PARLIAMENTARY LIBRARY

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PARLIAMENTARY LIBRARIAN'S REVIEW

The Parliamentary Library serves the Australian Parliament by providing independent and non-partisan information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles. The Library's research and information specialists align their work with the parliamentary agenda and tailor services to meet the specific needs of senators, members and parliamentary committees, including through access to curated collections and commissioned research. This report documents the Library's performance in financial year 2016–17, a year in which solid progress was made against all of our strategic priorities.

The new Parliament

On 30 August 2016, 53 new senators and members took their seats in the Australian Parliament. By 30 June 2017, a further three senators had taken seats arising from subsequent vacancies. Accordingly, orientation and outreach programs for new and returning parliamentarians and their staff were a major focus throughout the year. In addition to my participation in formal induction programs organised by the chamber departments, each new senator and member was assigned a Library contact officer. These officers acted as Library ambassadors, guiding senators and members and their staff through the diverse range of Library products and services, and demonstrating how we can support them in their day-to-day work. Such personalised service helps forge relationships with our new clients and gives us a better understanding of their needs and interests so that we can tailor our services to them. Dedicated orientation and training sessions were also provided to the parliamentarians' staff as new offices were established.

During the year, the Library published a range of topical research products, notably its *Briefing Book: key issues for the 45th Parliament*, a volume of strategic snapshots of some of the key public policy issues that were expected to figure in the Parliament's first months that also showcase the specialist expertise of our researchers.

We refreshed the Library's lecture and seminar program to coincide with the new Parliament; and continued our popular program of electorate office visits, visiting 37 offices by the year's end.

The Library's outreach initiatives proved successful. In 2016–17, the Library's services were used by all senators and members to a greater or lesser degree, whether it was to access media monitoring services or items in the collection, to commission a research advice or thematic map, or to seek a personal briefing or training session.

Information, analysis and advice

The Library takes pride in its work providing authoritative and impartial research and information services to the Parliament. Pleasingly, our work continued to be held in high regard, as evidenced by direct, unsolicited client feedback, as well as by the regularity with which Library advice was referred to by senators and members in parliamentary debates and committee hearings—and, indeed, in the case of our published information, by news and fact checking websites.

The Library's publications provide comprehensive and balanced analysis of legislation before the chambers and of current and emerging issues in public policy and administration. In 2016–17 the Library issued 280 research publications, including 121 Bills Digests; and there were 6.4 million online uses of our publications through ParlInfo Search and the internet.

The 34th edition of the Parliamentary Handbook was also published.

As part of its commitment to personalised service, the Library provides senators, members and parliamentary committees with confidential, commissioned research services. In 2016–17 the Parliamentary Library answered over 11,600 individual client requests, in writing, over the phone, or in person—whichever best suited each client's need. This was less than our target of 13,000 completed requests. However, the Library's results against the associated timeliness KPI (achieving nearly 98 per cent against a 90 per cent target) suggests this at least partly reflected the customary reduction in demand in election years as committees are dissolved and parliamentarians turn their focus elsewhere. Conversely, there was a something of a spike in the hours spent answering client requests: 44,657 hours in 2016–17 compared to 40,227 in 2015–16, reflecting an ongoing trend towards increasingly complex requests.

Digital delivery

Notwithstanding the impact of the electoral cycle upon client demand, it is the case that the number of client requests responded to each financial year has declined significantly over the past 10 to 15 years.

One reason for this is the amount of information now readily available online, including the curated 'self-help' products that the Library provides so that information resources are easily accessible for clients at home, at the office or on the road. The Library has increased the percentage of its collection available in digital form from 15 per cent at the end of June 2006 to 42.2 per cent at the end of June 2017. Some 88 per cent of serials and almost 30 per cent of monograph titles are now available in full text on-line; and last financial year around 70 per cent of the collection budget was spent on electronic resources (including news services).

In 2016–17 the Library went to market for its key media monitoring services, with new contracts in place by the end of the financial year. We also successfully deployed a new social media monitoring service.

Significant progress was made in the Library's preservation of records through digitisation, particularly in regards to information files. This year the Library widened its focus beyond its unique collection items and commenced digitisation of the *Parliamentary Papers Series*, 1901–2012. Once complete, this project will significantly improve public access and help preserve this important parliamentary record for the future.

