceedings of the Committees should also be carried live. With the stroke of a pen, he removed the procedural hurdles in the way of telecasting the so-called 'Zero Hour'. He has a clear perception, the right attitude and the perfect initiative for bringing in the desired transparency by direct telecast of proceedings. He has thus effectively brought the 'Public Gallery' to the houses of the people, if they wish to witness the debates. It is his firm conviction that the people have the right to know as to how their representatives behave and act in Parliament.

The Hon'ble Speaker, Lok Sabha, has also increased the frequency of interactions with media persons. He meets a variety of media persons—Editors, Correspondents, Electronic Media, Regional Press, National Press—and apprises them of developments in Parliament and tries to facilitate communicating Parliament to the people through them. The message is very loud and very clear.

Such steps, I feel, would go a long way in bringing the transparency in the functioning of the Government and the Parliament and would definitely benefit the system and the society in the long run.

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## LIBRARY SERVICES FOR MEMBERS OF THE CAMBODIAN NATIONAL ASSEMBLY

**Momkhlem Khlemchan**

*Information Department  
Secretariat-General of the  
National Assembly of Cambodia*

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Today, I am very happy to be here. Please allow me to express my hearty welcome to the International Delegates and APLAP colleagues attending the Eighth Biennial Conference here in New Delhi, India. It is my honour and privilege to be here with you this morning. I take this opportunity to thank you very much and the UNDP in Cambodia, for extending full support for attending this Conference.

As you may know, there are some challenges in my country in upgrading the services to the legislative bodies step by step such as information, research, library and some documentation, which are almost duplicate. This includes managing most of the second hand books donated by the Asia Foundation and others, embassies and NGOs based in Cambodia.

We have very few new books in the library and the other expert commissions or departments related to the Secretariat-General of the National Assembly, Cambodia. Since 1993, we do not have much budget to buy new books that are useful to the lawmakers. As such, the library is quite small with a seating capacity for around 10 to 15 people, after it was established during 1993 and 1994 with assistance from the Inter-Parliamentary Union (IPU), Asia Foundation, etc.

Now, the library has a collection of about 3,000 books in languages of Khmer, English, French and others with subscription of about 38 newspapers, magazines; most of the departments do not have an annual budget for publication or purchasing new books or journals, except monthly bulletins for MPs' activities.

After Cambodia suffered chronically in the wars for more than two decades, I believe that we will learn and share new skills to improve ourselves. We need to strengthen the leadership in this new generation, develop the human factor, infrastructure, to reform the education system and administration management in this country through the process of democracy, etc.

However, I have the honour to appreciate the gathering here, which is trying to exchange knowledge and experience. We particularly appreciate the Distinguished Guests for their exemplary work in capacity-building and for their activities in research and library services, which have so greatly benefited our parliamentarians and our people.

This Conference is an important step in our efforts to strengthen capacity-building. It is also important in the context of the changing dimensions of Parliamentary Library and Information Services, in the Third Millennium, among the countries of Asia and Pacific region and worldwide, especially in the era of globalization. I will share all my knowledge and experience gathered from this Conference with my department at the Secretariat-General and try to help in doing its best in modernization, as much as possible.

Finally, I would like to take this opportunity to thank you for coming to this important Eighth Conference of the APLAP.

### **Country Report on the National Assembly of the Kingdom of Cambodia**

Cambodia is a country with a total population of 13,099,472 (male 6,348,112 and female 6,751,360) and cover a land area of 181,035 kms. with 24 Provinces, 183 Districts, 1609 Communes and 13406 Villages. Phnom Penh is the main Capital among the 3 Capitals, in southwestern part of the Indo-China peninsula. It is bounded on the west by Thailand, on the north by Thailand and Laos, on the east by Vietnam and on the south by the Gulf of Thailand. Cambodia's topographical features are the Mekong River, which is almost 5 km. wide in some places, and Tonle Sap Lake. The Mekong, raised in Tibet, flows through Mainland China, Myanmar, Laos, and Thailand before entering Cambodia about 486 km. through the Khmer Kingdom.

The majority of Cambodian people are followers of Theravada or Hinayana and Buddhism and other religions. Ninety per cent of the people follow Buddhism and the remaining follow the other religions. Its rich culture embraces nearly 2,000 traditions. From the allures of ancient temples of Angkor to the sights and sounds of Phnom Penh, the country has a wide variety of experiences to offer by way of ancient heritages. From 1863 until 1953, Cambodia was a French colony. After independence, on 9 November 1953, came King Norodom Sihanouk in the era of the royalist regime.

The country continued to develop, but there was political instability in Cambodia in the 1970s. But, in 1975, when the Khmer Rouge overthrew the Government, the period of extreme hardship started, which continued for more than three years. The whole country was thrown into turmoil and people were forced to leave the towns and cities and went to live in the countryside. The country was like a prison where thousands of people died of deprivation, torture and starvation. During that period from April 1975 until January 1979, Schools and Universities were closed and libraries fell into neglect. Finally, in January 1979, the Khmer Rouge was driven out by the Vietnamese troops supported by Cambodian forces, who had previously escaped to Vietnam.

After almost three decades of armed conflicts and then, the recent events of July 1997, the royal Government has taken the lead with financial assistance from donor countries in setting and managing the domestic agenda. The Cambodian authorities worked hard to reach internal compromises and agreements, organized and conducted Universal Elections in 1998. The first communal elections in early 2002 that replaced the Government appointed leaders with elected ones, was an important step towards democratic decentralization.

Now, Cambodia is not only a part of the family of the Association of South East Asian Nations (ASEAN) but has also joined AFTA (ASEAN Free Trade Agreement) and the World Trade Organization (WTO), etc.

### **The Legislative Branch of the National Assembly of the Kingdom of Cambodia**

#### *The National Assembly*

The National Assembly was established in 1993 on the basis of the results of the universal elections, organized by UNTAC (United Nations Transitional Authority in Cambodia), according to the Paris Peace Agreement of 23 October 1991. Contesting in the General Elections were 19 political parties for 21 constituencies to elect 120 Parliamentarians. Thereafter, the Kingdom of Cambodia got its first Constitution. On 23 May 1993, a Constitutional Assembly was elected to draft the Constitution. The Constitution was promulgated on 24 September 1993. At the same time, the Constitutional Assembly became the National Assembly for the first term for a period of five years (1993-1998).

In the first-term the National Assembly was composed of FUNCINPEC : 58 seats; Cambodian People's Party (CPP): 51 seats; Buddhist Liberal Democratic Party: 10 seats; and MOLINAKA: 1 seat, out of Total 120 seats. A coalition government was formed to govern the country for a period of five years according to the formula of 45% + 45% + 10%, with Co-Prime Ministers and Co-Ministers of the Ministry of National Defence and those of the Ministry of the Interior.

The second General Elections took place on 26 July 1998 with 39 political parties competing for 122 seats for 22 constituencies. Of the 122 Parliamentarians, there were: Cambodian People's Party (CPP): 64 seats, FUNCINPEC: 63 seats, Sam Rainsy Party: 15 seats. A coalition government was formed between the Cambodian People's Party and FUNCINPEC with the Sam Rainsy Party left out to act as an opposition party in the National Assembly.

The Third General Elections were held on 27 July 2003 to elect 123 Parliamentarians with 23 political parties competing in 24 constituencies. The elected Parliamentarians comprised of: Cambodian People's Party (CPP): 73 seats, FUNCINPEC: 26 seats, and Sam Rainsy Party: 24 seats.

With respect to the legislation, while the National Assembly of the first term adopted 90 laws, the National Assembly of the second term adopted 86 laws.

Also, in 2000, as the National Assembly building was too small in comparison to the number of the officials and support staff, the General Secretariat decided to move a number of departments and offices to be stationed outside the building, which earlier housed a Buddhist Institute.

At the beginning of 2003, due to the increase of workload over the period, the Permanent Standing Committee of the National Assembly decided to build another new National Assembly palace in an area located in Sangkat Tonle Bassac. The new National Assembly complex will be completed and inaugurated in the beginning of 2007. We are getting financial support from China for this.

### **The Tabling of the Draft Laws or the Proposed Laws**

The draft laws or the proposed laws shall be tabled first before the Permanent Standing Committee of the National Assembly. All draft laws or proposed laws shall be in written form, divided into articles and accompanied by explanatory notes.

The Permanent Standing Committee shall review the draft laws or proposed laws, and then decide to submit them to one of the nine Expert Commissions of the National Assembly.

### **The Debate and the Adoption at the Plenary Sessions**

The Permanent Standing Committee shall submit the draft laws or proposed laws to the National Assembly by including them in the agenda of the Sessions of the National Assembly at the request of the Expert Commission after having reviewed the draft laws or proposed laws.

The National Assembly meeting shall be considered valid provided that there is a quorum of at least 7/10 of all members who are present. The adoption of draft laws or proposed laws shall be decided by an absolute majority of the entire National Assembly members, except for the Constitutional law that requires a two-third majority of the entire National Assembly members.

Representatives of the Royal Government or the representatives of the related institutions who have drawn up the draft laws or proposed laws shall clarify and defend them.

The chairperson of the Expert Commission shall submit the report to the National Assembly on this matter and defend the positions or stances of the Commission, especially the proposals for amendment by the Commission.

The debates and the adoptions shall be conducted in accordance with the following Rules and Procedures:

- Debate and adoption of the overall contents and substance of the draft laws or proposed laws;
- Debate and adoption of one article or one chapter at a time, or only the specific part that the Expert Commission will put forward, and;
- Adoption of the entire draft laws or proposed laws.

The draft laws or proposed laws that were first adopted by the National Assembly shall be forwarded to the Senate. The National Assembly is a body with legislative power and has to carry out the duties as stipulated in the Constitution and the internal Rules and Procedures of the National Assembly dated 28 October 1993. Since 1999, the legislative power has been conferred on two institutions: the National Assembly and the Senate. The duties of these two Houses are prescribed in the Constitution as follows:

- Chapter 7, from articles 76 to 98, dealing with the National Assembly;
- New Chapter 8, from new articles 99 to 115 dealing with the Senate;
- New Chapter 9, from new articles 116 to 117 dealing with the Congress of the National Assembly and the Senate.

### Organization

The term of the National Assembly shall be five years and will end on the day when the new National Assembly is convened (Article 78) and the National Assembly shall consist of at least 120 members. The actual number of members of the National Assembly for each term shall be determined every five years, by law, following the proposals of the Royal Government.

The composition of this leadership is elected by 2/3 of votes. The President of the National Assembly shall chair the Sessions of the National Assembly; take cognizance of laws and resolutions adopted by the National Assembly; ensure the implementation of the Internal Rules and Procedures of the National Assembly; manage the international relations of the National Assembly; and make sure that the functioning of the National Assembly is in line with the Constitution.

In the political field, Members of the National Assembly receive general information on the organization of a parliamentary institutional law and the new goals of the democratization in the world or on various specialized information on the procedures and processes of legislation, consultation with the civil society, and monitoring of the law implementation. In particular, in the area of human resources development, a number of international organizations, including the UNDP, the IPU, the World Bank, and a number of Non-Governmental Organizations such as the Asia Foundation, the KAF and the CIDA, have voluntarily and actively participated in this endeavour with the Cambodian Parliament as well.

In accordance with Article 6 of the Internal Rules and Procedures, the National Assembly shall establish 9 (nine) Expert Commissions as follows:

1. Commission on Protection of Human Rights and Reception of Complaints;
2. Commission on Finance and Banking;
3. Commission on Economy, Planning, Investment, Agriculture, Rural Development and Environment;
4. Commission on the Interior, National Defence, Investigation, and Anti-Corruption;
5. Commission on Foreign Affairs, International Cooperation, Propaganda and Information;

6. Commission on Legislation;
7. Commission on Education, Religious Affairs, Culture and Tourism;
8. Commission on Public Health, Social Actions, Labour and Women's Affairs; and
9. Commission on Public Works, Transport, Post and Telecommunication, Industry, Energy and Commerce.

A Chairperson, a Deputy Chairperson, and a Secretary for each Expert Commission shall be elected.

The Cambodian National Assembly was given an honour to successively host, during its Second Legislative Term, a number of International Conferences and meetings as follows:

- On 22 January 2001: Conference of the Association of Asian Parliaments for Peace (AAPP), was held at the Chaktomuk Conference Hall;
- On 2 April 2001: Conference of Francophone Countries, was held at the Chaktomuk Conference Hall;
- On 21 August 2002: Mrs. Mary Robinson, High Commissioner of the United Nations for Human Rights, delivered a historical declaration, at the Plenary Session Hall of the National Assembly, on the situation of Human Rights in the Kingdom of Cambodia and generally in the Southeast Asian region;
- On 17 June 2003: Ms. Yoriko Kawaguchi, Minister of Foreign Affairs of Japan, presented a Keynote Address at the Chaktomuk Conference Hall, during the 50<sup>th</sup> Anniversary of the Cambodia-Japan relations for a common future vision.

It is worth noting that all these Conferences and meetings were held under the Chairmanship of His Royal Highness Samdech Krom Preah Norodom Ranariddh, President of the National Assembly. In September 2004, the National Assembly of the Kingdom of Cambodia was assigned by AIPO to organize its 25<sup>th</sup> Session in Phnom Penh.

Finally, it should also be noted that on 26 May 2000, members of the National Assembly of the Kingdom of Cambodia established a Non-Governmental Organization, which is named as the "Association of Cambodian Parliamentarians on Population and Development" in order to liaise with the Parliamentary Associations of other nations in the areas of population and development.

### **General Secretariat**

The General Secretariat of the National Assembly is in fact the headquarter of the National Assembly and headed by a Secretary-General and a Deputy Secretary General instituted by a Royal Decree.

### **Structure**

During the First Legislative Term, from 1993-1998, the General Secretariat consisted of four Departments: the Department of Administration, Finance, Legislation, Research and other offices, the office of Protocol, and the Office of the Secretary to the Secretary-General were added.

During the First Legislative Term, there were 299 officials and support staff members who came from four political parties whose Members got elected as Members of Parliament in the National Assembly.

In response to the progress and increasing needs of the legislative institution, during its Second Legislative Term, the General Secretariat was restructured as follows:

*There were seven Departments:* Department of Administration, Personnel, Finance, International Relations, Legislation, Legal Researches, and Communication/Information.

*Roles and Duties:* The General Secretariat is responsible for taking notes and compiling minutes of debates of complete proceedings of the Sessions, the Permanent Standing Committee, the various Commissions of the National Assembly, the general administration issues and the external relations with other institutions.

*Provision of Technical and Professional Services:* Review, analysis and researches on draft laws and proposed laws and other legal research issues; support and provision of technical assistance, legal and procedural advises on preparation of meetings; and support and provision of protocol advises and assistance in international activities and internal legislative procedures.

To complete the database and files with content is a very difficult and round-the-clock work. The main driving force behind this process is the Information Department which performs the following functions:

- Information services for MPs and related staff.
- Creation and updating of various databases.
- Cooperation with outside organizations.
- Parliamentary cooperation groups.

Our decision was to create several blocks of information, thereby reflecting the basic elements of Parliament routine.

### **Problem Areas and Suggestions**

The training of users and education of potential users in IT is extremely important for the efficient development and use of the information system. The employees at all levels must understand the importance of information and they must participate in the development and use of the Internet. This requires more and more involvement of integrated staff from various Departments and Standing Committees. And some time, you may have to show your diplomatic skills as well to realize the objectives.

In future, our Information Department may work as different structures, like in most Parliaments, but in the initial stage, close co-operation, and sharing of ideas on a daily basis between librarians, researchers and other users of information and computer specialists, who provide the tools for keeping, searching and maintaining the information, will help a lot in creating better understanding and creating user friendly information.

With respect to the technical area, the General Secretariat of the National Assembly has received assistance in kind and financial assistance for training and developing its human resources to meet the needs that have been increasing with every legislative term.

In particular, as stated earlier, in the area of human resources development, a number of international organizations, including the UNDP, the IPU, the World Bank, and a number of Non-Governmental Organizations such as the Asia Foundation, the KAF and the CIDA, have actively participated in this endeavour with the Cambodian Parliament.

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## SESSION 5

(21 January 2005)

### I.T. IN PARLIAMENTARY LIBRARY AND INFORMATION SERVICES

- *Managing Information on Parliamentary Websites*
- *Automation of Press Clippings*
- *Digitization of Library Collections*
- *Library Automation*
- *Multi-media Production Facilities*

#### Keynote Address

by

**Karl-Min Ku**

*Chief Secretary,*

*Education and Cultural Committee,*

*Legislative Yuan, Chinese Taipei*

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#### The Goals and System Complex in the New Century

In the 21st century, there are three basic tasks a Parliamentary Library needs to undertake for the Parliamentarians, including the member and the law-making researcher in the party office or in the Legislature. These tasks should serve the public as well: (i) to provide the democracy memory of the country; (ii) to serve as to conduct the freedom of information and access to the legislation; and (iii) to offer the knowledge management (KM) for the Legislature and the Member's offices.

The goal of these tasks will not be achieved, and we even cannot get any proper results for its service purpose if we ignore the current IT/ICT applications and the Parliamentary Library service system. The service-oriented applications should be within an IT/ICT complex.

In general, an efficient IT/ICT technology system complex which when applied in a government organ like the legislative branch, which consists of at least four components, should require enough capacity of hardware, dynamic software, multi-communication/channel network, and the most important, machine readable dataware. All the above mentioned IT/ICT wares have to integrate into a web-based platform and upgrade to a level of KM system. Thus, the IT/ICT system complex can provide a variety of information/knowledge services to match the functional goals. Data/datahousing/dataware is the key element of any successful information system whatever for a traditional library, a hybrid library, or a digital library at large. Data is the basic processing element for any information. Information is the basic connecting element for any knowledge. Data, information, knowledge, can form a chain, a cycle; they also can appear in the different forms from the cycle, chain. The relationship of data, information and knowledge is just as like the relationship of water, ice/snow, and steam. However, they all are the resources of wisdom and the vital energy of human activity.

### **Web Library as the Knowledge base**

During the past three decades, telecommunication technology has been progressing speedily. Vast application development in human society and the media message process which include data, voice, image and graphics are all in a revolution of digital status and digitalisation. Therefore, data/datahousing/dataware that conveys the messages may be brought under proper IT/ICT applications to support directly as a real time solution in an on-line digital library. In other words, a knowledge-based service can be provided by an on-line digital library through the network system and website service. In our country, I got some initial experience about it and I named this kind of library management and services as the "Web Library", a concept which I presented as a paper at the 67th IFLA open meeting in Boston, USA, in the year 2001.

Today, we trust that data, information and knowledge are highly sophisticated components of digitalized library for its content management. Content management is a process of problem solving for the knowledge providing service to the knowledge consumer in an enterprise, government agency or institute. Librarians have a lot of content management experience from both digital and non-digital library management. For instance, before library automation, librarians used manual catalogue system, bibliographies, and periodical index to provide proper knowledge contents from a book or a couple of books/materials. And in this computerized age, MARC, machine readable catalogue format, helps librarians in managing bibliographies and index for the knowledge media control, whatever it is—a monograph, an article from a periodical, a music record, or AV materials.

MARC breaks a new frontier of the bibliographical management system indeed. It also brings a powerful tool for tracing knowledge content and context. Consequently, a new series of information services such as ISAR (Information Storage and Retrieval), SDI (Selective Dissemination of Information), citation indexes and so on has been created for the library's client.

Since the 1980s, the industry of database is in a mature stage as all kinds of database are being produced. It consists of numerous database, bibliographical database, text database, document database, image database, etc. So the digital databases are gradually becoming the major media of knowledge collection. Database collections which are connected on the website, partially substitute for the book collection in recent years. And this approach will be more and more advanced in the coming years, and the web-based library will become a new pattern of librarianship. It now serves as the knowledge base for the economy, society and knowledge in this new century.

### **Content Service is the King**

Although a library has to play the important role of knowledge media storage at any time and anywhere, on the other hand, how the mining and finding out of useful and meaningful information/knowledge from this kind of storage whatever it is—traditional collections or modern collections—in digitised form on the web is still a challenge to all librarians and knowledge managers. For the readers—the knowledge consumers—content service is a practical reality indeed.

Today, content management must depend on the metadata. Metadata is literally data on data. A librarian not only can design the metadata for the different knowledge domain or different knowledge media if it is necessary, but must also know how to implement it into an information system for the clients. Therefore, library and information professionals may all agree with that famous and foremost sentence in the circle of computer people that the content is the king of any information system. This key concept was approved in the last decade of the last century because we are also a pillar of human resources in the information system for Parliament service.

