Reference and Research Services for Members of Parliament in Malaysia

By

Azeemunnisa Bte Abdul Majid Khan
House of Senate
Vision

To be the Center of Excellence for legal and legislation information of Malaysia, Parliamentary documents, constitution, election, governance and politics
Role of the Parliamentary Library

Provision of timely, efficient reference and research services

Acquisition of a wide subject coverage of collection
Develop sophisticated techniques for organizing and dissemination of information

Requirements of MPs are assessed in advance
Undertake anticipatory reference and research on debated issues
Challenges in providing information/research services

To give the right information, reliable and relevant to their needs and disseminated at the right time at the request of MPs
To undertake all their requests
and
To keep updated and informed on various fields and topics
Reference services to Parliamentary documents
Hansard Collection

PENYATA RASMI PARLIAMENT
DEWAN NEGARA
PAR. 10 PENG. 3

RABU 30 MEI 2001
- RABU 6 JUN 2001
BIL. 14 - 17

PENYATA RASMI PARLIAMENT
DEWAN RAKYAT
PAR. 10 PENG. 3

RABU 3 MEI 2001
- BNIN 16 JULAI 2001
BIL. 23 - 28
Statutes
Bills
Monographs

[Image of three books: Almanac of Famous People, Constitutional & Administrative Law, and A Tribute to Dr. Mahathir Mohamad]

Once upon a time...
Newspaper Collection
Journals
Imperative of the reference services

Development of the reference services is evaluated to re-think new types of services to offer to MPs
The requirements of MPs are assessed well in advance.
MPs are provided with consultation services with regards to their information needs
To give the right information, reliable and relevant to their needs and disseminated at the right time at the request of MPs
To undertake all their requests

To keep updated and informed on various fields and topics
Research Services
Newspaper Articles Research
Contacts are made to various government departments, agencies, libraries and organizations.
Analyzing information in their websites

Requests are made to all government departments for their publications
Requests are made for acts, amending acts, bills, government gazettes, regulations, state enactments and particular cases
Benefits of the Research Services

Staff are familiar with reliable resources and official sources of information on national topics of interests.
Direct interaction with staff in government departments and institutions
Professional contacts with officials in specific fields

Expertise in exploiting online databases
Experienced research capabilities to analyze relevant research reports
New dimensions in the research services
Provides a trained workforce who have expertise in research in a wide range of disciplines.

Researchers will then analyze the MPs research requirements and the schedule deliveries.
Provide statistical summaries, built portals of information, make studies and reports, extract specific information
Have to increase their capability in providing knowledge services to MPs
To provide added value by analyzing information to meet the individual’s demands.

Develop a system and organize and capture information on various subjects.
Also coordinate and provide access to reports and government sources
Consequences of research services

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.
To discriminate the information and get the most relevant and meaningful information so that it can turn into useful knowledge
Researchers have to deal with redundancy of information and have to find ways to capture information that is relevant to the MPs.

They need more quality and focus and there is a need to make urgent contacts with government officials, agencies and organizations.
They are in belief that more relevant information lies outside somewhere and have to make a duplicate effort.
They are bombarded with all categories of urgency, media, size, timeliness, complexity and they have to make decisions.
The increased in low cost information now readily available in the web has massively outpaced the increase in quality information.
There is a need to strengthened the capacity of Parliamentarians to analyze, scrutinize relevant reports and understand general issues, the knowledge of which is crucial for efficient debates.
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.
Job duties of the researcher
- Evaluation and review of bills and resolutions
- Research on existing local and foreign legislations
Serve as the data bank, gathering and compiling and collating data and information on subject matter.
- Prepare research reports on the subject of the proposed bills
- Research in the provision of the constitution and existing laws
Researching on the policies of the government regarding all subject matters
- Maintain contacts with academic, government agencies, non-government institutions for materials on the subject matter
- Maintain and updating a data bank for each subject
Maintain and develop on adequate legislative research databank on each subject matter

Maintaining the online reference inquiry form
Building portals of information in various disciplines
The need for in-house training and refresher programs

The library can better leverage their investments by retraining the staff in training programs that will reinforce a culture of continuous improvement, quality service delivery and accountability among staff.
Training programs on how to built the librarian’s role as a network navigator and individual information consultant, how to locate, select and evaluate information.
Workshops and courses on development skills, improving handling of reference and research information and the capture and transmit of knowledge.
Encourage to exchange views and learn from other specialists who share the common organizational experiences
A program on case study approach to problem solving in handling research services.
Workshops on basic networking skills, how to design web sites that serve as portals to interesting sites
Thank You