This focus on digital delivery is essential if we are to position the Library for success into the future—notwithstanding that use of the print collection remains high. However, it poses intrinsic challenges, including the need for effective stewardship of digital collections, an undertaking which is more complex than the maintenance of print collections. This is particularly acute for born-digital materials (that is, materials which have only ever existed in digital format), given the inevitable changes in hardware, formats, and operating systems.

In the reporting period, the Library completed two major initiatives to ensure its digital collections are preserved and remain accessible in the long term.

The first of these was the implementation of a new repository and discovery system for the Library's digital collection, and an associated program of data remediation.

The second was the development of new policy frameworks for digital delivery and digital preservation, and a digital preservation policy (which includes digital preservation standards). These new governance papers were subsequently endorsed by the Joint Standing Committee on the Parliamentary Library (Library Committee).

However, digital delivery also poses other, rather more immediate challenges.

The Library has purposefully pushed more and more of its services online to provide clients with easy access to information on their desktop or mobile device. But a consequence of this is that we do not have end–to-end control over some of our key services. How best to deal with these challenges in assessing the Library's performance will be examined in the context of an upcoming review of our key performance indicators (see below).

Ensuring a high and consistent quality in services

The value of the analysis and advice provided to our clients depends on the professional skills and knowledge of the Library's staff, including their communication skills, understanding of parliament and of how to manage relationships with senators, members and their staff. In 2016–17 the Library maintained a focus on building our skills base to address the perceived variability in the quality of research services identified in the 2015 client evaluation, finalising its workforce capability assessments and workforce plan (which was considered and endorsed by the Library committee). In addition to DPS corporate training, Library staff participated in a series of in-house seminars and peer led training, including sessions on topics such as tax policy and behavioural economics as well as more library specific issues such as client service and drafting bills digests. The orientation program for new staff was also refreshed.

The Library has long engaged with external experts through its lecture program, and as external readers for research publications. Last financial year we initiated discussions with the Australian National University, in the first instance with the School of Law, to establish a Memorandum of Understanding under which its staff would provide technical assistance, present seminars or prepare commissioned research papers in areas where the Library may not have specific expertise. This is part of a longer term strategy to build more effective relationships with universities and individual academics.

Outlook for 2017–18

A priority for 2017–18 will be the finalisation of the client evaluation of Library services for the 45th Parliament, and the development of a plan to address its findings and recommendations. The Library will also commission a review of its performance measures and targets in light of both feedback from the evaluation and, where appropriate, benchmarking against industry standards. The outcome will be incorporated in the Library's 2018–19 business plan (which will form an annex to the resource agreement).

The Library will conduct a review of its collection to ensure its budget is spent on the most relevant and useful resources. This will include analysis of all major databases and e-serials, examining usage and identifying potential overlap or duplication in aggregated collections.

The program of visits to electorate offices will continue, with visits planned to Western Australia and Queensland in early 2017–18.

The Library will also maintain its focus on enhancing the capabilities of its staff, including through the re-introduction of its Study of Parliament course and the development and delivery of specialist sessions on writing for the Parliamentary Library—focussing on best practice guidance for writing client memoranda and research reports.

Staffing and budgetary issues will continue to be closely managed to deliver services as efficiently as possible.

The Library will continue to report regularly to the Presiding Officers and to the Library Committee on these matters.

Conclusion

In conclusion, I thank the Presiding Officers and, the members of the Joint Standing Committee on the Parliamentary Library for their support and guidance throughout the year. I look forward to continuing in my role as Parliamentary Librarian following my appointment for a further term.

My thanks go also to the Secretary of DPS, to my colleagues in DPS and, the other parliamentary departments, and in state and territory parliamentary libraries.

Finally, thank you to all my colleagues in the Parliamentary Library for their hard work, professionalism and, commitment throughout the year.

Dianne Heriot
Parliamentary Librarian

THE LIBRARY ON A PAGE

Role

To provide high quality, impartial, timely and confidential information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles.