For librarianship development, Internet/Intranet system assists us to organize a service net that can offer proper information and knowledge at the right time for the right people with the required



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effect. By the way, content resources can concentrate on a website that serves as the knowledge base for the library knowledge service.

### **IT/ICT Application Experiences in our Country**

The Parliamentary Library of the Legislative Yuan started its first computer application project in 1984. The purpose of this pilot project was to develop a series of Chinese Database Information Systems and to provide them for public access. In 1992, the first project completed almost all of its computerization planning that includes seven database information systems of legislation such as the Chinese Code database, the Code Amendments Full Text database, the Legislative Literature database, the Interpellation database and so on. And the system could be accessed via the telecommunication equipment either inside or outside of the Parliament because that period was the pre-Internet age. But after 1995-1996, the Internet was used to have a proper kind of database access.

In 1998, the organization started the second stage of its IT application project with construction/implementation of the web-based digital library and offered personalized services via Internet. The website library contents can be divided into five domains or zones, each with its own type of service suited to the different character of the information its supplies. These distinct domains of service and content were named browsing zone, searching zone, disseminating zone, reference zone, and leisure zone.

And in 2001, the organization entered into large scale development of a knowledge management system as the third stage in the ICT application for enhancing the legislative services to the Member's Offices and the public as well. The e-content news knowledge management system is the initial part of the results of the third stage.

Our experience reminds us all that we have to understand and catch up with the dynamics of IT/ICT application and development domestically and globally.

## DIGITAL ELECTRONIC MEDIA MONITORING SERVICE IN AUSTRALIAN PARLIAMENT

**Roslynn Membrey**

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As I said in my Keynote Address at the theme Session on *Library Services for Members*, the Members of the Australian Parliament are very interested in all forms of the media. In that context, I wanted to tell you a little bit about our Digital Electronic Monitoring Service that we launched in November last year. Not only do we have the newspaper clipping database that I was talking about earlier, we have also, since the 1970s, made video and audio recordings of all the news and current affairs programmes broadcast on Radio and Television in Canberra. We are allowed to do this under the Australian Copyright Act, which allows us to make copies of programmes, provided that we only make them available to Senators and Members in the performance of their parliamentary duties. We interpret that to mean news and current affairs programmes; it does not mean we can record a cricket match or a car race or a beauty contest or the latest drama programme because they are not related to parliamentary purposes. Mind you, some Members do tell us, for example, if there is a soccer game or something on, "I want you to record that because one of my constituents is playing in that team." So, they can dream up an excuse for parliamentary purposes.

With the analogue television transmissions that we have in Australia, we will go digital in about six years time. What we have been doing is recording these programmes on video cassettes and audio cassettes and then when a Member wants to copy the programme that we have recorded, we make a copy on a video cassette tape or an audio cassette tape and then they have to come to the library to pick up a copy or if they are in their electorate office, we have to post it to them and it takes twenty-four hours to get to them. So, what we decided to do was to provide this service digitally straight to their desktop. It has taken about twelve or fifteen months to develop this project. We waited nearly six years till we thought the technology was mature enough to be able to provide this service. In early 2003, we sent out a request to all the people in the video recording industry and said, "This is the job we want to do. You tell us how we can do it." We got 14 responses to that request. Out of those 14, we decided on one supplier who could help us provide exactly the service we want to do. On receiving the programme, they will be able to play it back at their desktop. They will get it played back through the Windows Media Player and they can expand it to full screen. We call this service, "the Electronic Media Monitoring Service". Each Senator and Member has an icon on their desktop. When they click on it, they will see a list of the most recent programmes that we have recorded from television and radio. By scrolling down, they can find all the programmes we have listed. On the screen, they will see several important things. First, there is an item number. For example, there is '2CN'. It is the name of the Radio Station from where a particular programme can be recorded. '2CN Breakfast' says that it is a 'Breakfast Programme on 2CN'. It may also show again for example, '182' and that means the programme lasted for 182 minutes. Then, there will be two little icons. One is for captions and I will explain that a little later. The second one tells you whether it is a Radio or Television programme. By clicking on that icon, you can play back.

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At the top of the screen, there will be four radio buttons. One is called Browse, one is called Basic Search, one is called Advance Search and one is called Programme Guide. All they need to do is just scroll down and see the programmes that are recorded. There will be a little plus sign on the left side of a programme. What we have done is called segmentation of programme. The 7:30 Report in Australia is a current affairs programme which every night might have four or five different stories. My staff in the Electronic Media Monitoring Unit will segment it, that is split it up, into those four or five different stories. Each one is titled with separate Meta data, names of people who were being interviewed and the subject about which the programme was broadcast are added.

By clicking on the plus sign, Members and Senators can see the programmes that are segmented. They can decide if they want to watch one of those programmes. So, they will have instant play back of any programme they select. The 7:30 Report, you will be surprised to hear, is recorded at 7:30 at night and finishes at 8 O'clock. That is why it is called the 7:30 Report. Any time after 7:35 they can start playing that programme back on their desktop PC. If they are running into their office a little bit late and they know they want to see the 7:30 Report, they can just click on to this system and it will play it back to them.

The other thing that we do in Australia is, all television channels have captions, which is the text as the way it is spoken, which scrolls across the screen. We are ready to pick up that text and record it in a database. So, it is just straight text that is picked up from the television signal and put in the database. So, a Senator or a Member knows what the topic is about. They can put in a search term and it will find the programme for them. So, they know if it is 7:30 Report four nights ago and it was the Leader of the Opposition talking about Loggerhead Turtles, they just put those search terms in and the caption will come up or they can play the programme back.

If the members want to do a Basic Search, they can put in the date when the programme is recorded, and the medium, whether it is television or radio. They can say whether it is all television channels or all radio stations or only some. They can mention the name of the programme. All of that they can put in as a search term. Whenever they do a search in the captions, the search term would be highlighted so that they can check and pick up the right term. One of the things they can do is that they can play back the audio file if it is just an audio programme. Instead of playing back a video file they will play back a radio file.

On an average, each month, we have supplied about 400 videotapes in recent years. We launched this in November of last year and in the first month we had 5000 hits on this database. So, it has proved already to be a brilliant success, and it is all due down to the hard work of my very clever staff who have had this idea in their heads for a long time and have been patient enough to wait for it and get it installed. The Members and Senators in our Parliament certainly seem to be able to appreciate it. I think you might like to see yet another application of technology in our environment. Perhaps this is an idea which you can develop in your Parliaments.

# THE MANAGEMENT STRATEGIES OF THE E-CONTENT NEWS KNOWLEDGE MANAGEMENT SYSTEM AND SERVICES FOR MEMBER'S OFFICE OF THE PARLIAMENT

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## **Abstract**

The e-Content News KM System serves as a result of the third generation of IT/ICT application development in our Parliamentary Library. The system is designed to provide a fully digitalized environment for the members and staff of Parliament to manage their daily news collection work. This paper describes the system's development background, the evolution of News Services, and the management strategies of the KM System.

## **Background and Forward**

ICT applications have experienced a fast growth in the country in the past two decades and become a highly popular phenomenon across the main segments of the population, including enterprises, academic institutions industries, the government and Parliament. The evolution of the Chinese Language Information Technology in the 1980s that can process around a hundred thousand Chinese characters was critical to the implementation of ICT applications.

Our Parliament, the Legislative Yuan, started its first computer application project in 1984. The purpose of this pilot project was to develop a series of Chinese Database Information Systems and to provide them for public access. In 1992, the first project completed almost all of its computerization planning that included seven database information systems of legislation which could be accessed *via* the telecommunication equipment. In 1998, the organization started the second stage of its IT application project with construction/implementation of the web-based digital library and offered personalized services *via* Internet. And in 2001, the organization engaged in a large scale development of a knowledge management system as the third stage in the ICT application for enhancing legislative services to the Member's Offices and the public as well. All the three stages of the IT/ICT applications and services were devised/conducted by the Library and Information Service (the LIS) of the Parliament whose official name now is the Parliamentary Library (PL) of the Legislative Yuan.

## **The Evolution of News Services**

Daily news is an important media for understanding and catching up with the dynamics of the socio-economic, domestic and global concerns. The news information service has become a trend within every Parliamentary Library around the world since the latter part of the 20th century.

As for the news service in our Parliament, we have witnessed its evolution spanning five main phases:

- News clipping and filing services
- News images in microforms/micrographic services
- Computerized news index services
- News document databases with the images/CD-ROM services
- E-content news knowledge management services

The British newspaper librarian, Geoff Smith, once pointed out that libraries which hold newspaper collections and provide services based on them, and users wishing access to newspapers and their contents, have experienced many types of change for years and will continue to do so in the future. New technologies have been and continue to be developed which offer opportunities for improvements in access, while traditional methods of collection and preservation remain in widespread use and are an essential understanding for improvements to access in the future.

Today, the challenge is how to consolidate the news services in libraries that were created in different periods and integrate them into one service system, ensuring that the users will get the correct and complete information they need.

### **The Management Strategies of e-Content News**

The News Content Knowledge Management (KM) System of the Legislative Yuan was launched in May of 2001. The KM System is a fully digitalized (e-lized) functional operation system which include e-acquisition, e-collection, e-mining, e-maintenance, e-service, and e-delivering operations for both e-content and metadata of 1.5 to 2 million news items or pieces in each year beginning from the year of 2002. The management strategy for the system can be described briefly as follows:

- Acquiring the raw data of daily news items directly from the 23 contracted media companies. Except for commercial advertisements, the e-content News KM System acquires all the issued news, including nationwide and local news, metropolitan and suburban news, as well as any rural village or small town news.
- Using automatic download technology to collect raw data in a variety of news formats from the computer centres of the contracted media companies and loading it in to the PL system, which runs every day from 11:30 PM to 4:00 AM.
- Mining and organizing the collected raw data by using a system of people's names, subjects keywords, geographic names, code or bill names and so on.
- Maintaining the incoming and outgoing data of the structural database in real time, including the index system, to ensure the quality of the KM System.
- Delivering and distributing the relevant news index and news content to each client's ICT terminal device on demand.
- Promoting and arranging e-learning programs to bridge the clients' digital divide with a smart KM System and enhancing the information literacy in general.

The management strategy of this e-content KM System is based on four things: (i) a well-structured network infrastructure; (ii) clients with enough information literacy on office automation; and (iii) proper IT equipment deployed in each Member's Office.

### **The News Service Strategies for Member's Offices**

The e-content News Knowledge Management System represents the latest results of ICT applications development in the Parliamentary Library of the Legislative Yuan at the beginning of the 21st century. The system is not just offering public access *via* website and Internet service, but also providing knowledge management abilities to support the Member's offices' information/knowledge needs and decision-making processes.

Our Parliamentary Library offers its clients a special service called "Getting all your favourite news". Under this service, each Member's Office can get and use the instant news services that are prepared by the News KM System every day in the early morning within six minutes. The staff of the Member's Offices, or the members themselves can start their daily work with the use of this service to keep up with updated news and other relevant information, whether in the Parliament Office or in their District Office.

The strategy of six minutes for "Getting all the favourite news" is highly recommended by the Library staff and it contains the following:

*First minute:*

To receive the member's personal news services or react to the news that appeared on any of the 23 media companies on that day.

*Second minute:*

To check what happened in his/her election district that the PL News System prepared for each member's office beforehand and could be sent to their e-mail boxes.

*Third minute:*

To focus public forums on the Bill and the Act to understand the social response and opinions.

*Fourth minute:*

To check the government's performance and the administrative achievements.

*Fifth minute:*

To analyze the various views of the different political parties.

*Sixth minute:*

To select the subject topics and subscribe on-line to get the subject news services. The KM System will send it out automatically and continuously to clients on coming days.

In addition, the e-Content News System offers a traditional on-line database access and information inquiry services.

### **Conclusion**

In the 21st century, a Parliamentary Library needs to provide three basic functions to the Parliament and the public that include the democracy memory of the country, freedom of information and access to legislation, and knowledge management for the Legislature and Member's Offices.

The management strategy of the e-content News System focuses on the goal of these parliamentary and Parliamentarian's functions, and encourages all people to use the system either with the news index or the news content.

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## COMPUTERISATION IN THE LOK SABHA SECRETARIAT

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Since the session is on IT in Parliament Libraries, I thought, it will be quite relevant to share the story of IT in Indian Parliament—as to what we did and how we did, where we were successful and where we were not. This will give you some idea and it will help you in developing your own system.

We started automation in the Lok Sabha Secretariat in 1985 when we requested one of the national agencies, namely, the National Informatics Centre (NIC), which is responsible for the automation of government institutions, to conduct a feasibility study. With the result of the feasibility study, we set up a very small Computer Centre in Lok Sabha in 1985. The initial mission of the Centre was to organise the in-house data, so that people could have access to parliamentary information.

In 1985, initially we developed a few index-based databases. These included Lok Sabha and Rajya Sabha Debates, Questions, Bills, Decisions from the Chair, Directions by the Speaker, etc. The parliamentary debates were examined, keywords were assigned so as to develop indexed based database of the discussions held on the floor of both the Houses of Parliament. These databases could only be accessed through terminals installed in the Library. Anybody who was interested to search the information about Parliamentary Debates, had to come to us and we could search from our database what discussions have taken place on any topic and what is the relevant date of discussion and page number of printed text. Since these were index-based databases, we did not have the full text on the computer. It was only referring to the printed text of the debates.

In 1989, the then Speaker directed that we must go in for automation of all branches of the Lok Sabha Secretariat. The Computer Centre was asked to undertake the job. Accordingly, we started automating the activities of various Branches—Reporters Branch, Questions Branch, Committee Branches, Security Service and LARRDI Service. The early 90's witnessed revolutionary developments in the field of IT. These included PC revolution, high speed LAN and WAN connectivity, GUI based software, etc. This was the era when the Windows system became popular and we migrated from Unix to Windows environment; we started installing PCs in different Departments of the Lok Sabha Secretariat and connected them in a LAN. We also had the WAN linkage for Internet accessibility through the NIC gateway. This was the time to motivate our staff to undertake the work in the new environment. With the result, in 1996, we could launch our Home Page. On 15 March 1996, our Home Page was inaugurated by the then President of India. We also brought out the first Electronic Book in the country, which was also released on 15 March 1996, covering information on Constituent Assembly debates, Constitution of India, Decisions, Directions from the Chair and other relevant parliamentary information.

Today, the Parliament of India Home Page has almost all the information which is being generated within the Parliament. I would like to go back a little and tell you the story of automation of our Reporters Branch, how we started putting our debates on to the Net. Before we started the automation,

Reporters used to type verbatim proceedings of the House on manual typewriters. They used to cut stencils which were rolled on the cyclostyling machine. We used to print a bulk report the next morning covering almost 200 to 250 pages. With the introduction of the computerised system, instead of the manual typewriter, they were asked to type on the computers and as usual, there was some resistance in the beginning. Somehow they could slowly feel the advantages of the Word Processing software packages and they felt comfortable later and started feeding the data on the computer. With the result, we were able to save time and stationery as well because the report which used to be of 200-250 pages came down to 100 pages so as to save 50 per cent of the paper. A soft copy of the verbatim was forwarded to the Parliament Library. The debates of the House were then released on the Internet the very next day after converting the data into the HTML format. This became a popular service not only for the Members of Parliament but for the Press reporters and the general public as well. At times, if we are late in releasing the debates on the Home Page, we start getting telephone calls because the Media use this information for publication in newspapers and magazines.

If you now look at our Home Page, the information which is available include: Parliamentary Questions and Answers (full text); Debates of Lok Sabha (full text); Bills (full text); Synopsis of Debates; List of Business, Parliamentary Committees—Composition and Reports; the Constitution of India; Constituent Assembly Debates (full text); Members Home Pages; Indian Parliament—Introduction; Directions by the Speaker; and Decisions from the Chair. It also has a Speaker's Home Page and the details about the Speaker's Office.

Let me go a little more into history as to how we started putting the List of Business (LOB) of the House on to the Home Page. Initially, the Computer Centre used to feed the data of List of Business by typing as the Branches concerned were not able to provide electronic copy to the Computer Centre. Later, with the automation of the Branch concerned a soft copy of the data was being received by the Computer Centre. However, this process used to take a lot of time and the LOB was being released by 10 or by 11 AM only. As the Session starts at 11 AM the whole purpose behind the exercise used to be defeated. Now what we are doing is that the Department concerned which finalises the Business of the House, converts the data into the HTML format and straightaway puts it on to the Home Page and it is released on the Net. The Members of Parliament, before they receive a printed copy, can see the electronic copy on the Net and their purpose gets served. They are able to see what business is going to take place the next day.

Now I come to the automation of Parliamentary Questions. Whatever Questions are asked by the Members, we forward details to the Ministry concerned. They prepare the answers of those Questions. The Answers may run into 10 to 20 pages or sometimes they are of half a page to one page. Most of the time, the Answers are quite long. This is a vital source of information because a lot of government information comes to the Parliamentarians or the general public in the form of Answers to the Questions. It was very important that these Questions were released for the general public so that they could get that information which is normally not available or which normally the government is not very keen to give out. As the Ministries used to forward Answers in printed form only, the options available to us were either to feed the data ourselves or ask the Ministries to send an electronic copy along with the printed one. In case we start feeding the Answers, it would take a lot of time. So we requested the Ministries concerned to send their Answers in the electronic form as well. Then they had a problem, *i.e.* they could finalise the Answers almost only at the eleventh hour. If the Question is to be presented the next day, they were able to finalise the Answers the previous evening only. They said that it was not possible for them to give an electronic copy along with the printed version. Then we gave them an offer to send the electronic copy at a later stage. Now, sometimes we get the electronic copy after a week, sometimes after 15 days or sometimes it comes immediately after the Session. Now it is the responsibility of the Ministry concerned to send the data



to us. The Computer Centre's responsibility is to collect all the data, assign keywords and put it in our database so that people can search it for future use and they can get the desired information.

I have already told you the story about the debates. Earlier, only the index of the debate was available. But now the full text is available from 1993 onwards and we can also make searches. Now the Members get the full text of the discussion if they wish to have it. You have a query form and can search by subject, by type of debate, by member's name, etc.

Now I come to web casting. We have reached the drawing room of the people the world over as our debates are web-cast simultaneously. We take the feed from the TV, put it on to our server and it is simultaneously web-cast. Anybody who is interested can go to our Home Page and start seeing the proceedings of the House. We are not archiving this for the time being. There is a proposal where we will be archiving the debates and put them on the server and can be viewed any time the world over.

Now I come to Bills. We get the full text of the Bills from the Ministry of Law, which is responsible for drafting the Government Bills. We then put it into our database. Anybody who is interested can search the details through the Parliamentary Bills Information System. It gives the status of the Bill as to when it was discussed in the Lok Sabha or Rajya Sabha, when it was passed and when it was assented to by the President of India.

The Website is also hosting Parliamentary Committee Information. Here, all the information about the Parliamentary Committees, their composition, the subjects being discussed, their reports, etc. are given. Again, the data comes from the source, *i.e.* the Committee Branch concerned.

The Parliament of India site also hosts individual Home Pages of each Member of Parliament. We have created a Home Page of each Member of Parliament, where the details about that particular member is given. Any data that a member would like to post can be passed on to us so that we could post them on his behalf, on his Home Page. Of course, his address, his e-mail id., his telephone number, etc., are already available. On a Member's Home Page, you would see important links like his biodata, debates, etc.

Coming back to the Parliament Library, it is the second largest library of the country, after the National Library, having 1.2 million publications. We have also automated library activities from 1992 by using 'LIBSYS', an indigenously developed software package. We have all kinds of web-enabled services. You can search our Library from your place also. It has provision of simple as well as advanced searches, including Library Catalogue.

Our digital library at present contains about 175 CDs. All the CDs have been mirrored on a CD server and we have kept the CDs in our lockers. We have a fairly good collection of reference books, yearbooks, reports, atlas, e-journals, etc. and one could just log on to our server and this information can be retrieved. Because of the copyright problems, it is accessible only on the intranet and not on Internet.

Press Clipping is another area, which of course needs further modernisation. At present, we are scanning a few selected clippings and putting on a database which is specially designed for this. These can be accessed and searched with the help of assigned key words, the title of the newspaper, the date of the newspaper, etc.

We also have a Documentation Service. Articles from newspapers and journals are selected and indexed. In case the full text of any article is available on the Net, a link is provided for the users.

In 1993, an important decision was taken when the Lok Sabha Secretariat decided that every MP should be given a computer at his residence, for his personal use. So, we provided a laptop or a desktop computer and, in addition, a handheld computer. After giving computers to the MPs, our responsibility has increased manifold. The members are now able to access our databases sitting at their residences or offices. So, we had to upgrade all our databases and make them web enabled after this facility was extended to them.

The Computer Centre has also developed the Speaker's Home Page which gives information about the Hon'ble Speaker, his visits, his personal details, his photographs, etc. All these details are available on his Home Page. We have also provided links to the Websites of the Foreign and State Legislatures. Recently, during the Presiding Officers' Conference, we have launched a site of Legislative Bodies of India. In fact, every year, we have a Conference of Presiding Officers where the Speakers of all the State Legislatures and the Speaker of Lok Sabha and the Deputy Chairman of Rajya Sabha meet to discuss issues of common interest. So, that is when this site was created. This is very frequently used by the Members as well as by the State Legislatures.

We have also developed an APLAP site for this Conference. This site is having all the papers which are being presented, and all the details like its constitution, etc. This is also kept on our server. So, you can access it; the moment you go back, if you have not carried anything from here, all the Conference proceedings, etc. are available in this site.

We also have a very strong LAN which is connecting all the three buildings of Parliament. We are using High End Switches, connected to router, and we have a WAN connectivity with the help of three 2 MBPS lines; we also have radio frequency links; inside we have all fibre cables on a Cisco 6513 Switch, which is a Layer 3 Switch, whereby we are able to use all the Layer 3 capabilities of the Switch. We have two dedicated ISDN lines of 2 MBPS; they are available for LAN connectivity. This is what the story of the Indian Parliament's automation is and how we have gone into this, step by step, over the last ten years or so.

## SESSION 6

(22 January 2005)

# CHANGING DIMENSIONS OF LIBRARY AND INFORMATION SERVICES IN INDIA

*(Interactive Session with Library Professionals of Delhi)*

## Keynote Address

by

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### Introduction

There are three revolutions in the history of mankind. They are, language millions of years ago, writing millions of years ago and Gutenberg's Printing Technology that came into being in 1500 A.D. Right now, we have entered into the Fourth Revolution. We are going through the Fourth Revolution which is the Internet (Web and Electronic Publishing) mainly. It is going to have a lasting impact on how publishers, publishing and authors behave. It is going to bring revolutionary changes in publishers, publishing and authors.

Now, talking about the ongoing revolution, I can say that unsettled players are involved in it. The old players have new roles to play. For example, regarding contributory authors, the entire way changes the way they think. They are looking for media where their results are getting published faster and they get the credit for it. That is more important. Journal editors have a new role to play in the sense that they work in an electronic environment. Publishers are always looking for more money. They prove their value and ask for more money from the librarians. Librarians always think that things are going to become cheaper when it comes to electronic publishing. But it is not really so. As far as users are concerned, there are surveys which say that specially young users say that if anything is existing in the electronic form, then they are always available for them. Otherwise, they do not go to libraries. That is the user perception. Electronic publishing give convenience to the users. Librarians are always looking for cutting down and buying more from a lesser budget. They thought that e-publishing would give them opportunities. It has given them some opportunities but not exactly the way we thought it would. Things are, of course, changing.

The focus of libraries till the 1980s was on computerisation of bibliographic records and providing computerized services through secondary databases held locally in CD ROM or magnetic tapes. Now, there is a change of focus since the 1990s. There is emphasis on electronic full text resources, use of standard protocols to ensure interoperability among information systems across the country and internationally and the use of web-based products and services. Today's digital revolution is built around the internet and web technologies, with electronic journals as their building blocks.

## **From Automation to Transformation**

If you look at the history of automation, you can find that there are three distinct phases. The first phase of automation started in 1960 with Library OPACs, Integrated Library Packages and shared Cataloguing. The second phase of automation started in the 1970s when remote public access and online search and retrieval services using Mini and Mainframe System were there. Then we started accessing them. The third phase of automation came about in the 1980s with print contents going electronic like CD ROMs, and bibliographic and full-text sources. ADONIS was one of the remarkable services for document delivery. In fact, in 1989, there were 1700 full-text sources which were available on sixteen online systems. Of course, the technology had its handicap. It was not able to display the graphics part of it. At that time, the technology did not support it. Although we had 1700 full-text sources, they were all pure and simple texts.

When we are going to talk about the Fourth Revolution, we can say that that was the beginning of the Internet Revolution. It had client-server technology behind it. Gopher came in a big way and, of course, it disappeared also in a big way. It was over taken by the world wide web and we had complete paper with graphics and other media. There were evolving web technologies like CGI, ODBC, etc. All these technologies were behind the development of digital database.

## **Trends**

Let us have a look at the trends. Technology is the enabling factor. But what are the trends now? There is a gradual migration towards electronic resources. There would be enhanced contents in the electronic version. Print version would be increasingly treated as the skimmed version with summaries and highlights. This is going to happen. It is said that when the moving picture came, the first versions were more like theatres, as if the theatre is being enacted. But the Director then realised that the camera can move. Similarly, there will be migration from print to digital information. This is going to change. We will have more and more contents which cannot be or which will not be reproduced in a paper environment. There will be increase in local contents with provision for electronic repositories to host them locally. There will be e-print archives with Open Archives Initiatives. This is coming in a big way. India is a big supporter of this movement. We are trying to establish repositories and putting our contents there. There will be increase in in-house digitisation activities and increased acceptance of e-resources for the convenience, bells and whistles they offer.

## **Factors influencing changes**

Continuing with the trend, articles are being treated as a unit of information as against journal issues. As you know, in the conventional environment, unless you have ten articles ready to be put, it will not come and the journal is not ready for publication. But now almost every publisher puts his article as soon as it is ready. So, an article is being treated as a unit of information as against journal issues. The factors that are influencing these changes are four: they are collection, services, users and staff.

### *Collection*

As far as collection is concerned, libraries are going through a trend where they are moving from acquisition to access. The emphasis is on access. The user should be able to access the information. It is not important whether you have them physically with you or not. We have instructed all our members to discontinue their print subscription since they have already access to it. Of course, we have ensured that some kind of back-up or perpetual access is built in our purchase. There is also a change from monomedia to polymedia. Print is not the only media. You have all kinds of graphics and other things built into that. There is a change from "Just-in-case" to "Just-in-time". The acquisition

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policies are changing accordingly. We have larger dependence on document delivery services now. There is a change from libraries as archives to libraries as access points. There is a change from "subscription to printed journals" to "subscription to e-journals".

#### *Services*

As far as services are concerned, we are migrating from bibliographic search services to full text search services and document delivery. I would like to mention that when we told our users that we might discontinue some of the secondary services, some of the users have said that they do not bother about it as long as they have IAL on line. They said, "We just do not bother whether you have INSPEC or not". But we, as librarians, know that INSPEC is a very important one. The users' perception is convenience and accessibility to full text. There is a migration from searching printed indices to CD-ROM databases and online search services. This is another trend too. There is a change from information gathering to information analysis and repackaging.

#### *Users*

As far as the users are concerned, there is a shift from quantity to quality. Not many users would like to see secondary services in spite of the fact that we tell them their merits. If they are available in e-version, they are interested. Otherwise, they do not want to go to the Library. There is a demand for highly specific information and timely information. Users are highly aware of what is available and what they can access. Their expectations from the librarians are very high. Web-based products and services accessible at users' desktop have made the users self-sufficient. They are no more dependent on libraries. They feel that they can do without libraries. Accordingly, libraries have a changing role to play.

#### *Staff*

Libraries have to balance customers' expectations of continuing increase in IT support with limited institutional resources. They have to meet the support requirements of users. There is a need to train and re-train Library Information Science (LIS) students and staff. We have to take decisions on appropriate technology solutions for libraries and their implementation. We are suffering from multiplicity of solutions than from lack of solutions. So, our responsibility is to collectively select the appropriate technology and implement it. We have to create network-based libraries. We have to create and maintain library websites and archive digital information. So, this is what is expected of us.

### **Challenges and Expectations from the LIS Professionals**

It is said that using the Internet is like drinking from the fire hydrants. The librarians are expected to filter the information contents of Internet by cataloguing Internet resources. We have been in the business of selecting printed books. But now we have to catalogue Internet resources. We have to evaluate and select Internet information resources, and build subject gateways and portals as a part of library website. We have to address questions of authenticity, integrity and provenance of information. These are the new opportunities and expectations from the libraries. Of course, librarians require skills and expertise to meet these expectations. So, LIS personnel are required to develop special skills in IPR and copyright which are gaining importance day by day. IPR was something about which nobody talked about earlier. In fact, we were surprised when we were going to implement ETD in IIT, that there were no IPR issues. We never talked about as to whom the thesis belongs to, whether it was the copyright of the University or the student. It was unclear. So, we have to have IPR and copyright issues talked about in detail. Then, there are management information systems: content and knowledge management; networking; telecommunications; and licensing information resources and lease agreements.

We have to be some kind of IPR advocates to really look into the contents of what goes into the agreements. Then, there is knowledge of alternate electronic publishing models such as e-print archives; institutional repositories; ETD; and library consortia for sharing human, material and fiscal resources. Increasingly, technology has given us an opportunity to create contents. We have been in the business of purchasing content. But this new technology has given us an opportunity to create contents. A lot of libraries are coming forward in India to take up such initiatives. Of course, consortia are more important and I am sure many of you would be involved in such initiatives. This is really changing the way people look at Library and Information Science in India.

### **Library's Role in Changing Scenario**

Next is about library's role in changing scenario. It redefines the role of library in acquisition, selection, organisation and management, access and preservation; content creation, content management and the creation of knowledge-base for the organisation; creation of local open archives for the contents created locally or generated by the faculty and scientists, led by open archive initiatives. I will be able to give some examples that we have been able to establish. Library, as universal access facility for the institute, develops, organises and maintains subject portals and community portals. This is something which has been taken up by most of the IITs and other libraries.

Then, I come to the library's role as the validation and certification authority. When we develop subject portals, that is what we do. We evaluate sources and provide some kind of authenticity to it. We have to negotiate licence agreements for electronic access; form consortia and negotiate licensing; recruit and train manpower in handling digital repositories, computing and network infrastructure raised in the process of setting up a modern library; library's role in online education and increase and continued participation in traditional methods of imparting education and research activities. They have to get more involved in traditional methods of imparting education and research, not as an librarian but as an IT expert.

I, now come to general opportunities. The challenges provide us opportunities to build digital collections of national importance from existing texts, documents and images. We never thought of archives before the way we are thinking of it now because of the technology and its enabling factor.

The next is about creating new digital documents and linking them; selecting open source digital resources and creating and maintaining linkages. These are subject portals. It also includes developing/adapting management tools for digital collections; providing access to digital collections; integrating digital and other library collections. This is very important. We have now collections in print. We have a library of OPACs. We have several publishers from whom we provide access to the users. There is integration not only at the publishers' level, and e-journal level, but also at the library of OPACs and the material that we have digitized locally. So, the integrated access is something which comes out in a very important way in our environment. There are now technologies that allow us to use that. This is also about establishing services for digital libraries, online access and offline support, education and training of users and librarians; addressing social, legal, policy issues; and outsourcing digitisation and services.

### **Digital Library Initiatives in India**

So, this is the first part of my presentation. I will just take you through some of the important digital library initiatives that we have in our country. At the scholarly science journal level, publications have been digitised. One of the early initiatives was taken by the Indian Academy of Sciences which was established in 1934. Their 11 journals are available online. It is an open source material. The other Academy in India is the Indian National Science Academy. They have four important publications. All of them have been digitised from volume one onwards which are available online. Another

initiative which is very important is the MedIND which is a bio-medical journal. About 28 journals have been digitised, full text, from volume-I onwards which is available to the scientific community.

The MedIND is about Electronic Theses and Dissertations. There are several Universities which have started it. We have started it at the IIT, Delhi. We have more than five hundred Ph.D. thesis that have been scanned. Electronic submission of thesis has been approved by the Institute Senate. We are in the process of implementing this. We have installed D-Space Configured for submission and access. We have scanned 25,000 pages in respect of old periodicals. ETD@IIT is already in practice. It commenced in 1999. More than 3,500 thesis have already been deposited on it. Further, bibliographic data along with abstracts is available to all on Internet. The full text of the thesis and dissertations is available on Internet.

Another major initiative in India is the *Vidyanidhi* project. This is a national initiative where all the Universities are requested to join. They have already signed MoU with four Universities. Initially, it was supported by the Government of India. Now, the support has come from the Microsoft and the Rockefeller Foundation.

We in India are a big advocate of e-print archives. The e-print archives at IISc, Bangalore, was started about three years back. There are more than 1200 deposits on it. This is one of the most active e-print archives that we have. The problem with such an initiative is that technology is not a limiting factor. Anyone can install an e-print archives. You have to prompt the scientists to keep on submitting to this depository. This becomes a limitation if the scientists are not fully aware of the implications of it.

The INDEST Consortium that I coordinate also promotes the establishment of e-print archives. We had arranged a training programme for our member institutions. About 22 institutions were the beneficiaries of this training programme. We could get five institutions to do this to start e-print archives. IIT, Delhi, is one of them. IIT, Bombay, IIT, Kharagpur, IIT, Allahabad and IIM, Kozikode are the others. These are the institutions that have started the e-print archive activities with our promotion.

Another initiative which I would like to mention is the Librarian's Digital Library started at IISc, Bangalore, by DRTC. It works on DSPACE and it is open to all. Anyone can make submission. You can also go and have a look at the library. Maybe, you would like to make a submission.

As far as books are concerned, one of the major projects that the government of India is involved in is the Universal Digital Library Project. It is also called the Million Books on the Web Project. India and China are the two big participants. The portal on the Digital Library of India was launched in September, 2003 by the President of India. The portal has more than 27000 books in digitised form. This work is carried out at a national level. There are several libraries which are involved in it.

The Carnegie Mellon University has also started some projects which are coordinated by the Indian Institute of Science, Bangalore.

The online courseware is another important area that has been recognised by the Government of India. We have national level projects called the National Programme on Technology Enhanced Learning. This programme, sponsored by our Ministry of Human Resource Development, is executed by all the IITs and the IISc is aimed at developing curriculum-based video and web courses for at least more than 200 courses targeted to engineering colleges and pure sciences. Several web-based courses are already available from the web-sites of participating institutions. At IIT, Delhi, we have developed an Online Courseware Directory on Courses in Information Technology. At data level, there are two initiatives. One is made by the National Chemical Laboratory on the national collection of industrial micro-organisms and the other one is the National Centre for Bio-diversity Information. These two portals provide data level access to content.

About manuscript, as you know, India has the largest collection of manuscripts in the world—about 5 million approximately. We have a National Manuscript Mission which is looking into the digitisation of manuscripts. This is another national level project. Several institutions are involved in it. There is a National Electronic Register and Catalogue. The V. V. Giri National Labour Institute has an archive there. It has digitised its collection on Archives of Indian Labour.

At the metadata level, there are certain initiatives. Metadata is always treated as a digital library initiative. At the Metadata level, the National Informatics Centre has made an index of portals of 75 Indian journals which are available on the Internet, and the INFLIBNET is creating data-bases for thesis, experts and R&D projects. These are available in the public domain. There is another major initiative which is called the Traditional Knowledge Digital Library (TKDL). Basically, it provides an index or full-text information about traditional medicines and aromatic plants.

The Central Secretariat Library has already digitised the Gazette of India which would shortly be available on the Internet. The Khuda Baksh Oriental Library has done some major projects in manuscripts. The National Library of Calcutta has done a lot of activities. They have scanned their rare English books, and documents published before 1900 and the Indian publications of pre-1920 period for digitization. A pilot project has been completed. About, 7,000 books have been digitized under this project. The INSA has done digitization of records of their fellows who are prominent Indian scientists. Their data and their collections have been digitized. The Indira Gandhi National Centre for Arts is another important agency which has done a lot of work on the digitization of treasures of arts in India. It is more like a three dimensional digitization because artefacts have also been digitized.

There is an organisation called the Nalanda Digital Library at the NIT, Calicut. They have digitized e-books, e-journals, and e-thesis. Of course, in Parliament, you would have already seen the digitization of debates of Parliament. All the debates, Questions, Committee Reports, bio-data of present and past MPs, including their photographs, have been digitized, and they are available on the web.

The gateway service for open access resources is another important aspect where we have SciGate, Science Information Portal at IISc., Bangalore. There is an Aero-Information Portal at the National Aeronautics Lab. At IIT, Delhi, we have created a Biotech portal from one of the sponsored projects. There is a Library Portal at IIT, Kharagpur, also.

## **Conclusion**

It is said that “war is too important a matter to be left to the generals”. In conclusion, we can say that digital library too is too important a matter to be left to any one discipline or any one agency. We all have to contribute to that. Libraries, the librarians and the information specialists in India are preparing themselves to play their re-defined roles. Libraries and information agencies cannot escape the digital revolution. So, they might as well join it. Finally, technology is new for everyone. I interact with my computer experts. They have the same limitations that we have. The technology is completely new for each one of us. We can take it as an advantage.



# DYNAMICS OF TELECAST MEDIA LIBRARIES IN INDIA\*

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## Introduction

Ever since the process of economic liberalisation took off in India in early 1990s, many private television channels have come up. For the first few years, the telecast media company libraries did not find much of the problems with regards to handle their collections. But as the time passed, it gradually became difficult to manage these libraries in absence of 'LIS' qualified professionals and standard 'LIS' systems. With the passage of time the problem became more and more acute.

Thus, it was high time to answer the questions like: What is TV media organisations' perception of a library? How they process their information resources? Up to what level they are able to satisfy their users? What are the systems being followed for information storage and retrieval? Is the manpower engaged in these libraries 'LIS' qualified? What are the problems being faced by the TV media libraries and their users? What is the information behaviour of the users of such libraries? and so on.

Television programmes are telecast *via* Satellite; Terrestrial Links and Cable Networks. The study has focused on all the three types of organisations/libraries, which are catering to the needs of television programme production houses, news agencies etc.

Programmes produced for television transmission are broadly categorised in three categories as News and Current Affairs; Education and Entertainment. The present study has covered all categories with a slant to news-based programmes.

There are different types of agencies, which are involved directly or indirectly in the process of telecast, which maintain their libraries. These could be Production Houses; Telecast companies or TV Channels; News Agencies and Education Institutes in the field of Television media.

## Objectives

The study aimed at to find out the :

- Growth pattern and general background of telecast media companies *vis-a-vis* libraries;
- Nature of telecast media libraries in terms of their collection, maintenance, facilities, operations, systems and services rendered by these libraries;
- Information behaviour and status of the users of television media libraries;
- Relationship between LIS education and TV media libraries;
- Willingness for library resource sharing;
- Techniques, technologies, systems and equipments being used by libraries which otherwise are not generally used by traditional book libraries;
- State and status of television media library personnel; and
- Problems and suggestions by the librarians and the users.

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\*Co-authored by Ranjeet Singh Thakur, Bhaskaracharya College of Applied Science, University of Delhi.

**Scope of the Study**

- For the present, study only the satellite channels 185 in numbers with operations in India, are taken into consideration.
- More emphasis has been laid on television media libraries dealing with “News and Current Affairs” and “Education” instead of “Entertainment”.
- Often one group is running many television channels. Such groups have only one library. Hence the number of libraries are not corresponding to the number of TV channels.

Data related to TV media Librarians 57 in number and the users of TV media libraries 113 in numbers has been collected and analysed using statistical tools.