Clients

- Senators and members of the House of Representatives and their staff
- parliamentary committees
- the Governor-General, and
- staff of parliamentary departments.

Governance

- **Presiding Officers**—jointly vested with responsibility for the administration of the Department of Parliamentary Services, including the Parliamentary Library.
- **Joint Standing Committee on the Parliamentary Library**—provides advice to the President and Speaker on matters relating to the Library.
- **Parliamentary Librarian**—statutory officer responsible for the control and management of the Library, reporting directly to the Presiding Officers and the Joint Standing Committee on the Parliamentary Library.

Structure

- Parliamentary Librarian
  - Office of the Parliamentary Librarian
- Research Branch, and
- Library Collections and Databases Branch.

Resource Agreement: 2016–17

- operational funding: $16.620 million
- capital funding: $3.491 million, and
- average staffing level: 134 FTE.

Services

- comprehensive Library collection for reference and loan
- media monitoring—press, broadcast and social media
- confidential and tailored research and analysis
- mapping (electoral, social-economic and demographic data)
- assistance with parliamentary delegation briefings
- research publications to help inform parliamentary debate, scrutiny and policy development
- 24/7 access to online databases and services, and
- training, lectures and seminars.

The Library in numbers: 2016–17

- 100% of senators and members used the Library's services
- 11,681 individual client requests completed
- 280 research publications released, including 121 Bills Digests
- 1,101 clients attended training and seminars
- 37 electorate offices visited
- 6,575 new books and serial titles added to the catalogue
- 42.2% of titles available online in full text, and
- 168,788 items added to Library databases.

OVERVIEW

Governance

The Parliamentary Library is part of DPS Program 1. In the DPS *Corporate Plan 2016–17*, the Library's services fall under the strategic theme: 'respond to the changing needs of the Parliament'.

The *Parliamentary Service Act 1999* (PS Act) establishes the office of the Parliamentary Librarian whose primary function is 'to provide high quality information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles.[21] These services are to be delivered:

(a) in a timely, impartial and confidential manner

(b) maintaining the highest standards of scholarship and integrity

(c) on the basis of equality of access for all senators, members of the House of Representatives, parliamentary committees and staff acting on behalf of senators, members or parliamentary committees, and

(d) having regard to the independence of Parliament from the Executive Government of the Commonwealth.[22]

To protect the independent provision of library and research services to the Parliament, the Librarian reports directly to the Presiding Officers and to the Parliament in respect of her statutory functions. The Librarian also reports to the Joint Standing Committee on the Parliamentary Library (JSCPL) which advises the Presiding Officers on matters relating to the Library.

The Library's primary clients are senators, members of the House of Representatives and parliamentary committees. Other client groups include parliamentarians' staff, staff of the parliamentary departments, and the Governor-General. Service entitlements for all clients are outlined in the *Parliamentary Library Statement of Client Services* as approved by the JSCPL.

In May 2017, the Presiding Officers reappointed Dr Dianne Heriot as Parliamentary Librarian for a further five year term (effective 10 May 2017).

Joint Standing Committee on the Parliamentary Library

The JSCPL is appointed to:

*   consider and report to the Presiding Officers on any matters relating to the Parliamentary Library referred to it by the President or the Speaker

*   provide advice to the President and the Speaker on matters relating to the Parliamentary Library

*   provide advice to the President and the Speaker on an annual Resource Agreement between the Parliamentary Librarian and the Secretary of DPS, and

*   receive advice and reports, including an annual report, directly from the Parliamentary Librarian on matters relating to the Parliamentary Library.

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21 *Parliamentary Service Act 1999 subsection 38B(1).*

22 *Parliamentary Service Act 1999 subsection 38B(2).*

The Joint Standing Committee on the Parliamentary Library (left to right): Mr Broadbent, Mr Zimmerman, Senator Back, Senator Moore. Seated (left to right): Mr Ramsey (Joint Chair) Dr Heriot (Committee Secretary), Ms Stanley. Inset (left to right): Senators Lines (Joint Chair), Duniam and Paterson, the Hon Anthony Bryne, Dr Freelander, Mr van Manen. (Auspic)