**TV Media: Organisational Structure**

As we know the dawn of early 1990s, saw the advent of commercial television in India. Many television channels, broadcasters, television software (programmes) production houses have mushroomed

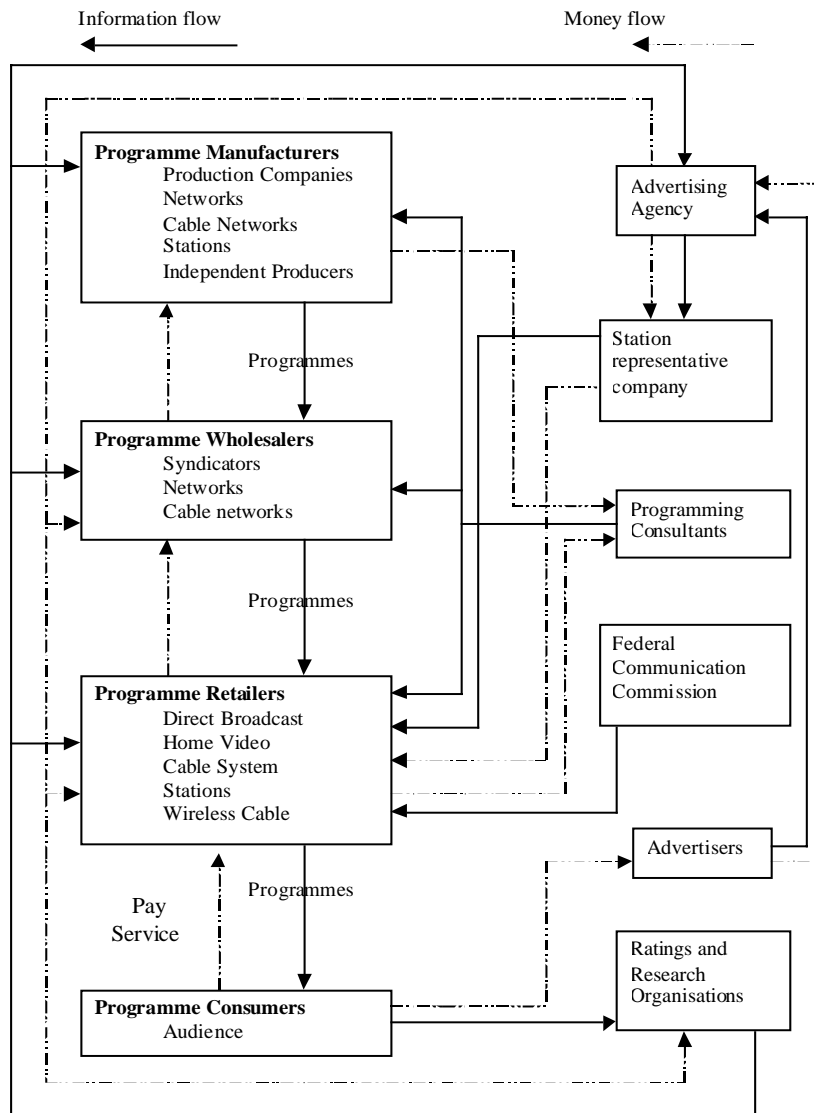


Fig. 1: Components of the Commercial Video Industry

up during the last 13 years. To help the video industry in India, many allied services have also come up to help the television media, directly or indirectly, such as advertising agencies, television news agencies, advertisers, audiences, rating agencies etc.

Craft *et.al.* have in their book drawn the relationship amongst the various components of the television video industry as shown in the Fig. 1. Now, the organizational structure of a television software producers or broadcasters may vary from company to company. However, ideally speaking a television broadcast station has the following type of organizational structure as depicted in the Fig. 2.

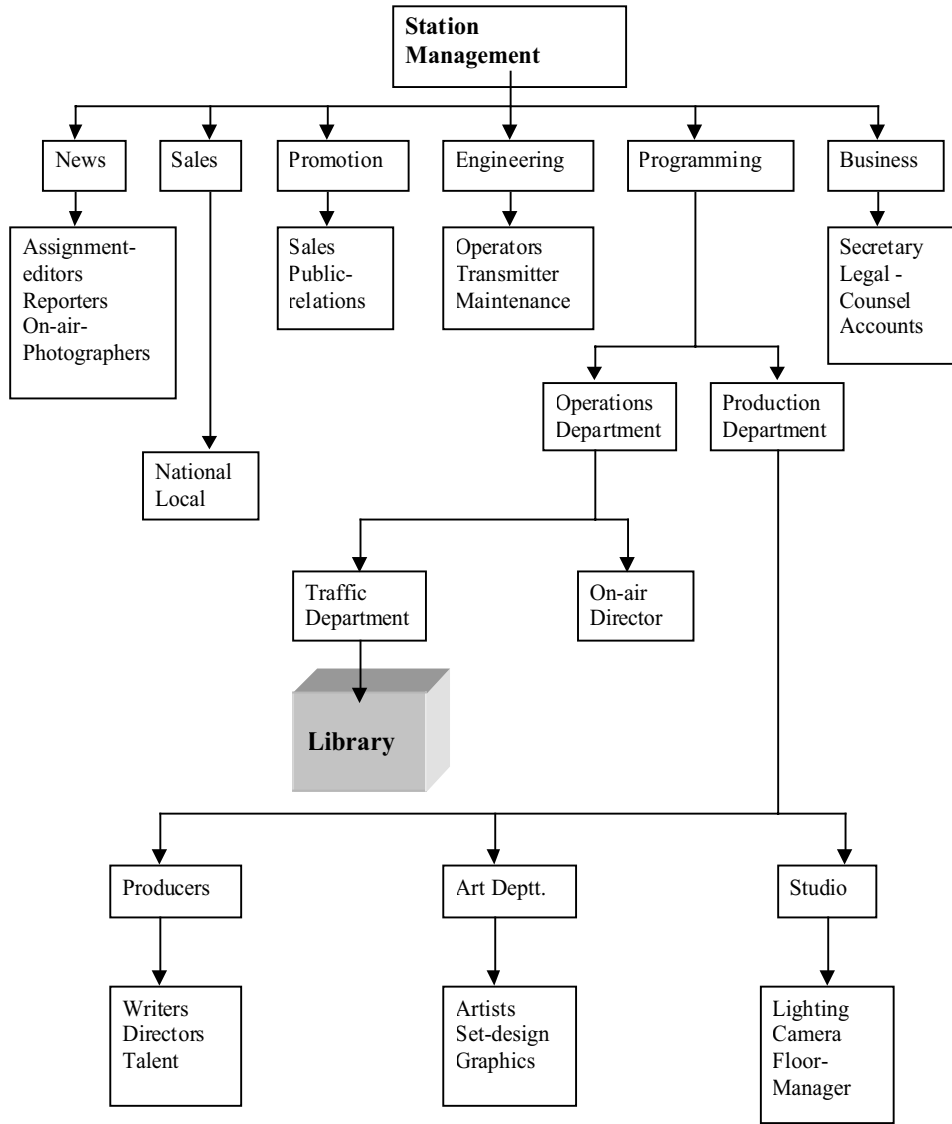


Fig. 2: Organisational Chart for a Broadcast Television Station

## Analysis

### Media Library Users

#### Selection and Size

As regards to the Users' questionnaire, questionnaires were distributed personally and by post. A total of 215 (10 per cent of the total population of 2154) questionnaires were distributed.

Despite all limitations and hard persuasion 113 questionnaires were received which comes to 52.6 per cent.

A city-wise and organisation-wise break-up of the users respondents is as follows:

*City-wise Break-up of the Users Respondents*

Table 1 gives a detail of city-wise distribution of the users responded.

**Table 1**  
**City-wise Distribution of the Respondents**

Sl.No.	City/Area	No. of Users
1.	Ahmedabad	3
2.	Bangalore	1
3.	Chennai	2
4.	Delhi	46
5.	Hyderabad	3
6.	Jaipur	5
7.	Noida	48
8.	Udaipur	5
Total		113

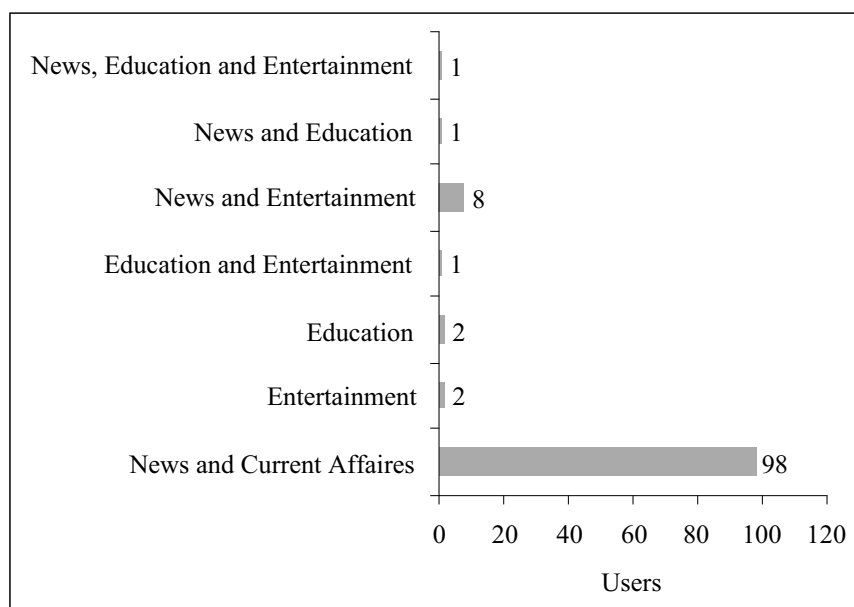


Fig. 3: Main Thrust of the Respondents Organizations

**Purpose of using In-house Library and other Library Information Centre (LIC)**

While replying to the question as to what motivates them or what is/are the 'purpose/s' of using in-house and or other LIC it is observed that in-house LIC is mostly (by 89 respondents) used to

perform 'Official Work'. Next to that, 74 respondents use in-house LIC for Casual Reading, 69 for Research and 67 for Information purposes. Education is the least motivational factor to use an in-house LICs reveals *Fig. 4*

It seems that those working in the television media do not believe much in using other LICs. They rarely use (only 12 of 113 respondents) an outside library. So far as motivational factors for using an outside LIC are concerned, *Table 2* shows a sharp contrast as compared to the in-house LICs. 'Official Work' is the least motivation and 'Information' is the highest motivational factor to use an outside LIC.

**Table 2**  
**Purpose of Using LICs**

Purpose	In-house LIC	Other LIC
Casual Reading	74 (65.5)	9 (8)
Education	57 (50.4)	11 (9.7)
Official Work	89 (78.8)	2 (1.8)
Research	69 (61.1)	10 (8.8)
Information	67 (59.3)	12 (10.6)

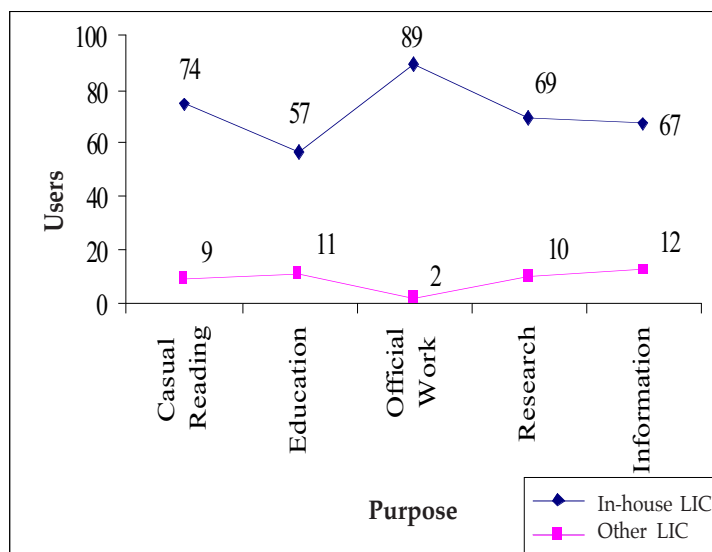


Fig. 4: Classification of Respondents by purpose of using in-house and other LICs

### Usefulness of LIS Qualification for TV Media Librarians

Cluster analysis reveals that 92.2% of the respondents find qualification in Library and Information Science either 'Very Useful' or 'Useful' in discharging the duties as television media librarian. Only 7.8% of the population falls in the category of 'Less Useful' or 'Useless'. However, 10 users did not respond to the question as shown in the Fig. 5

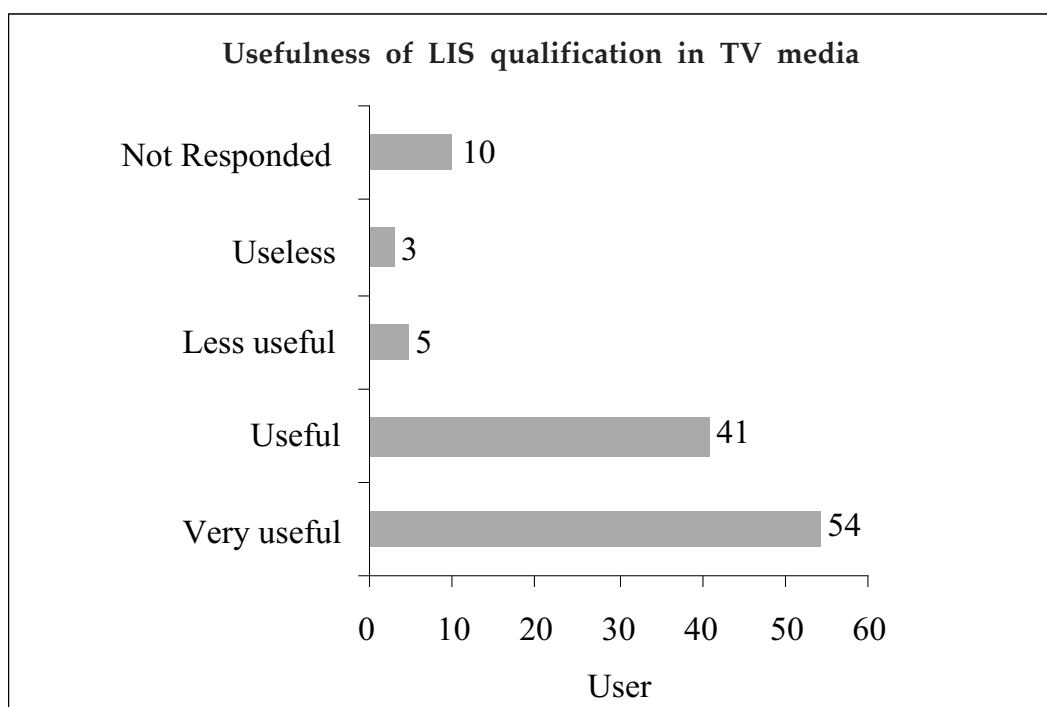


Fig. 5: Usefulness of LIS Qualification for TV Media Librarians

It is found that only 1/3rd of the TV media librarians are LIS qualified. However, most of the users say that their librarian is qualified and trained enough to cope up with requirements of television media libraries. Most users feel that LIS qualification is either "very useful" or "useful". Whereas very few believe that LIS qualification is either "less useful" or "useless".

### Training Options for a Television Media Librarian

An unending debate is going on whether a Television Media Librarian should be trained in Library and Information Science (LIS), Television Media (TV Media), Information Technology (IT), any combination of the three or any thing else. The survey divulges that 54 of the respondents (48.2%) are of the opinion that to become a successful television media librarian, it is must to train him in a combination of LIS, TVM and IT, depicts Fig. 6. After analyzing, it is found that only 15 respondents (13.4%) feel that qualification in LIS is not at all a must to become a successful television media librarian. Those who advocate for LIS and those who are against LIS qualification for telecast media librarian, the ratio is 6.5:1 (97:15).

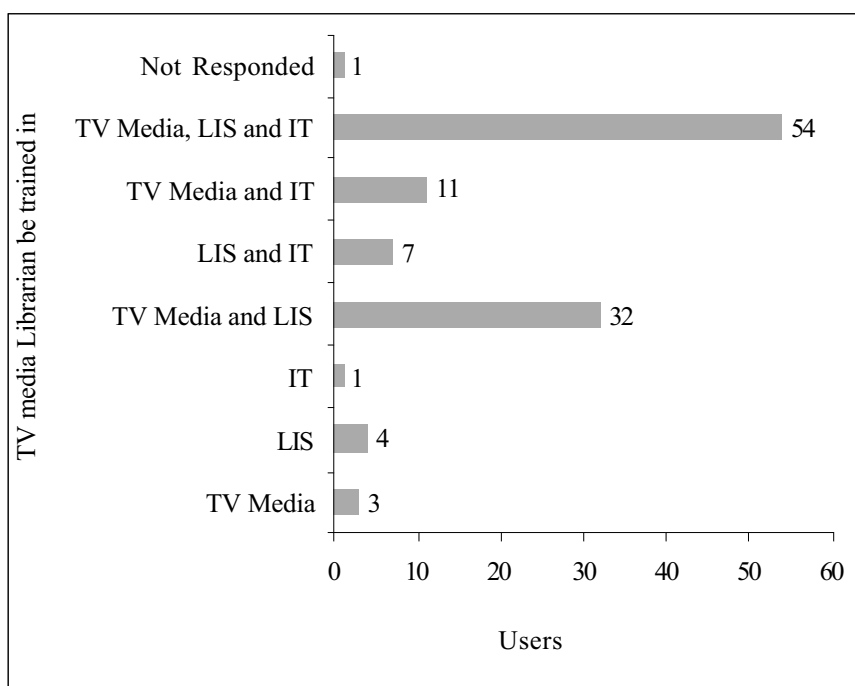


Fig. 6: Training of TV Media Librarians

*Rank list of usefulness of LIC Information Materials***Table 3****Rank List of usefulness of LIC Information Materials**

Type of Information Material	Rank
Newspapers	1
Journals/Magazines	2
Books	3
Reference Books	4
Videotapes	5
Press Clippings	6
Audiotapes	7
Reports	8
Video CDs/DVDs	9
Programme Scripts	10
Product Catalogues/Brochures	11
Audio CDs/DVDs	12
Still Photographs	13

Table 3 shows Newspapers are the most useful library material available in the telecast media libraries. Journals and magazines are the second most important followed by books. Still photographs are the least important library material.

## Library Professionals

### *Selection and Size*

As regards to the Heads of television media libraries' questionnaire, 81 questionnaires were distributed, personally in Delhi and Noida and by post in rest of the places, to the television Media Organisations with an LIC facility. Out of which 57 responded which comes to 70.4%. Appendix-IV lists these organisations. There are 185 channels/production houses/cable operators and television media educational institutions. Questionnaires were sent to 81 of such organisations because of the following reasons:

- Many media organisations have more than one television channels but number of libraries is limited to one or two only. For example, *Aaj Tak* and *Headlines Today* channels belong to one group *i.e.* TV Today and have only one library.
- There are some channels, which started after the survey. For example *Jagaran* and *India TV*.

### *Classification by Category*

*Table 4* ranks lists the television media organisations on the basis of their nature. It is clear from the table that most of the respondents fall under the category of "Broadcasters" followed by "Production Houses". The Doordarshan, however, preferred to categorise itself as "Visual Achieve" which has been put in the category of "Others".

**Table 4**

#### **Rank list by Type of Organisation**

Type of Organisations	Number of Organisations	Rank
Broadcasters	32	1
Production Houses	21	2
News Agencies	10	3
Educational Media Centres	4	4
Multi System Operators	2	5
Others	1	6

It is observed that many respondents fall in more than one category. For example a Broadcaster or an Educational Media Centre may be a Production House also. *Fig. 7* graphically classifies the respondents organisations by their nature.

### **Distribution by Year-of-Start of the Media Organisation**

Most of the Indian television channels were started when the Government of India's new policy of globalisation and liberalisation started in early 1990s. This is clearly evident from the *Fig. 8* that most of them started after 1990. The category 'Before 1990' contains the television media organisation which are either government organisations like Doordarshan, News Agencies like United News of India, Press Trust of India which were earlier dealing only in 'print media', Educational Media Centres like Indian Institute of Mass Communication and Foreign News Agencies like Australian Broadcasting Corporation, etc. *Table 5* categorises the year-of-start wise distribution of television media organisation.



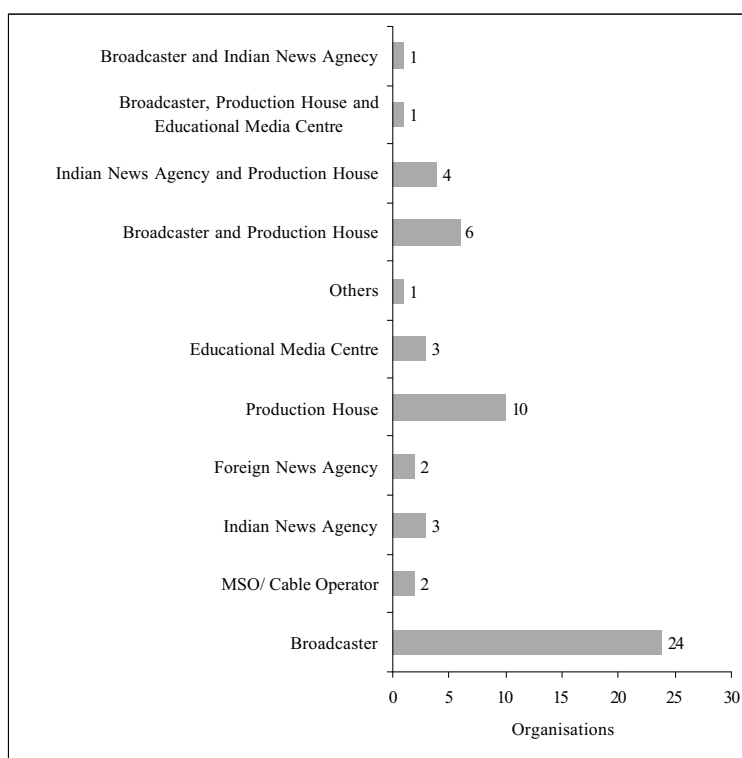


Fig. 7. Classification of Media Organisations by Nature

Table 5

## Distribution by Year-of-Start of the Media Organisation

		Frequency	Per cent	Valid Per cent	Cumulative Per cent
Valid	Before 1990	14	24.6	25	25
	1990-1992	4	7	7.1	32.1
	1993-1995	19	33.3	33.9	66.1
	1996-1998	9	15.8	16.1	82.1
	1999-2001	5	8.8	8.9	91.1
	After 2001	5	8.8	8.9	100
	Total	56	98.2	100	
Missing	Not Responded	1	1.8		
Total		57	100		

It is indicated in the Fig. 8 that the years 1993, 1994 and 1995 saw many television media organisations mushrooming in India.