The JSCPL for the 45th Parliament was established by motion of the House of Representatives and of the Senate on 1 September 2016 and 12 September 2016 respectively. The following senators and members served on the Committee in 2016–17:

- Mr Rowan Ramsey MP (Joint Chair)
- Senator Sue Lines (Joint Chair)
- Senator Chris Back (to 22 June 2017)
- Mr Russell Broadbent MP
- The Hon Anthony Byrne MP
- Senator Jonathon Duniam
- Dr Mike Freelander MP
- Senator Claire Moore
- Senator James Paterson
- Ms Anne Stanley MP
- Mr Bert van Manen MP
- Senator John Williams (from 22 June 2017)
- Mr Trent Zimmerman MP.

The Committee met privately on 30 November 2016, and on 20 March and 19 June 2017. At its first meeting, the Committee elected Mr Rowan Ramsey MP and Senator Sue Lines as Joint Chairs. Other matters considered by the Committee in 2016–17 included:

* client evaluation of Library services for the 44th and 45th Parliaments, as well as other client feedback
* Framework for the Digital Delivery of Library Products and Services and the Library's Digital Preservation Framework and policy on digital preservation.
* Library Resource Agreements 2016–17[23] and 2017–18
* Library workforce plan
* proposed additional duties for the Parliamentary Librarian
* digitisation of the *Parliamentary Papers Series*, and
* review of news services.

Structure

The Parliamentary Library comprises the Parliamentary Librarian and the employees of DPS assisting her.[24]

The Parliamentary Library Executive is:

* Dr Dianne Heriot, Parliamentary Librarian
* Jonathan Curtis, Assistant Secretary, Research Branch, and
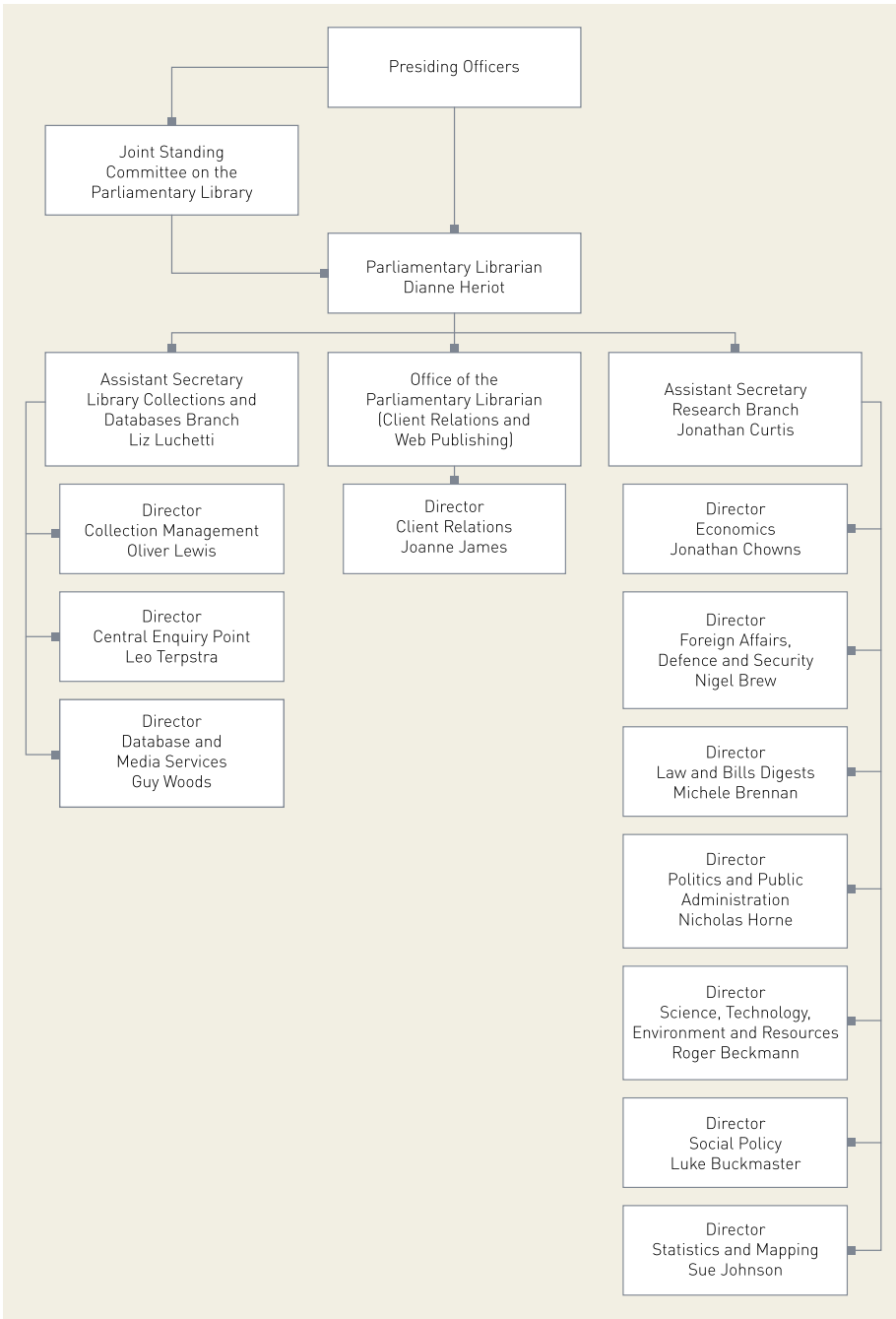* Liz Luchetti, Assistant Secretary, Library Collections and Databases Branch.