*Personnel in Telecast Media LICs**Number of Staff Members*

Table 6 shows the distribution by number of staff members in telecast media libraries. It is seen from the table that one such LIC has 15 staff members, which is the maximum number. This is followed by another two LICs with 10 staff members in its band.

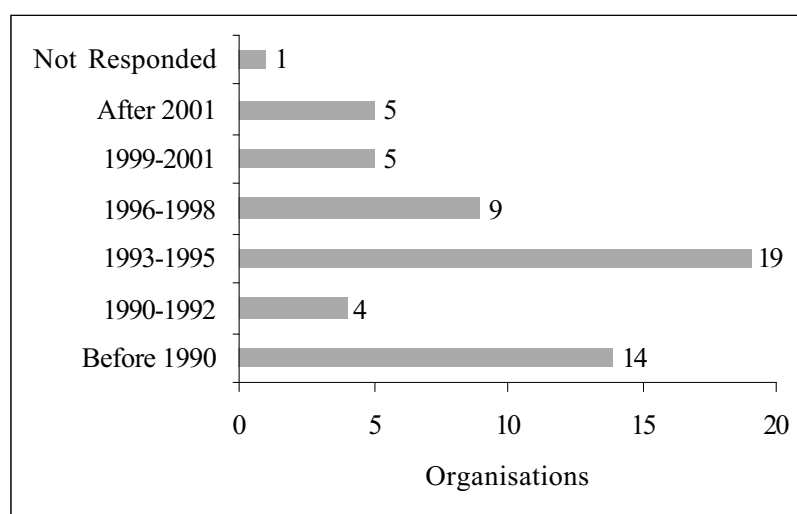


Fig. 8: Distribution by Year-of-Start of the Media Organisation

One fact to be looked into is that 17 LICs are working as one-man show. That means one staff member is running the entire LIC operations only. However, on an average there are 3.5 (195/56) staff members working in a telecast media LIC in India.

**Table 6**  
**Distribution by Number of Staff Members**

	No. of Staff	Frequency	Per cent	Valid Per cent	Cumulative Per cent
	1	17	29.8	30.4	30.4
	2	8	14	14.3	44.6
	3	10	17.5	17.9	62.5
	4	7	12.3	12.5	75
	5	4	7	7.1	82.1
Valid	6	3	5.3	5.4	87.5
	7	1	1.8	1.8	89.3
	8	3	5.3	5.4	94.6
	10	2	3.5	3.6	98.2
	15	1	1.8	1.8	100
	Total	56	98.2	100	—
Missing	NR*	1	1.8	—	—
Total		57	100		

\*NR—Not Responded

Fig. 9 shows a pattern where the number of LICs is high and the number of staff is low whereas in the cases where the staff number is high the number of LICs is low.

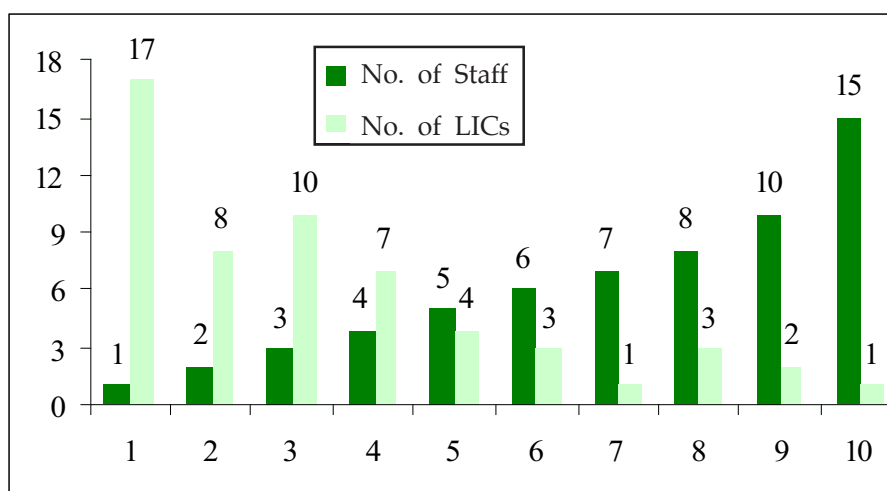


Fig. 9. Strength of Staff in LICs

## Information Resources

### *Quantum of Collection*

Nature of collection is quite different in television media library from a book library. This is proved from the *Table 7* where "Programme Scripts" is the most on hand type of documents in telecast media LIC. Programme scripts are followed by, as expected, "Videotapes" as rank number 2, "Books" as number 3 and "Press Clippings" as number 4.

A cluster analysis of the table shows that "Programme scripts" and "Videotapes" form the major Collection in a television media library.

The Table also shows that most of the LICs (11 out of 19) get programme scripts, which are produced in-house. Only 8 LICs purchase programme scripts. In case of Videotapes, 24 LICs receive Videotapes, which are produced in-house.

**Table 7**  
**Rank list of Type of Collection**

	Number of LICs			Total	Average	Rank
	Purchase/ Subscribe	In-house Production	Gratis			
Books	23	1	7	34290	1491	3
Reference Books	18	1	2	2540	141	8
Journals/Magazines	28	3	6	2381	85	9
Newspapers	27	0	1	1133	42	11
Videotapes	34	24	6	398700	11726	2
Audiotapes	20	10	5	6327	316	7
Video CDs/DVDs	26	15	3	11720	451	5
Audio CDs/DVDs	17	10	5	5782	340	6
Product Catalogues	4	0	6	1	0	—
Still Pictures	8	4	0	400	50	10
Press Clippings	18	5	2	8600	478	4
Programme Scripts	8	11	0	101810	12726	1

## Information Processing

### Technical Processing

Table 8 numbers the various technical routines of LICs. It is evident from the Table that technical processing is done more for non-print material rather than print materials. Among the non-print collections, "classification" is done by most of the LICs followed by "subject headings". "Indexing" is done in less LICs. For print materials "classification", "subject headings" and "indexing" is done by equal number of LICs. This is followed by "cataloguing" which is being done in 9 LICs as shown in the Fig. 10.

**Table 8**  
**Technical Processing of Documents**

	Print Material	Non-print Material
Classification	11	37
Cataloguing	9	25
Subject Heading	11	33
Indexing	11	22

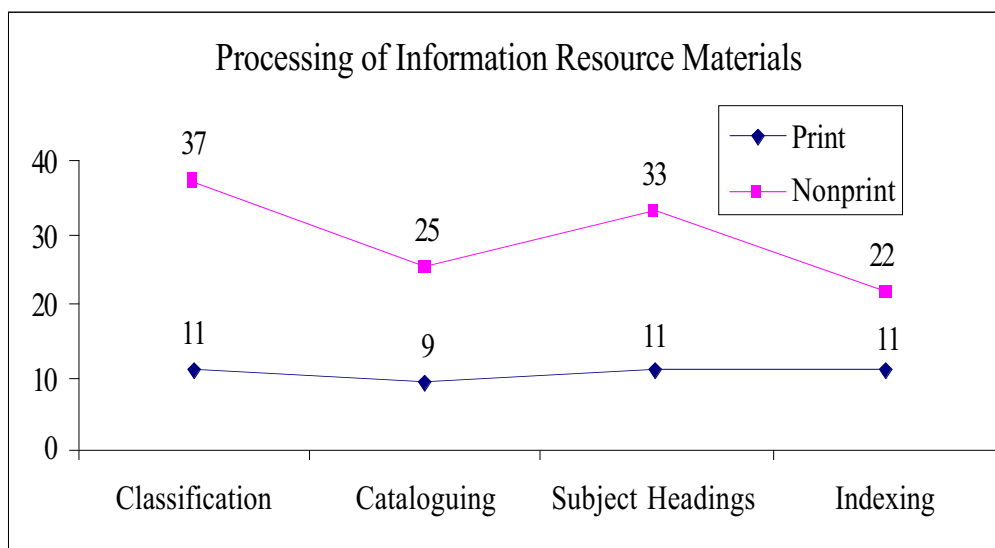


Fig. 10: Technical Processing of Documents

Most of the telecast media LICs in India do not follow the standards codes practiced in the field of Library and Information Science for processing their collections—print or non-print. This was one of the important hypotheses set for this study. Table 9 and Fig. 11 show that for technical processing—classification, cataloguing, subject heading, and indexing—telecast media LICs in India depend on their own systems developed in-house. For 'classification', out of 41 respondents, 36 (87.8%) respondents

use system of classification 'developed in-house'. DDC and UDC systems are used by 2 each respondents. Only 1 respondent uses CC.

For 'cataloguing', 23 of the 28 (82.1%) respondents use 'developed in-house' system of cataloguing. 5 respondents use AACR II. CCC is not at all used in any of the respondents LICs.

So far as 'subject heading' is concerned, 33 out of 36 (91.7%) respondents believe on 'developed in-house' system of subject heading. Sears List of Subject Headings and LC List of Subject headings follow this with 2 and 1 respondent respectively.

**Table 9**  
**Systems of Information Processing**

Systems*	Classification	Cataloguing	Subject Headings
DDC	2		
CC	1		
UDC	2		
<b>In-house</b>	<b>36</b>		
AACR II		5	
CCC		0	
<b>In-house</b>		<b>23</b>	
Sears			2
LC			1
Any Thesaurus			0
<b>In-house</b>			<b>33</b>

Systems\*

DDC—Dewey Decimal Classification

CC—Colon Classification

UDC—Universal Decimal Classification

AACR II—Anglo American Cataloguing Rules II

CCC—Classified Catalogue Code

LC—Library of Congress List of Subject Headings

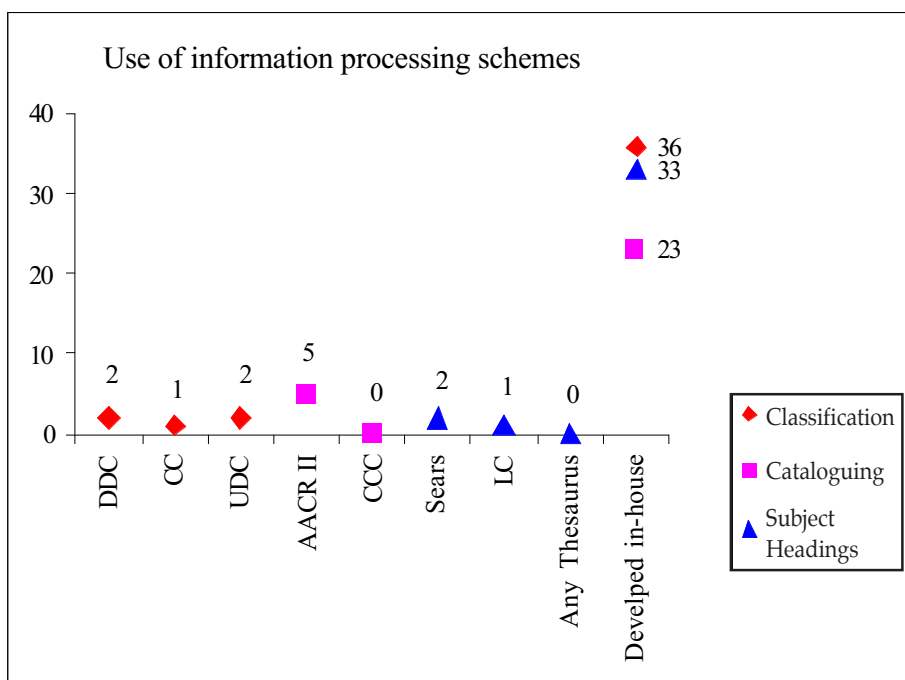


Fig. 11: Systems of Technical Processing

**Use of Library Softwares**

As expected most of the telecast media LICs in India use computers for their LIC operations shows Fig. 12.

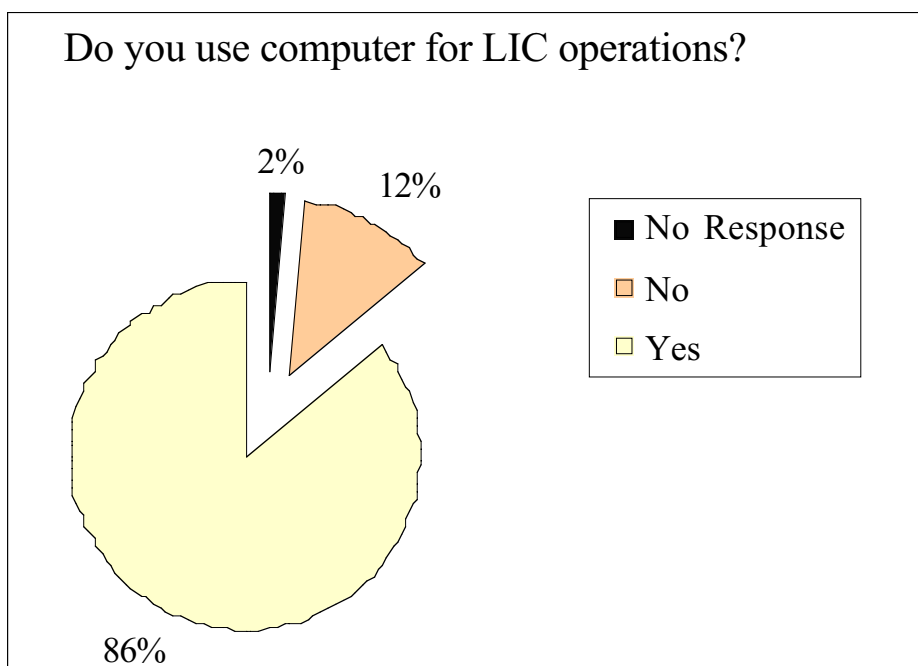


Fig. 12: Use of Computer in LIC Operations

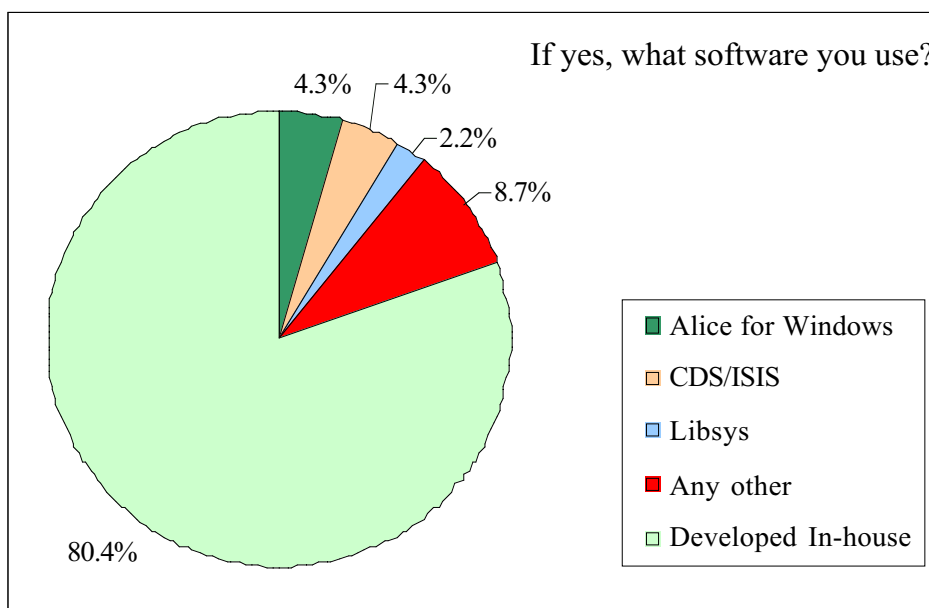


Fig. 13: Software Used by the Telecast Media LICs

Table 10 and Fig. 13 depict that 80.4 percent of the telecast media LICs in India use computer software developed in-house. Next to that are CDS/ISIS and Alice for Windows used by 2 respondents each and Libsys used by one respondent. In the category of ‘other packages’, the 4 respondents have listed the names of ‘packages’. These are:

- Q Series Client
- Medlib
- Lightworks Assistant
- Amiga

Table 10

Software Package Used by LICs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alice for Windows	2	3.5	4.3	4.3
	CDS/ISIS	2	3.5	4.3	8.7
	Libsys	1	1.8	2.2	10.9
	Any Other	4	7	8.7	19.6
	Developed In-house	37	64.9	80.4	100
	Total	46	80.7	100	
Missing	Not Responded	11	19.3		
	Total	57	100		

### List of Software developed in-house

LICs using in-house software package were requested to name the package being used by them. Some of the respondents have given names of the software they are using. These are:

- Library Management System
- BPSIRS
- Library Information System
- DD Archive
- Tape Library Management Software
- SAMBA
- Video Library Tape Management System
- Newgen
- LMS

### Media/IT Educated LIC Personnel

The survey showed that many LICs in study are equipped with their staff members having qualification in Television Journalism, Print Journalism, and Information Technology. Some of them have revealed their qualification as shown in the *Table 11*.

**Table 11**

#### Qualification of LIC Staff in TV Media/Information Technology

Sl. No.	Degree/Diploma	No. of Personnel	Qualification in*
1.	Certificate in DTP	1	IT
2.	Certificate in TV Journalism	2	TVJ
3.	Degree in Mass Communication	3	TVJ
4.	Diploma in TV Journalism	1	TVJ
5.	MA in Journalism	1	TVJ
6.	MA in Mass Communication	1	PJ
7.	PG Diploma in JMC	2	PJ
8.	PG Diploma in Mass Communication	1	TVJ
9.	Pre-production+	1	TVJ
10.	Information Technology+	1	IT
11.	TV Journalism+	1	TVJ

\*IT—Information Technology, TVJ—Television Journalism PJ—Print Journalism, +—Degree/Diploma not revealed

#### *Preference for LIS Qualification*

In order to weigh the preference for LIS qualification amongst the working Library Heads of telecast media LICs, they were requested to tell their preference for LIS qualification compared to



Television Media, Information Technology, or any combination of the three. *Table 12* shows that most respondents 19 of 57 prefer to have a combination of qualification in TV Media, LIS and Information Technology. From the *Table 12* and *Fig. 14*, it can be concluded that out of 57 respondents only 13 do not prefer LIS at all to be a successful television media librarian whereas 44 prefer LIS qualification either independently or with some other qualification in TV media or Information Technology.

**Table 12**  
**Opinion for Qualification of a Television Media Librarian**

Qualification	No. of Respondents
Television Media	3
Library and Information Science	6
Information Technology	1
Television Media and Library and Information Science	17
Library and Information Science and Information Technology	2
Television Media and Information Technology	9
Television Media, LIS and Information Technology	19
Total	57

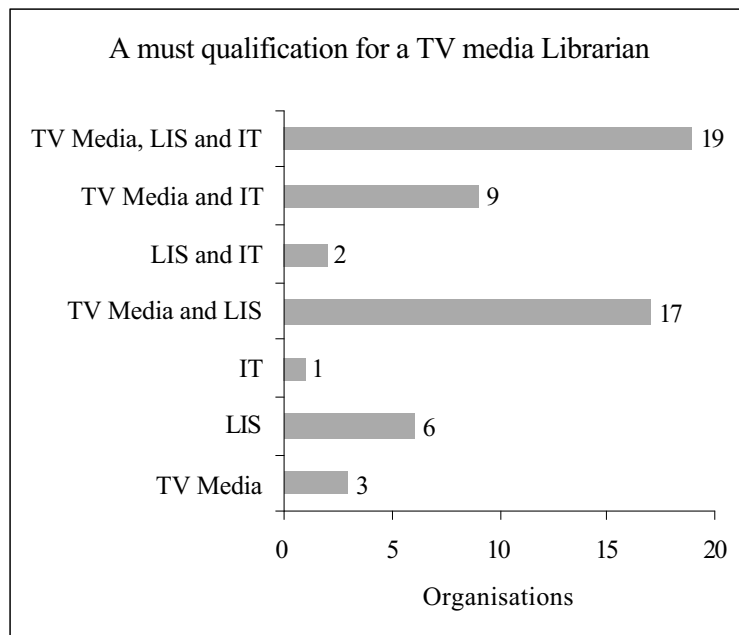


Fig. 14: Preference of Qualification of TV Media Librarian

Most of the library respondents use their "in-house developed" systems for information processing and library automation. Most of the libraries responded that they do not have any provisions for in-service training and short-term courses. It is also found that television media libraries work for longer hours. The libraries of 24 hours news channels are working round the clock. Educational Media Centre libraries are working during normal office hours. Major production houses' libraries work for 10 to 12 hours.

Large number of the respondents do not intend to share their library resources with others.

### Observations

It was observed that the organisations dealing in News and or Education have a good library and staff. On the other hand organizations dealing in Entertainment including religious and cultural channels are not having a good library and library staff.

Similarly, Broadcasters, Educational Media Centres, News Agencies are having good libraries and qualified staff whereas Cable Operators, Multi-System Operators, and small Production Houses neither have a good library nor qualified staff. They just have made very *ad hoc* arrangements.

It was observed that practicing librarian of television media desperately look for some standard software to cater to the needs of television media libraries.

The library and information services rendered by the television media libraries are not up to the mark in many libraries. This is probably because they are not oriented and trained like that.

During personal interview with the librarian respondents, it was observed that there are no clear-cut wage policies in most of the libraries in question. Some of the libraries told that "it all depends on your personal equations with the seniors and the boss". It was also observed that most of the staff members who are not trained in LIS want to shift to some other department.

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# ROLE OF GOVERNMENT LIBRARIES IN E-GOVERNANCE IN INDIA

**S. Majumdar**

*Director,  
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## **Introduction**

In the history of world civilizations, the course of human development has taken new dimension with the introduction of the information and communication technology (ICT). Almost all the activities, especially in the academic environment, began to be much more focused and the work of science has been comprehensively impacted. Undoubtedly, ICT has changed the course of the century and will be the promising player in the future centuries also. It has changed human life in every aspect, be it communications, trade, manufacturing, services, culture, entertainment, education, research, national defence or library services. It is breaking the old barriers and building new interconnections in the emerging globalization. ICT has also become the chief determinant of the progress of nations, communities and individuals. The impact has touched the very way of functioning of a government, so much so that a large number of nations have adopted the ICT means to interact within the government machinery and with the citizens. It has brought about a tremendous impact in curbing the red-tap and corruption.

Jamshed Wadia's web article *Welcome to Digital Democracy* states that "E-Governance is the new mantra for the governments across the globe and India is one of the countries where this trend seems to be catching on. Governments across the globe have realized the importance of IT in day-to-day functioning of the governments. Government and its numerous agencies being the largest service providers in the country feel the need to make extensive use of IT for its major services both at national and local level. E-Governance is one such crucial IT driven initiative that will allow the government to make information easily available, transparent and in an interactive form. E-Governance will help in eliminating duplication of work in various departments and will help improve exchange of information between them and hence improve overall efficiency of government services."

E-governance is the application of IT to the processes of government functioning to bring about Simple, Moral, Accountable, Responsive and Transparent (SMART) governance that works better, costs less and is capable of fulfilling the citizen's need as never before. E-governance will therefore be defined as the use of IT for:

- Efficient delivery of government services to citizens and business;
- Better dissemination of government information;
- Improved efficiency of government information; and
- Improved revenue collection and budgetary controls.

E-governance means to fundamentally change as to how the government operates and this implies a new set of responsibilities for the Executive, Legislature and citizenry.

### **Benefits of E-governance**

- E-governance provides integrated government services through a single window by re-engineering of government processes;
- E-governance is capable of not only speeding up transactions but also transparent functioning;
- E-governance can reduce procedural and postal delays involved in the current system. This might help control corruption and increase participation of people in policy decision process by improving the degree of communication between government and public; and
- E-governance helps common man getting governed with minimum red-tape and zero corruption.

For India, the rise of information technology is an opportunity to overcome historical disabilities and once again it will become the master of own destiny in its full sense. IT is a tool that will enable India to achieve the goal of becoming a strong, prosperous and self-confident nation. In doing so, IT promises to compress the time it would otherwise take for India to advance rapidly towards development and occupy a position of honour and pride in the community of nations.

The government of India has recognized the potential of information technology for rapid and all-round national development. The National Agenda for Governance, which is the government's policy blueprint, has taken due note of the information and communication revolution that is weeping the globe. Accordingly, it has mandated the government to take necessary policy and programmatic initiatives that would facilitate India's emergence as an information technology superpower in the shortest possible time.

Taken together, the recommendations made in the Information Technology Action Plan has significantly broadened and deepened the process of economic reforms by encouraging competition, entrepreneurship and innovation—the three principles which are cardinal for India's progress in the emerging knowledge-driven global economy.

### **E-government and the Role of Libraries**

Most of the governments the world over have been devising strategies which stipulate that "All new non-commercial publications released by a Minister or agency must be made available on-line concurrently with other forms of dissemination" and while many government publications continue to be published in print as well as on-line, the volume of on-line government publishing has been expanding rapidly. An increasing number of titles are produced only on-line and this situation is being replicated.

It is the role of the libraries, especially the government libraries to document the published heritage of their countries. By collecting, cataloguing and preserving publications, these libraries, as well as other research libraries, such as the university libraries, enable researchers to find out what information has been published and to gain access to it. These libraries have to find out their ways and means to be informed about what has been published on-line and whether they have sufficient resources to deal with it.

Indian libraries, especially the government libraries, have also been gearing themselves up to undertake the new challenges, which are being taken by other sectors of society. Participation in the e-government process is gaining momentum. The use of ICT in the government libraries has brought in the process of developing machine readable information to fulfil the demand of the citizens of India on the right to information. More and more information in every sphere is brought in an on-line environment. However, the government libraries have still been railing with the use of IT for development of:

- Machine readable catalogue and make it available on the network for wider accessibility;

- Machine readable full text documents to provide greater accessibility to full text databases of different nature;
- Standardize such development by adopting international standards;
- Explore ways and means to preserve the machine readable information in a way that can sustain the future requirements of ICT;
- Changing the focus of government libraries from providing library services to fulfilling the long pending focus of right to information.

Concerted efforts are being made to introduce ICT culture in the government libraries; all efforts are also being made to achieve the goal and the guiding principles are:

- Indians have the right to information;
- Libraries facilitate equitable access to information by means of standardising data into machine-readable form which is well-organized, comprehensive, and accurate and are provided in a timely, affordable and efficient manner;
- Indian libraries need to play a significant role to provide access to the information gateway or subject-based portal with Indian contents on it; Indian libraries must work with other information generators by outsourcing the activities so that technological potentialities are utilized optimally. This will ensure the principles of equality, universality and affordability;
- Participation in the e-governance process.

### **Governmental Publications in India**

The sphere of governmental activity in India has expanded considerably. There are many burning issues like population control; health management; economic and social condition of rural and urban masses; education and; basic requirements, etc. In every field, the government has intervened. This very fact can be seen if we glance through the current Allocation of Business Rules brought by the Central Government. Such expansion has resulted in the flow of larger number of information, textual and statistical both. All types of documents are being published by the government which can be categorized into the following:

1. *Administrative Reports* in the form of Annual Reports which provide summary and sometime detailed information about policy initiatives, functioning and activities carried out by an organization;
2. *Government Notifications* through Office Memorandums, Gazette Notifications, Circulars, Notices, etc.
3. *Statistical Reports* providing data on different segments of population and its socio-economic and cultural conditions;
4. *Budget Documents* in the form of Speech of the Finance Minister on the floor of Parliament, Demands for Grants, Performance Budget, etc.
5. *Committee and Commission Reports* on all the issues wherever governmental machinery has sought expert opinion or enquired on various problems and issues; and
6. *Research Reports* which provide an instrument to develop policies and plan the activity.

In addition, there are a large number of judicial and legislative information in the form of Bills, Acts, Laws, Codes, Rules and Regulations, Law Reports, Digests and Parliamentary Debates of the Upper House and Lower House of Parliaments, Reports of various Parliamentary Committees, etc. In

a nutshell, there is a plethora of primary information being generated from various government organizations which needs to be brought to the attention of a large segment of civil society.

There is no dearth of secondary publications being brought out by the Government. It is in the form of Yearbooks, Digests, Compendiums of Statistical Information and Major Reports, biographical accounts of national leaders and freedom fighters, booklets and leaflets providing information regarding Government initiatives for the society. Periodicals, maps and charts, catalogues and bibliographies are also being brought out by some governmental organizations. These publications are made available in printed form and are distributed by individual departments and no centralized efforts have been made so far. One such initiative has been taken by the Central Secretariat Library (CSL) to bring out a Report on this issue and make it a centralized venture with total bibliographical control.

India has to oblige the international community by making their information resources available through networks. In the process of developing such information resources, the process of digitization plays an important role. Major government information resources which could be placed on the Web are available in government libraries. But before we delve into various initiatives taken by one such major government library, it would be worthwhile if we take note of the present status of government libraries in India.

### **Status of Government Libraries in India**

While handling the portal development of the Government of India libraries, a survey was conducted to know the detailed infrastructure, usual library activities and IT based activities of the government libraries. Information on 82 libraries was collected. Some of them are attached libraries under a Ministry or Department and some of them are having the status of a sub-ordinate office. In most of the libraries, the Head of the Libraries happens to be the top man and negligible number of libraries are headed by a library professional. There ought to be leadership and innovative initiatives to develop the libraries for providing services in modern context. Developmental approach in most of the libraries gets a set-back due to non-availability of developmental grants and such libraries have only annual funds to maintain routine activities. If one takes into account the availability of IT infrastructure, it is noticed that:

1. The division of the Government of India (GoI) libraries as per the strength of the collection are as follows:
  - 20 per cent libraries are having collection up to 10,000;
  - 40 per cent libraries are having collection between 10,001 and 50,000;
  - 10 per cent libraries are having collection between 50,000 and 1,00,000;
  - 10 per cent libraries having collection between 1 and 3 lakhs;
  - There are only three libraries, National Library, Delhi Public Library and Central Secretariat Library that have collection of more than 3 lakhs.
  - One library has a large number of non-book collection in the form of slides, pictures, CD's etc. though the book collection of such library is negligible;
  - About 20 per cent of the libraries do not have their collection at all.
2. Almost 50 per cent of the libraries have PCs in the range of 1 to 5; 15 per cent libraries have in the range of 6 to 10; about 7 per cent libraries do have PCs in the range of 11 to 20; only a handful of libraries have a sizeable number of PCs. But there are 14 libraries which do not have a single PC installed in their libraries;

3. 38 out of 82 libraries have servers installed;
4. A majority of the libraries are operating their library applications on the Window platform and a large segment of them are using the LIBSYS for automating their library operations. Such operations are confined to development of on-line public access catalogue, cataloguing and classification work, and acquisition activities.
5. With regard to networking, a large number of libraries which have a single PC in their organization, do not have LAN connectivity. The use of Internet connectivity has been made available to the libraries either through the National Informatics Centre (NIC) or the Videsh Sanchar Nigam Ltd. (VSNL). Some of them still have the dial-up system. No library of the GOI has their independent web-site. A large number of them do not know the web address of their parent organization or the parent organizations have not created their web-sites. If one goes through the web-sites of the parent organization, the information about their libraries are either not available or negligible.
6. The use of Internet in such libraries is also not visibly high, as about 40 per cent of the libraries have informed that the users ranging between 5 and 30 or 40 make use of Internet in the library.

In such a scenario, one can assume that the government libraries are far behind in the use of the current technological advancements.

However, one such library, namely the Central Secretariat Library at New Delhi, which has more than fifty years' history and has a sizeable, collection, plays an important role in holding the historical documents, pertaining to the various government functioning, decisions, policy documents, documents pertaining to socio-economic conditions of India. However, it would be worthwhile if we could understand the very definition of the digitisation, the process, the use of technologies, etc.

### **Central Secretariat Library: A Brief Account**

The Central Secretariat Library (CSL) under the Department of Culture is one of the largest tangible treasures of knowledge next to the National Library, Kolkata for Indian and foreign official document resources. The CSL's resources are an amalgamation of a number of Secretariat Libraries of pre-Independence India and many other old institutions, including the resources of the Imperial Secretariat Library, Calcutta, that came into existence in 1891 as envisaged by Lord Curzon. Its existence was confirmed and validated by the Imperial Library Act of 1902. It was intended that it should be a library of reference, a working place for students and repository of material for the future historians of India, in which, so far as possible, every work written about India at any time can be seen and read. With the shifting of the Capital, the library was also moved to Delhi and since 1969 it is housed in a separate wing of the Shastri Bhawan Complex. As on date, it has a collection of about 6 lakh printed and non-printed documents organized into different viable branches and divisions.

The CSL comprises of three branches. While the Main Library at Shastri Bhawan houses English language documents on different social science and humanities subjects, Indian and foreign official documents, microfilms and microfiches, CD ROM databases, 600 scholarly journals, updated reference collection, and electronic journals, the Hindi and other Indian language collections have been placed at the Tulsi Sadan Library at Mandi House. The R.K. Puram Library houses Text Book collections at the undergraduate level.

### **Technological Initiatives**

The activities of the government libraries are generally conventional in nature, in which information is made available in a printed form, even though all the government documents cannot be made available in one single library. Hence, there is need to catch up with the 21st century environment.



Initiatives have been taken by the National Informatics Centre (NIC) to provide most of the information through a portal providing different kinds of information and digital documents on governmental activities. But these efforts also have not been properly coordinated and digital documents brought out by different departments do not form part of the website.

Analyzing the web-site of the NIC with regard to the availability of digital documents on various sites of the Government Department, we reach at the conclusion that many of the web-sites do not contain even the Annual Reports, which is considered to be the most important document to know the objectives and activities carried out by the Government Departments in a particular year. None of the Survey Reports could find place in the electronic environment. Many of the Departments which are well known for their statistical publications have not provided the information on the web-site. Budget documents are also being made available on the website. However, some of the Departments have provided full text documents of their study reports, handbooks, magazines and journals, policy documents, monographs, guidelines for various schemes launched, news bulletins and bibliographical information about the electronic documents are priced publications.

The development of full text documents in digital form requires total coordination within an organization or a single window department which could convert the Government information being generated by various departments into a digital document and launch it on the respective websites.

The Central Secretariat Library, which is the largest resource centre in the government libraries sector, has undertaken several new technological initiatives to achieve the Mission. The Mission is: "The Indian Initiative to ICT through their libraries will promote, facilitate the development of Indian tangible heritage from printed form to machine readable collections and provide services in order to utilise the resources optimally and provide life long accessibility of information through vast library resources." In order to achieve the Mission, the Central Secretariat Library ventured into the development of machine readable database of the following nature:

- Development of machine readable catalogue of bibliographical information for document resources;
- Creating digital documents of the Annual Reports of the parent Ministry;
- Creating digital documents of the Government of India Gazette from inception to date;
- Creating digital documents concerning the Commission and Committee reports of post-Independence India;
- Developing machine readable annotated bibliography of rare book documents available in the Library;
- Developing a comprehensive web-site to provide access to government information, including electronic documents, on-line catalogue, one-window access to e-government resources and e-governance.

### **Developing Machine Readable Catalogue**

An activity undertaken by the CSL to create an on-line catalogue for their existing collection of books, documents, etc. was accomplished with the help of a few outsourced agencies who were assigned the work. Such agencies carried out the work using all the well-tested standards and tools associated with the development of bibliographical information. Such tools are:

- UNIMARC bibliographical exchange format
- AACR II

- DDC 21st edition
- Cutters List for Book Numbers
- Library of Congress Subject Heading List
- ISO 2709 Exchange formats
- LIBSYS Application Software
- CDS/ISIS Application Software for preparing data for downloading
- LIBSYS based Search engine for Web based Catalogue in LINUX environment
- ISM For Language documents
- Use of UNICODE for Web-based Language Data.

As on date, the CSL has about 5.5 lakh bibliographical data uploaded in the CSL UNIX based server and it is in the process of placing the same on the Web for Internet accessibility. Experiments are going on to place the language oriented bibliographical data on the Web through UNICODE. It will be the endeavour of the CSL to share the bibliographical data with other libraries in MARC21 format by introducing the CIP on-line. Many of the libraries are likely to be benefited with the facility of downloading the bibliographical data in either MARC21 format through ISO 2709 exchange format.

### **Digital Documents of Annual Reports of the Department of Culture**

During 2000-2001, the CSL undertook a Pilot Project to develop search engine based digital documents of Annual Reports, Performance Budgets, Demands for Grants of the then Department of Culture pertaining to the period 1990-91 to 2000-2001. The project has been completed in 2002 and a well structured search engine on the Open source environment using Greenstone has been developed. The documents are in HTML format and are being placed on the Web for internet accessibility.

### **Digital Documents of Government of India Gazette**

A massive project for creating a digital document for the Government of India Gazette was undertaken by the CSL in February 2002. About 19 lakh pages of the Gazette have been scanned, cleaned, OCREd, also PDF documents have been created using printable watermark system. The complete database has been mounted on ISYS content management system with a well-structured search engine using Dublic Core elements on XML platform which is ODBC compliant. The database is now available on the NIC web server with an ISP 164. 100.50.25 and very shortly the public domain address will be activated for Internet accessibility.

### **Digital Documents on Commission and Committee Reports**

Another massive project was taken up to digitise the Commission and Committee Reports of post-Independence India belonging to the Central and State governments. The project was initiated in July 2004 and is to be completed in one year. The total number of pages to be put on the Web will be to the tune of 12 lakhs and a search engine using the open source platform D-SPACE will be utilized. Dublin core metadata elements having wide variety of information will be the central focus of the database. The recommendations of each Report will be built-up in XML form, which will enhance the value of the document. The CSL hopes to place the database on the Internet and a sample of the same in PDF and RTF forms has already been placed on the Net, which can be accessed with an ISP 164.100.50.25, and very shortly the same will be available in the public domain.

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## Machine Readable Annotated Bibliography of Rare Book Documents

The CSL has about 5000 rare books, which range between the periods 1700 and 1900 AD. All such documents are most valuable as far as its contents are concerned. An annotated bibliography has been developed and will be placed on the Web in PDF form with proper bookmark.

## Government Information on the Web

Most of the countries of the world are making provisions to provide access to web based information to its citizens. Various governmental agencies in India are also making all efforts to place their information on the Web for fulfilling the provisions made in the Right to Information Act. The efforts of different Ministries/Departments are being made independent of each other. There is a need to develop One Window Information base for all the governmental electronic documents. The CSL contemplates to take on the challenge of accumulating such scattered information and place them on its web-site for comprehensive accessibility. Information of various nature will be segregated into the following:

- One Window linkage to all the latest and archival government documents generated by different Ministries/Departments/independent Commissions and Committees, etc. in the form of Annual Reports, *Ad hoc* Reports, Commission and Committee Reports, Budgetary documents, Acts, etc.;
- One Window linkage to all the e-governance activities initiated by the Central and State governments;
- One Window linkage to all the Government of India Gazettes being placed on the net by different governmental Departments/Ministries;
- One Window accessibility to all the Government of India Libraries with a provision to access their on-line catalogue and digital documents developed by them and other resource sharing activities;
- Provision to download bibliographical data by different libraries for the purpose of developing their catalogue;

## Framework of the CSL Website

The CSL is in the process of launching their website with the following information base and contemplates to update the same on a regular basis:

1. It provides a historical background of the CSL; takes a Tour of the Library on a powerpoint presentation; provides details of the Library Rules with a provision to download membership form; it provides two years' Annual Reports of the CSL; makes the OPERATION-RECON Project (Project to develop the Machine Readable Catalogue of English and Indian Language Documents) available for users; it provides two important tender and contract documents of undertaking the Retro-conversion project by any library; it also provides similar documents for undertaking digitization projects. These documents have been made available on the Internet with a view to allow the libraries to use the same for their projects; it also contains information concerning the activities of the High Power Committee on Government of India Libraries.
2. In **CSL at a Glance**, the collection development policy of the Library and details of different collection have been discussed. This is in addition to History, Library Tour and Library Rules;

3. **CSL Publications** provide full text documents in PDF form of various publications brought out by the CSL. These publications are:

*Book News*: A quarterly bibliography of books processed in CSL;

*Culture Update*: A monthly digest of web-based information collated on cultural issues of the world. In addition to the basic write-up on the cultural issues, it also provides web link through which one can go straight to the site to access complete details;

*Compendium of Major GoI Reports on Library and Information Services*: This publication contains about 14 major reports of the GOI on Library issues compiled in 1136 pages and placed on the web in PDF format;

*Cultural Policy of the World*: Policy documents concerning the cultural issues being handled by different countries have been brought at one place which provide an overview of policies followed by the respective countries.