The Library's structure comprises:

* Office of the Parliamentary Librarian—a small unit consisting of the Parliamentary Librarian, three Library executive support officers, the Library Publishing Unit and the Director, Client Relations, who provides orientation and training services for senators, members, their staff and other parliamentary staff.
* Research Branch—which provides information, research and analytical services including individually commissioned research, publications and statistical and mapping services.
* Library Collections and Databases Branch—which develops and manages access to the Library's print and electronic resources. The Branch also manages the main Library reference desk and the Senators' and Members' Reading Room.

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23   The scheduled June 2016 meeting of the JSCPL did not take place due to the May double dissolution. Consideration of the Parliamentary Library's Resource Agreement for 2016–17 was therefore deferred until the Committee's first meeting in the 45th Parliament.

24   *Parliamentary Service Act 1999 subsection 38A(2).*

FIGURE 4: Parliamentary Library Organisation Chart (as at 30 June 2017)

Presiding Officers

Joint Standing Committee on the Parliamentary Library

Parliamentary Librarian
Dianne Heriot

Assistant Secretary
Library Collections and
Databases Branch
Liz Luchetti

Office of the
Parliamentary Librarian
(Client Relations and
Web Publishing)

Assistant Secretary
Research Branch
Jonathan Curtis

Director
Collection Management
Oliver Lewis

Director
Central Enquiry Point
Leo Terpstra

Director
Database and
Media Services
Guy Woods

Director
Client Relations
Joanne James

Director
Economics
Jonathan Chowns

Director
Foreign Affairs,
Defence and Security
Nigel Brew

Director
Law and Bills Digests
Michele Brennan

Director
Politics and Public
Administration
Nicholas Horne

Director
Science, Technology,
Environment and Resources
Roger Beckmann

Director
Social Policy
Luke Buckmaster

Director
Statistics and Mapping
Sue Johnson

SUMMARY OF FINANCIAL PERFORMANCE

Resource agreement 2016–17

The *Parliamentary Service Act 1999* provides that the Librarian and the Secretary of DPS make an annual agreement specifying the resources that will be provided to the Library.[25] The Act provides that the agreement must be:

- made between the Secretary and the Parliamentary Librarian, and
- approved by the Presiding Officers in writing after receiving advice about the contents of the agreement from the JSCPL.

Each agreement identifies the resources and services provided to the Librarian by DPS for the provision of library and research services for the Parliament. It also sets out the services provided by the Library to the broader department; and makes provision for a mid-term review by the Librarian and the Secretary to establish whether any variation is required.

The Resource Agreement helps assure the Parliamentary Librarian's continued independence and, importantly, enables parliamentary scrutiny of the Library's resourcing.