*Annotated Bibliography of Rare Book Documents*: Annotation work done on about 5000 rare book documents have been placed on the web for wider accessibility.

4. **The Government of India Publications** site within CSL web-site has been developed in order to provide One Window Information on the publications brought out by different Ministries/ Departments. It has links for the Annual Reports, Budget Documents, Policy Documents, Lectures, Statistical Information, etc.
5. **On-Line Public Access Catalogue** provides access to bibliographical details on the collection of the CSL English language documents. About 4.5 lakh documents cataloguing details have been worked out using different standards and tools concerning the development of bibliographical information in a machine readable format. The web-site rests on the LIBSYS application platform on Linux environment and has the facility of accessing all books of the same author; entire subject coverage of all the documents could be browsed. In addition, the CSL will be placing the catalogue of Indian language documents for Net accessibility using UNICODE features.
6. **Government of India Gazette** in a digital form providing full text access to all the Gazette notifications of the GOI of post-Independence India beginning with 1950 till 2000 is placed on a ISYS content management system. The search engine is being developed using the Dublin Core elements and the full text has been made available in PDF form. It has also water mark features while the command for print out is given.
7. Some sample documents of Commission and Committee Reports of the GOI have been placed on the CSL website with a view to giving them access to the features. The link has full text document in a PDF form. It has the RTF of those pages which are concerned with critical information. In addition, a link to XML page having Dublin Core elements has also been provided. The search engine of this project will be the Open source platform namely "D-Space".
8. The web-site also has the provision to provide network access to most of the Government of India Libraries. It has complete statistical information of about 82 government libraries on critical parameters. It has also the linkage facility for those libraries which have developed their websites for global access.

The CSL being an important source of national and cultural memory and place of scholarly research and acting as an archives of the largest democracy is meant to help and protect the rights and entitlements of the governed. We feel that the government libraries provide a means of democratic accountability—a means of empowering citizens against potential maladministration, corruption and

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autocracy by providing free avenues for information accessibility. For these great objectives to be achievable, information on government decisions and activities, including government on-line activities, require to be captured and preserved in an accessible form for as long as it is needed, in some cases indefinitely.

Thomas Jefferson is widely quoted as having said: 'Information is the currency of democracy'. To be able to evaluate the success or otherwise of government programmes, to be able to assert their rights, to debate the issues of the day, citizens must have access to current and historic sources of information generated by the government and by the other sectors such as the academia and private enterprise. In an on-line world, this means that access to information created and distributed electronically is essential.

Dack, a consultant engaged by the National Library of Australia to undertake a risk assessment of its digital collections, explained the problem: "Digital information is not inherently human readable; it is dependent on machines for its creation and use. Made up of patterns of binary signals recorded on various media, it enquires software, and sometimes specialized hardware, to interpret the logical structure of these physical patterns that record the data in order to deliver the conceptual object in a form that is understandable to the user".

A word of caution, though. As we move into the electronic era of the digital objects, it is important to know that there are new librarians at the gate and that we are moving into an era where much of what we know today, much of what is coded and written electronically, will be lost for ever. We are, to my mind, living in the midst of digital dark ages. Consequently, much as monks of the time passed, it falls to the librarians and archivers to hold the tradition which reverses the history and the published heritage of our times. It is a word of caution to most of the users of the ICT, or the promoters of the ICT, that the basic function of the library, the traditionality of the library, needs to be maintained by the librarians.

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Section IV

- GENERAL BUSINESS MEETING
  - NEW DELHI COMMUNIQUE
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# GENERAL BUSINESS MEETING

NEW DELHI  
(22 January 2005)  
(1 P.M.)

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## Minutes

The President, Mr. Ramesh Chander Ahuja, (India), welcomed the Delegates and noted the absence of Mrs. Jean Chapman Mason (Vice-President, Pacific) due to circumstances beyond her control. The President noted that Mrs. Mason's contribution had been missed during the Conference but that she had been an active member of the APLAP Executive.

### Condolence Resolution

The President moved the following resolution which was unanimously adopted by the meeting:

"The Eighth Biennial Conference of the Association of Parliamentary Librarians of Asia and the Pacific (APLAP), meeting in New Delhi from 18 to 22 January 2005, expresses its deep anguish and profound sorrow at the massive loss of lives and property in the wake of the Tsunami devastation which struck several countries in December 2004. The Conference extends heartfelt condolences to the bereaved families. The Conference also trusts that relief and rehabilitation of the injured and all of those affected will help them tide over the crisis."

Thereafter, the Delegates stood in silence for a short while in memory of the victims of the Tsunami tragedy.

### Minutes of the previous General Business Meeting held in Ankara, Turkey, in September 2002

The Minutes of the previous General Business Meeting were adopted without any amendment.

### Treasurer's Report

The Treasurer, Ms. Roslynn Membrey (Australia), tabled her report which was adopted (*See Appendix A*).

### President's Report

The President read his report which was adopted (*See Appendix B*) At the conclusion of the President's report, the Vice-President (Asia), Dr. Karl-Min Ku (Chinese Taipei) presented the President with a plaque recognising his work for the APLAP over several years and for hosting the Eighth Biennial Conference in New Delhi from 18 to 22 January, 2005.

### APLAP's Bank Account

The President advised the members of the APLAP that there were some concerns relating to APLAP's banks account currently held in Australia. Since the Treasurer is based in Australia, the

account is held in Australian Dollars but all the invoices are issued in US Dollars, as specified in the APLAP Constitution. There was some concern that the conversion of subscriptions from US Dollars to Australian Dollars had resulted in some losses to the Association. It was not possible for the account to be held in US Dollars. The previous Treasurer had been based in Singapore and she still held some APLAP funds in US Dollars pending a direction from the Executive to send those funds to Australia. The President said that the Executive had discussed this problem but were unable to resolve the matter. The Executive sought advice from the members of the APLAP. After considerable discussion, it was decided to invite the incoming Executive to readdress the matter and to invite all members of the APLAP to send suggestions to members of the Executive Committee.

### **Election of Office Bearers**

The Secretary advised the meeting that she had received one nomination for each office bearing position. The following members were elected unopposed:

- President: Dr. Karl-Min Ku (Chinese Taipei)
- Vice-President (Asia): Ms. Azeemunnisa Khan (Malaysia)
- Vice-President (Pacific): Ms. Katherine Close (New Zealand)
- Secretary: Ms. Roslynn Membrey (Australia)
- Treasurer: Ms. Rasieli Bau (Fiji)

The President congratulated the members of the new Executive Committee and wished them and the Association well in the years ahead. The incoming President thanked all the members for trusting him to lead the APLAP over the next two years. He assured that he would comply with APLAP's Constitution and that he looked forward to working with the new Executive Committee and all the members of the APLAP.

### **Next Conference**

The President announced that the New Zealand Parliament had offered to host APLAP's Ninth Biennial Conference in September 2006. The Executive had been pleased to accept this kind offer.

### **Communique**

The meeting adopted the draft Communique which would be sent to all member Parliaments.

### **Other Business**

The member from Cambodia suggested that venues for the next two Conferences should be decided in advance. The President explained that APLAP's practice is to wait for Parliament's Administration to formally offer to host the Conference and it was necessary for approaches to be made to possible hosts.

### **Closing Remarks**

The President noted the success of the Eighth Biennial Conference and wished the new Executive Committee all the best in its future endeavours.



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

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**Financial Statements for the years 2003 and 2004**

**Presented at the APLAP General Business Meeting held in  
New Delhi, India, on 22 January 2005**

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	US\$	US\$
<b>Income</b>		
Balance held in Singapore	14468	
Revenue received and held in Australia	10,469	24,937
<b>Expenses</b>		
Gifts	608	
APLAP Reception in New Delhi	1,500	2,108
Balance as at 12/1/05		22,829

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*Prepared by:*

**Ms. Roslynn Mambery**  
Secretary/Treasurer, APLAP

*Noted by:*

**Mr. R.C. Ahuja,**  
President, APLAP

## PRESIDENT'S REPORT

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The President, Shri Ramesh Chander Ahuja reported on the matters and issues raised during the Seventh Biennial Conference as follows:

*Distinguished Delegates,*

I am glad to present my report to the General Business Meeting. In my report, I propose to mention briefly some of the important points about the activities of our organization since the last Conference.

### **Matters relating to the 7th APLAP Conference**

It is a usual practice to issue a Communique after the conclusion of every Conference. Therefore, soon after the conclusion of the 7th APLAP Conference in Turkey in 2002, a copy of the Communique, as approved by the General Business Meeting, along with a letter from the President and the Secretary of APLAP, was sent to all the member countries for their information.

The Minutes of the General Business Meeting held on 12 September, 2002 were prepared by Ms. Roslynn Membrey and printed in the *APLAP Newsletter* No. 15, copies of which were sent to all the member countries.

A team of officers of the Turkish Grand National Assembly Library and Documentation Centre, under the able guidance of their Director, and in consultation with the APLAP Executive Committee, prepared and brought out the Report of the 7th APLAP Conference. The copies of the Report have been circulated to all the members.

You may be aware that the Turkish Grand National Assembly Library and Documentation Centre had started a Website (address <http://www.tbmm.gov.tr/aplap>) for the 7th APLAP Conference. The proceedings of the Conference were also made available on this Website. In this connection, I am happy to mention that the Lok Sabha Secretariat has also started a Website for the 8th APLAP Conference and you can have all important information relating to this Conference and see select photographs relating to the Conference on this website at <http://www.aplapindia2005.nic.in>.

At the last General Business Meeting, a Motion was adopted by the Delegates to the effect that the APLAP would continue to use the existing Constitution and the Draft Constitution proposed by the Committee on the Constitution headed by Mr. Rob Brian would remain in our records. The Motion commended the excellent work done by the Committee on the Constitution. I conveyed the decision of the General Business Meeting and the text of the Motion to Mr. Rob Brian and Ms. Jean Chapman Mason and also thanked them, on behalf of the APLAP, for their excellent work.

### **Plaque**

At the last General Business Meeting, a plaque was presented to Ms. Boonruksa Chomchuen of Thailand for her contribution to the National Assembly Library of Thailand and for her loyal support to the APLAP. Through her letter dated 20 September 2002, Ms. Chomchuen expressed her sincere appreciation and gratitude to the APLAP for the plaque presented to her and expressed the hope that their relationship with the APLAP would be long standing.

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### **APLAP Newsletter**

The *APLAP Newsletter* which could not be brought out for a few years preceding the Turkey Conference in 2002 was started by Ms. Roslynn Membrey during the period under review but only 2 issues could be brought out. There has been a feeling that the *Newsletter* can be more meaningful and can be brought out regularly only if Libraries of all the member Legislatures regularly contribute material such as suitable articles, photographs, write-ups on developments in the member Libraries and in the fields of Parliamentary Studies and Library and Information Science, modernization of libraries, etc. for the *Newsletter*. Therefore, all members are requested to contribute material for issues of the Newsletter. Contributions can be sent to the Secretary at Roslynn.Membrey@aph.gov.au

### **APLAP Bank Accounts**

As you might be aware, during the last APLAP Conference in Turkey, Ms. Roslynn Membrey of Australia was elected to hold the positions of Secretary as well as the Treasurer of APLAP. She took over as Treasurer from Ms. Sait Poh "Ruby" Cheah-khoo, our colleague in the Parliamentary Library of Singapore. Therefore, APLAP funds had to be transferred from Singapore to Australia. Hence, Ms. Roslynn Membrey was required to open an APLAP bank account in Australia. Necessary authorization letters were signed by the Executive Committee Members and sent to Ms. Roslynn Membrey to enable her to open the bank account. Ms. Roslynn Membrey accordingly opened an APLAP bank account at the Westpac Branch in Parliament House in Canberra and asked Ms. Sait Poh "Ruby" Cheah-khoo to forward the balance of the funds to the new account. The new bank account is in Australian currency, instead of US dollars, and hence the money sent to this account is converted into Australian dollars and in the process some money is lost on account of exchange rate and bank commission, etc., whenever transactions are made. It was pointed out to me that bank commission would also be charged when annual subscriptions are sent in US dollars by member Parliaments. In this background, Ms. Sait Poh "Ruby" Cheah-khoo sought instructions from the Executive Committee to proceed with the transfer of funds to Australia. I, therefore, requested members of the Executive Committee to give their considered advice in the matter so that the decision of the Executive Committee might be conveyed to Ms. Sait Poh "Ruby" Cheah-khoo.

Both Ms. Jean Chapman Mason, Vice-President (Pacific) and Dr. Karl-Min Ku, Vice-President (Asia), conveyed that the account should be held in US dollars.

Therefore, Ms. Roslynn Membrey was requested to find out from the bank if the account could be kept in US dollars. After making enquiries she conveyed that it was not possible to do so. Ms. Sait Poh (Ruby) Cheah-khoo and Ms. Roslynn Membrey requested me a few times to give instructions to transfer the funds from Singapore to Australia. I felt that in such an important matter which had financial implications for the APLAP, a unanimous decision should be taken by the Executive Committee. Since there were differences in the Executive Committee on this matter it was not appropriate for me to give instructions to transfer the funds.

The Executive Committee has now decided to place this matter before this General Business Meeting for consideration and decision.

In this connection, one more point to be considered is that every time there is a new Treasurer, the bank account may have to be shifted to her/his country and currency would change if the account is not in US dollars. I think the problem has to be considered keeping in view this aspect also. The pros and cons of the matter have to be examined thoroughly. The matter will be placed before the General Business Meeting later for consideration and decision or appropriate direction to the new Executive Committee so that they may proceed further with the matter.

It has been our endeavour to reach out to more and more Legislature Libraries and Librarians in the region so that they may be aware of our objectives and activities and feel encouraged to join the APLAP. In this connection, I am glad to mention that when various aspects of hosting this Conference in India were being considered, it was felt that it would be appropriate to associate with this Conference the Heads of Library and Information Services in the State Legislature Secretariats in India so that they might also benefit from its deliberations. The proposal to this effect, moved on the advice of Mr. G.C. Malhotra, Secretary-General, Lok Sabha, was approved by the Hon'ble Speaker, Lok Sabha.

Later, during the discussions between Mr. G.C. Malhotra and some Senior Officers from the Legislatures in Pakistan, who had come to attend a Conference at Hyderabad in India, the matter relating to the 8th APLAP Conference also came to be mentioned and in the light of the discussions there, it was also decided to invite the Officers and Heads of Library and Information Services in the Provincial Legislatures of Pakistan to this Conference as Observers. The proposals to invite the Observers from India and Pakistan were duly approved by the Executive Committee. As a result, we have 68 Delegates and Observers from 40 Legislatures attending this APLAP Conference. We thank the Presiding Officers of these Legislatures for the kind gesture of nominating their Delegates/Observers to the Conference.

As far as I know, this perhaps is the highest ever number of participants in the APLAP Conferences held so far, if we take together the number of Delegates and Observers. While the Observers have benefited from their participation in the Conference, I am sure, the Delegates would have equally found their interactions with them quite useful and enlightening.

### **Venue of the 9th APLAP Conference**

The Executive Committee also had the task of finding the next host of the APLAP Conference. After mutual consultations with the Executive Committee members, Ms. Roslynn Membrey wrote to a few countries in this regard. In this connection, I am happy to state that there were positive responses from a few Parliaments. The offer of the Parliament of New Zealand to host the 9th APLAP Conference in 2006 in New Zealand was delivered to the Executive Committee by Ms. Katherine Close personally. The offer was considered by the Executive Committee at its meeting on 17 January 2005. The Executive Committee has accepted the offer and decided to host the 9th APLAP Conference in New Zealand in 2006. We are indeed very grateful to the Hon'ble Speaker of the House of Representatives of the New Zealand Parliament for this offer. A formal letter expressing our gratitude to the Hon'ble Speaker will be sent by Ms. Roslynn Membrey soon and the theme of the Conference and dates will be decided and communicated to the member countries by the Parliament of New Zealand in due course.

During my two terms as the President of the APLAP, I have received full cooperation from all the Heads of Parliamentary Libraries and Research and Information Services in the Asia-Pacific Region. I am beholden to them for the confidence reposed in me and assistance given to me in managing the affairs of the APLAP. I am particularly thankful to my colleagues who were on the two Executive Committees I headed as the President, *viz.* Dr. Karl-Min Ku, Ms. Jean Chapman Mason, Ms. Roslynn Membrey, Ms. Maria Fe.S. Ableda-Robles, Mr. Takenori Horimoto and Ms. Sait Poh "Ruby" Cheah-khoo. We together shared our ideas and concerns for making the APLAP more effective. These four years of my Presidentship have been very fruitful for me in the sense that apart from making my humble contribution towards the realization of the great objectives of APLAP, I have enriched my knowledge about the working, methods and problems of the Parliamentary Libraries in the region and also made many new friends in the Legislature Secretariats.

Thank you.

**NEW DELHI COMMUNIQUE**  
**ADOPTED BY**  
**THE EIGHTH BIENNIAL CONFERENCE OF**  
**THE ASSOCIATION OF PARLIAMENTARY LIBRARIANS**  
**OF ASIA AND THE PACIFIC (APLAP)**

**NEW DELHI, INDIA**

*18-22 January 2005*

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The Eighth Biennial Conference of the Association of Parliamentary Librarians of Asia and the Pacific (APLAP) met in New Delhi, India, from 18 to 22 January 2005. Sixty-eight Delegates/Observers from forty Parliaments/Legislatures attended the Conference which was hosted by the Parliament of India.

The Conference was inaugurated by the Hon'ble Speaker of Lok Sabha, Mr. Somnath Chatterjee, on 18 January 2005. The Hon'ble Deputy Speaker of Lok Sabha, Sardar Charnjit Singh Atwal, the learned Secretary-General of Lok Sabha, Mr. G.C. Malhotra, President of APLAP, Mr. R.C. Ahuja, and the Secretary of APLAP, Ms. Roslynn Membrey, addressed the participants at the Inaugural Function.

The Conference which met in Six Sessions deliberated on the main Theme "*Changing Dimensions of Parliamentary Library and Information Services in the Third Millennium*". The Keynote Address on the theme was delivered by the Secretary-General of Lok Sabha, Mr. G.C. Malhotra, on 19 January 2005. The remaining five Sessions were devoted to five related themes, viz. "*Research and Reference Services for Members*"; "*Library Services for Members*"; "*Bringing Parliament nearer to the People: Communicating Parliament*"; "*IT in Parliamentary Library and Information Services*"; and "*Changing Dimensions of Library and Information Services in India*", the Keynote Addresses of which were delivered by Ms. Katherine Close (New Zealand); Ms. Roslynn Membrey (Australia); Mr. N.K. Sapra (India); Dr. Karl-Min Ku (Chinese Taipei); and Dr. Jagdish Arora (IIT, Delhi, India), respectively.

The Keynote Addresses set the tone for the discussions that followed. Country Papers presented by learned Delegates delineated the operational dynamics of Library and Information Management in their Legislatures. The discussions centering around the main theme focused on sharing of experiences and identifying areas of common concern which warranted concerted action in the new Millennium. The Conference whole-heartedly welcomed the idea of an APLAP Network mooted by the distinguished Secretary-General of Lok Sabha, Mr. G.C. Malhotra. Delegates and Observers emphasised that an APLAP Network will go a long way in furthering the cause of resource sharing and effective information management in the Parliaments of the Asia-Pacific Region. The Conference also stressed that the APLAP should pursue this idea with all vigour as one of the items on its agenda of the future as emanating from the Eighth Biennial Conference of the APLAP in New Delhi.

The APLAP Executive Committee respectfully calls upon the Presiding Officers of the Parliaments of the Asia-Pacific region to support the work of the APLAP and individual Parliamentary Libraries in their endeavours.

The Executive Committee of the APLAP expressed its profound gratitude to the Hon'ble Speaker of Lok Sabha, Mr. Somnath Chatterjee, for his kind support in hosting the Conference and also

thanked all Presiding Officers of the Member/participating Legislatures for nominating Delegates/Observers to the New Delhi Conference.

The Conference, which commenced with the observance of one minute's silence in memory of the victims of the recent Tsunami devastation, also adopted a Condolence Resolution in this regard.

The New Delhi Conference, without doubt, has been a major milestone in furthering the objectives of the Association of Parliamentary Librarians of Asia and the Pacific.

The members in the General Business Meeting elected the following officers of the APLAP until the next Biennial Conference:

President: Dr. Karl-Min Ku

Vice-President for Asia : Ms. Azeemunnisa Khan

Vice-President for Pacific: Ms. Katherine Close

Secretary: Ms. Roslynn Membrey

Treasurer: Ms. Rasieli Bau

Members of the APLAP wish to thank the Parliament of New Zealand which has offered to host the Ninth Biennial Conference of the APLAP in Wellington, New Zealand, in 2006.

**Roslynn Membrey**  
(*Secretary, APLAP*)  
New Delhi  
(22.1.2005)

**Ramesh Chander Ahuja**  
(*President, APLAP*)  
New Delhi  
(22.1.2005)

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Section V

VALEDICTORY FUNCTION

*(22 January 2005)*

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## ANNOUNCEMENT OF THE NEW EXECUTIVE COMMITTEE

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The President of APLAP, Shri Ramesh Chandra Ahuja: Now, we are in the Closing Session of this Conference. First of all, I have to give you the good news about the membership of the new Executive Committee. The General Business Meeting has elected the following as the members of the next Executive Committee:

President: Dr. Karl-Min Ku

Vice-President (Asia): Ms. Azeemunnisa Khan

Vice-President (Pacific): Ms. Katherine Close

Secretary: Ms. Roslynn Membrey

Treasurer: Ms. Rasieli Bau

Now, I would request the President-elect, Dr. Karl-Min Ku to say a few words.



## ADDRESS BY DR. KARL-MIN KU VICE-PRESIDENT OF APLAP

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Respected President, Mr. Ramesh Chander Ahuja, Ladies and Gentlemen: Let me first of all thank you for trusting me to lead this beloved organisation, the APLAP, again. I think that this APLAP Biennial Conference has provided us an excellent opportunity to enjoy the unique Indian culture. We all gathered good experience on our visit to the marvellous city of Agra. We also appreciate the structure of the parliamentary system of India. I hope we would visit this beautiful country again as soon as possible. The development of the Indian Parliament Library is the most important part of this Conference which has to be explored. Our main concern is the implementation of information and communication technology application and the information system in our Parliament Library on the lines of the Indian Parliament.

Just as the Secretary-General, Mr. G.C. Malhotra, had mentioned in his Keynote Speech of this Conference, we all learnt the Indian philosophy of Parliament librarianship and its current studies of the development. We also think that the international information brings the most valuable and the comparative source to each Parliament Library indeed. Our APLAP colleagues, I think, must encourage each other more than before and also work together more closely than before. Personally, I believe that we can make it a better reality.

Last but not the least, let us all express our deep appreciation to the Indian Parliament, particularly the staff of Lok Sabha Secretariat, and the leadership of the whole Indian Parliament again on this occasion when it is just going to close. Thank you once again.

## ADDRESS BY MS. ROSLYNN MEMBREY SECRETARY OF APLAP

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I just wanted to thank you all and congratulate you all for conducting such a successful and friendly Conference. I think it has been one of the best Conferences we have had. I think about the night when we came back from Agra. It was half past 12, a very cold night standing on the railway platform. The gate was closed and we could not get out. In Australia, my friends would have got very angry and would have been ready to tear somebody apart. We stood and politely waited till the gates were opened. I think it is a testimony to show how patient, respectful and friendly we all are. After a very long day we were tired. But we still managed to keep a good humour. That, to me, is going to mean a lot when I go back home and think about it. I have met a lot of old friends during this Conference and I have made a lot of new friends.

I hope to be able to exchange e-mails with you. More importantly, perhaps see you in New Zealand in 2006. I particularly acknowledge the work of my new friend, Mr. K. Vijayakrishnan, and his staff who have done such a wonderful job organising this Conference and looking after us so well. We really had not to do anything at all. It has just been done for us. It has been marvellous.

There is just one message that I wanted to pass on to you. Many Delegates for the last few days have asked me how to become a member of APLAP. All you need to do is to pay your subscription fee. If you are really interested in becoming a member of APLAP, send me an e-mail and I will send out an invoice to you and as soon as that is paid, I will enter your name in the membership roll of the APLAP. After that you will receive copies of our news letter, invitations to our next Conference and any other information that goes out to APLAP members.

Even the Provincial Legislatures can become members of APLAP. I can quote the example of Australia where not only the Australian Parliament is a member of APLAP but some of the State Legislatures of Australia are members of APLAP. They pay \$100 towards annual membership fee. That means, they become the members. So, it is the same thing that applies to all other Provincial and State Legislatures in APLAP countries.

Let me finish by saying that I wish all the international visitors a safe journey home. I wish all the local staff who have made our visit such a success that they have a nice long rest once they put us on our planes and we go.

Thank you.

*[Thereafter, Ms. Zunaini Mohd. Salleh (Malaysia); Dr. (Ms.) Rosey Sailo Damodaran, Rajya Sabha (India); Mr. Inayat Ullah, the Punjab (Pakistan); Mr. Frank Christopher, Lok Sabha (India); and Mr. Abu Dawood (Bangladesh) made brief observations.]*

## ADDRESS BY SHRI R.C. AHUJA PRESIDENT OF APLAP

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Distinguished Additional Secretary, Lok Sabha Secretariat, Shri John Joseph, Distinguished Office Bearers of APLAP, Distinguished Delegates and Observers, my Colleagues from Rajya Sabha and Lok Sabha Secretariats, Ladies and Gentlemen:

The time has now come to bid all of you farewell. It is a matter of great satisfaction that the Eighth Biennial Conference of the APLAP, which was inaugurated by the Hon'ble Speaker, Lok Sabha on 18 January, 2005, is concluding today after very meaningful deliberations.

A Conference of this nature, I am sure, would have been very difficult to organise without the enthusiastic support of one and all. At the outset, I take this opportunity to express our profound gratitude to the Hon'ble Speaker, Lok Sabha, esteemed Shri Somnath Chatterjee, for his kind patronage of the Conference and for having inaugurated the Conference with his thought provoking Address which was inspiring indeed.

We are equally grateful to the Hon'ble Deputy Speaker of Lok Sabha, Sardar Charnjit Singh Atwal for his kind support and for his benign presence at the Inaugural Function. We are grateful to all the Members of the Library Committee of Parliament and Members of the Parliamentary Committees on Provision of Computers, Hon'ble Ministers of State in the Ministry of Parliamentary Affairs and several other Hon'ble Members for their benign presence in the functions associated with the Conference.

I would also like to express my profound gratitude to the distinguished Secretary-General, Lok Sabha, Shri G.C. Malhotra, for his constant support and guidance in organising this Conference. In fact, it would not be an exaggeration if I say that he was the driving force behind this Conference. I must also thank Dr. Yogendra Narain, the distinguished Secretary-General of Rajya Sabha, for providing all the support and encouragement for the success of the Conference. We are equally grateful to our distinguished Additional Secretary, Shri John Joseph and all my senior colleagues for their guidance and advice.

The Hon'ble Speaker, the Hon'ble Deputy Speaker and the learned Secretaries-General of both Houses were gracious enough in hosting Lunches and Dinners for the Delegates. We are beholden to them for their warm gesture.

We have also benefited from the guidance and support extended to us by Ms. Roslynn Membrey, Secretary and Treasurer of APLAP, my brother colleague, Dr. Karl-Min Ku, Vice-President (Asia) of APLAP, Ms. Jean Chapman-Mason, Vice-President (Pacific) and the new office bearers of APLAP. All of them very generously shared their experience and gave valuable suggestions which helped us a lot in organising this Conference and in having very fruitful deliberations at the Conference.

I am also grateful to the learned Keynote Speakers and distinguished Delegates who presented Country Papers, made interventions and participated in the deliberations of the Conference. I also owe a sense of gratitude to all the Delegates for having come all the way from their respective countries to participate in the Conference.

So many people have worked silently behind the scene for the success of this Conference. They deserve to be thanked by one and all. They include the officers and staff of the Library and Reference, Research, Documentation and Information Service, Computer Division and other Divisions of LARRDIS, the Bureau of Parliamentary Studies and Training, the Conference Branch, Press and Public Relations Division, the Audio-Visual Section, the Works and General Branch, the Watch and Ward Service, Reporters Branch, Interpreters Branch, MS Branch, Welfare Branch and Administration Branch, the Printing, Rotaprinting, Bindery, Distribution Branches and several other Branches of the Lok Sabha Secretariat. The doctors in the Parliament Complex and at the Ram Manohar Lohia Hospital extended all help to the needy Delegates for which we are very grateful. We also thank the officers and staff of the Central Public Works Department and the Northern Railway Catering Service for their wholehearted co-operation.

We received substantial support from the Rajya Sabha Secretariat also. We are grateful to them for their valuable help.

I also thank my colleague and Director of Research and Information Division, Shri K. Vijayakrishnan and his dedicated team of officers and staff, particularly Smt. Manju Sharma and Ms. Samita Bhowmick, Assistant Directors, and Shri M.K. Sharma, Research Officer, who had tirelessly worked for weeks together, almost non-stop for organising the Conference.

So far as the outcome of the Conference is concerned, I am sure you will all agree with me that we have had very fruitful and stimulating discussions. The learned Delegates meaningfully participated, made interventions and interacted in the deliberations and shared their experiences towards effective management of Legislature Libraries and their staff. We gratefully acknowledge their valuable contributions.

I am particularly grateful to the distinguished Secretary-General, Lok Sabha, for his inspiring Keynote Address. All through, the emphasis was on how best to serve our institutions and our ultimate clientele, the people's representatives—the Hon'ble Members of Parliament and the Legislative Assemblies.

We have already adopted the New Delhi Communique, which embodies the spirit of the Eighth Biennial APLAP Conference. The Communique reflects our conviction that we need to further the aims and objectives of APLAP through concerted action, sharing our resources, expertise and experience. We need to imbibe the best of technologies to better our services to the Parliamentarians. In the coming decades, the expectations of our Parliamentarians would be of a high order, especially in the context of the remarkable advances in information and communication technologies. It is our bounden duty to take in these advances and facilitate easy access to authentic and objective information. An APLAP Information Network, which the learned Secretary-General of Lok Sabha spoke about in his Keynote Address, would substantially help in the process of information sharing among the APLAP fraternity.

I am sure, the deliberations of the Eighth APLAP Conference would go a long way in further improving our efficiency and the efficacy of the Library, Reference and Research Services in our Parliaments.

I hope and trust that all of you had a very comfortable stay and you enjoyed your visit to India, particularly the visit to Agra and the local sightseeing in Delhi. I also hope, you would carry home fond memories of your sojourn here.

With these few words, I bid you farewell and wish you all a safe journey back home. We hope to see you again for the Ninth APLAP Conference in New Zealand in 2006.

Thank you.

*(The Conference then adjourned sine die.)*

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Section VI

GENERAL INFORMATION

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## MEMBER COUNTRIES OF APLAP

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- |                               |                      |
|-------------------------------|----------------------|
| 1. AUSTRALIA                  | 18. NAURU            |
| 2. NEW SOUTH WALES, AUSTRALIA | 19. NEPAL            |
| 3. VICTORIA, AUSTRALIA        | 20. NEW ZEALAND      |
| 4. BANGLADESH                 | 21. NIUE             |
| 5. CAMBODIA                   | 22. PAKISTAN         |
| 6. CHINESE TAIPEI             | 23. PAPUA NEW GUINEA |
| 7. COOK ISLANDS               | 24. PHILIPPINES      |
| 8. FIJI                       | 25. SAMOA            |
| 9. HONG KONG                  | 26. SINGAPORE        |
| 10. INDIA                     | 27. SOLOMON ISLANDS  |
| 11. INDONESIA                 | 28. SRI LANKA        |
| 12. JAPAN                     | 29. THAILAND         |
| 13. KIRIBATI                  | 30. TONGA            |
| 14. KOREA, REPUBLIC OF        | 31. TURKEY           |
| 15. MALAYSIA                  | 32. TUVALU           |
| 16. MICRONESIA                | 33. VANUATU          |
| 17. MONGOLIA                  | 34. VIETNAM          |

# CONSTITUTION AND BY-LAWS OF APLAP

## CONSTITUTION

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### 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.

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#### 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 co-opt 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 she/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 undertake 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 officer 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 Meeting shall be held. The procedures and rules for the 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

### 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 timed, 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.

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#### 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 member's 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 member 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 not 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 meetings, 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 material 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 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 Association's 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 telefax numbers, where appropriate.

4.2 The Roll shall be used to prepare a membership list for distribution to all members at each Biennial Conference.

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## 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 Committee 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 the Constitution and the By-Laws are reproduced from the *"Proceedings of the 1st Biennial Conference of the Parliamentary Librarians of Asia and the Pacific"*, National Assembly Library, May 1990, pp. 129–38.)

## DELEGATES/OBSERVERS OF THE EIGHTH BIENNIAL CONFERENCE OF APLAP

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### DELEGATES

#### AUSTRALIA

Ms. Roslynn Membrey,  
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Library Resources & Media Services &  
Secretary of APLAP

#### BANGLADESH

Mohammad Abu Dawood,  
Chief Librarian,  
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#### CAMBODIA

Mr. Momkhlem Khlemchan,  
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of the National Assembly,  
Cambodia

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Legislative Yuan &  
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Director,  
Parliament Library,  
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Mr. Shun-hsing Hsu,  
Senior Researcher,  
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Lok Sabha Secretariat &  
President of APLAP

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Director,  
Lok Sabha Secretariat

Mr. P.K. Misra,  
Director,  
Lok Sabha Secretariat

Mr. K. Vijaykrishnan,  
Director,  
Lok Sabha Secretariat

Mr. M.K. Dubey,  
Director,  
Lok Sabha Secretariat

Mr. R.T. Pillai,  
Director,  
Lok Sabha Secretariat

Mrs. Sadhna Rani Gupta,  
Joint Director,  
Lok Sabha Secretariat

Mr. Frank Christopher,  
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Lok Sabha Secretariat

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Lok Sabha Secretariat

Mr. A.K. Lad,  
Joint Director,  
Lok Sabha Secretariat

Mr. K.B. Tewari,  
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Lok Sabha Secretariat

Mr. N.K.R. Kalingan,  
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Lok Sabha Secretariat

Mr. Sandeep Salunke,  
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Lok Sabha Secretariat

Mr. Ashok Kumar,  
Joint Director,  
Lok Sabha Secretariat

#### **INDIA (RAJYA SABHA)**

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Rajya Sabha Secretariat

Dr. (Ms.) Rosey Sailo Damodaran,  
Assistant Director,  
Rajya Sabha Secretariat

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Parliament of Indonesia

Mrs. Qatriatna Widiasti S.,  
Parliamentary Library,  
Parliament of Indonesia

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National Diet Library

Mr. Yukihide Watanabe,  
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Mr. Haji Hattar,  
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National Assembly of Pakistan

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The Secretariat of the House of Representatives

Ms. Sunida Boonyanon,  
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Turkish Grand National Assembly Library

Dr. Tuncer Yilmaz,  
Deputy Director,  
Turkish Grand National Assembly Library

#### **VIETNAM**

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Library of the National Assembly

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**HARYANA**

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Library and Research/Reference,  
Jharkhand Legislative Assembly Secretariat

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Karnataka Legislative Council

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**INDONESIA**

Ms. Aurora Christiana Simandjuntak,  
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Mr. Muhammad Mushtaq Khan,  
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Mr. Abdur Rehman,  
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**SINDH**

Mr. Hadi Bux Buriro,  
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Syed Sajid Ahmed,  
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Mr. Asraruddin Alvi,  
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Ms. Munazza Mashkooor,  
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Delhi

Dr. S. Majumdar,  
Director,  
Central Secretariat Library,  
New Delhi



## PROGRAMME SCHEDULE

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### Monday, 17th January 2005

- Arrival of Delegates

### Tuesday, 18th January 2005

- 0930 — **Registration**
- 1045 — **Group Photograph**
- 1100 — **Opening of the Conference**  
**Main Committee Room, Parliament House Annexe**
- 1145 — Snacks/Coffee/Tea
- 1200 — Tour of Central Hall, Lok Sabha and Rajya Sabha Chambers
- 1300 — Lunch hosted by the Hon'ble Deputy Speaker, Lok Sabha, Shri Charnjit Singh Atwal, Banquet Hall, Parliament House Annexe
- 1400 — Local sight-seeing
- 1930 — **Call-on on the Hon'ble Speaker, Lok Sabha, Shri Somnath Chatterjee**
- 2000 — Dinner hosted by the Hon'ble Speaker, Lok Sabha, Shri Somnath Chatterjee, Banquet Hall, Parliament Library Building

*[All the Working Sessions were held in the Main Lecture Hall, Bureau of Parliamentary Studies and Training (BPST), Parliament Library Building]*

### Wednesday, 19th January 2005

- 0930 — **Session 1 : Changing Dimensions of Parliamentary Library and Information Services in the Third Millennium**  
**Keynote Address:**  
**Shri G.C. Malhotra**  
**Secretary-General,**  
**Lok Sabha**  
**Presentation of Country Papers**
- 1045 — Snacks/Coffee/Tea
- 1100 — **Discussion**
- 1215 — Tour of Parliament Library Building
- 1245 — Lunch  
Banquet Hall,  
Parliament Library Building

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1400 — **Session 2 : Research and Reference Services for Members**

- *New Dimensions of Research Services in an Era of Information Explosion*
- *Imperative of Reference Services*
- *Need for In-house Training/Refresher Programmes*

**Keynote Address:**

**Ms. Katherine Close**  
**International Documents Manager,**  
**Parliament of New Zealand**

**Presentation of Country Papers**

1545 — Snacks/Coffee/Tea

1600 — **Discussion**

1700 — Executive Committee Meeting  
Committee Room E  
Parliament Library Building

2000 — Dinner hosted by the Secretary-General, Rajya Sabha  
Dr. Yogendra Narain  
Banquet Hall,  
Parliament House Annexe

**Thursday, 20th January 2005**

— Tour of Agra (Taj Mahal, Fatehpur Sikri and Agra Fort)

**Friday, 21st January 2005**

0930 — **Session 3 : Library Services for Members**

- *Managing Library Collections, including Digital Collections*
- *Exchange of Parliamentary Publications*
- *Human Resource Management—In-service Training/Refresher Programmes for Library Professionals*

**Keynote Address:**

**Ms. Roslynn Membrey**  
**Assistant Secretary,**  
**Library Resources & Media Services,**  
**Australian Parliament Library, &**  
**Secretary of APLAP**

**Presentation of Country Papers**

**Friday, 21st January 2005**

1045 — Snacks/Coffee/Tea

1100 — **Discussion**

1230 — Lunch  
Banquet Hall  
Parliament Library Building

1400 — **Session 4 : Bringing Parliament nearer to the People : Communicating Parliament**

- *Press and Public Relations Service*
- *Telecasting and Broadcasting of Parliamentary Proceedings*
- *Parliamentary Museum and Archives*
- *Bureau of Parliamentary Studies and Training*
- *Facilitating Research on Parliamentary System and Institutions*

**Keynote Address:**

**Mr. N.K. Sapra**  
**Joint Secretary,**  
**Lok Sabha Secretariat**

**Presentation of Country Papers**

1545 — Snacks/Coffee/Tea

1600 — **Session 5 : IT in Parliamentary Library and Information Services**

- *Managing Information on Parliamentary Websites*
- *Automation of Press Clippings*
- *Digitization of Library Collections*
- *Library Automation*
- *Multi-media Production Facilities*

**Keynote Address:**

**Dr. Karl-Min Ku**  
**Chief Secretary,**  
**Education and Culture Committee,**  
**Legislative Yuan,**  
**Chinese Taipei &**  
**Vice-President of APLAP**

**Presentation of Country Papers**

2000 — Dinner hosted by the Secretary-General, Lok Sabha, Shri G.C. Malhotra  
 Banquet Hall,  
 Parliament House Annexe

**Saturday, 22nd January 2005**0900 — **Executive Committee Meeting**

Committee Room 'E'  
 Parliament Library Building

1000 — **Session 6 : Changing Dimensions of Library and Information Services in India**  
*(Interactive Session with Library Professionals of Delhi)***Keynote Address:**

**Dr. Jagdish Arora**  
**Librarian,**  
**Indian Institute of Technology,**  
**New Delhi**

**Presentation of Papers**

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- 1200 — Snacks/Coffee/Tea
- 1215 — **General Business Meeting**  
Committee Room 'E'  
Parliament Library Building
- 1330 — Lunch  
Banquet Hall,  
Parliament Library Building
- 1430 — Preparation of Communique  
Committee Room 'E'  
Parliament Library Building
- 1600 — **Closing Ceremony**  
Main Committee Hall,  
Parliament Library Building
- 1930 — Dinner hosted on behalf of the APLAP, by the President of the APLAP, Shri R.C. Ahuja

**Sunday, 23rd January 2005**

Departure

**DIRECTORY OF MEMBERS OF APLAP  
(2005)**

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