The 2016–17 agreement was developed in the context of: DPS' annual appropriation and corporate plan; the relationship between the Library and the rest of DPS in delivering services to parliamentary clients; and the Department of Parliamentary Services Enterprise Agreement 2011–14.

The 2016–17 agreement was signed by the Parliamentary Librarian and Secretary DPS in June 2016; however, its consideration by the JSCPL and the Presiding Officers was delayed due to the May 2016 double dissolution. The JSCPL considered the proposed Resource Agreement at its first meeting on 30 November 2016, and resolved that the Joint Chairs write to the Presiding Officers recommending its approval. The Presiding Officers approved the *Resource Agreement 2016–17* on 12 December 2016.

Financial performance

The Resource Agreement 2016–17 provided the Library:

- an operating budget of $16.620 million
- a capital budget (used for the Library collection and minor capital projects—mainly digitisation) of $3.491 million, and
- an average FTE, including capitalised salaries, of 134.

Employee costs accounted for the majority of the Library's budget, with the remaining funds largely spent on the collection.

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25 *Parliamentary Service Act 1999 section 38G.*

The major pressures on the Library's budget in 2016–17 were cost increases for collection resources of around seven per cent over the previous financial year, exacerbated by fluctuations in the value of the Australian dollar. Both affected the Library's purchasing power.

Actual expenditure was $16.411 million in operational funding (an underspend of $0.209 million or 1.2 per cent) and $3.326 million in capital (an underspend of $0.164 million or 4.7 per cent).

A more detailed breakdown of budget and actual expenditure can be found in the financial tables at pages 160–161.

While the end of year result was closely aligned with the available budget, there were some internal variations to anticipated expenditure on employee and collection costs (both operational funding). Employee costs were under-spent by some four per cent ($0.595 million). A number of factors contributed to this, including delays in recruitment processes and challenges in filling positions on a short-term basis. The majority of funds not needed for employee costs were redirected to the information resources budget.

The underspend of $0.164 million in the Library's capital budget was primarily the result of a short delay in completing the first phase of the digitisation of the *Parliamentary Papers Series 1901–2012*. This is discussed later in this report.

Total expenditure on the Library collection in 2016–17 was:

* information resources (including database subscriptions and news services)—$2.486 million (operational funding)
* reference serials and monographs—$0.854 million (capital funding, including capitalised salaries)
* digitisation—$2.015 million (capital funding), and
* digital repository and data remediation—$0.317 (capital funding).

FIGURE 5: Parliamentary Library budget 2005–06 to 2017–18
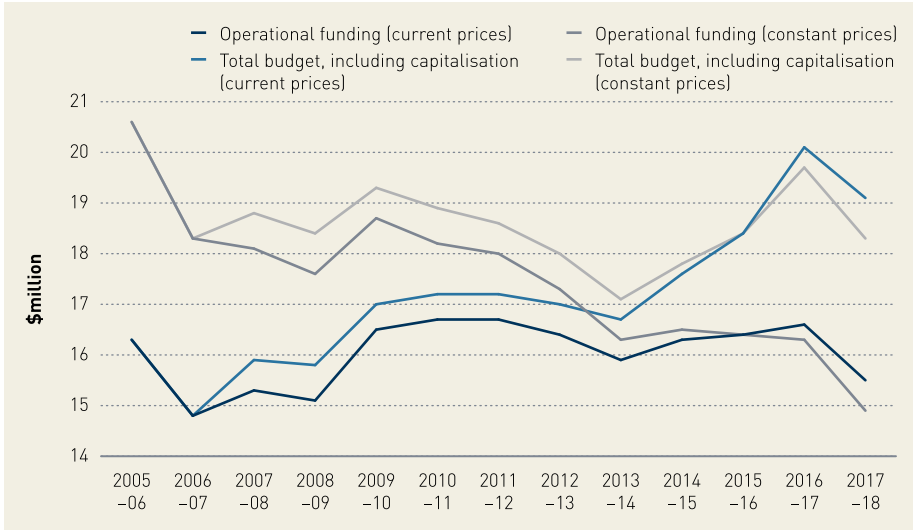
FIGURE 6: Parliamentary Library budget (resource agreement) and expenditure 2014–15 to 2016–17
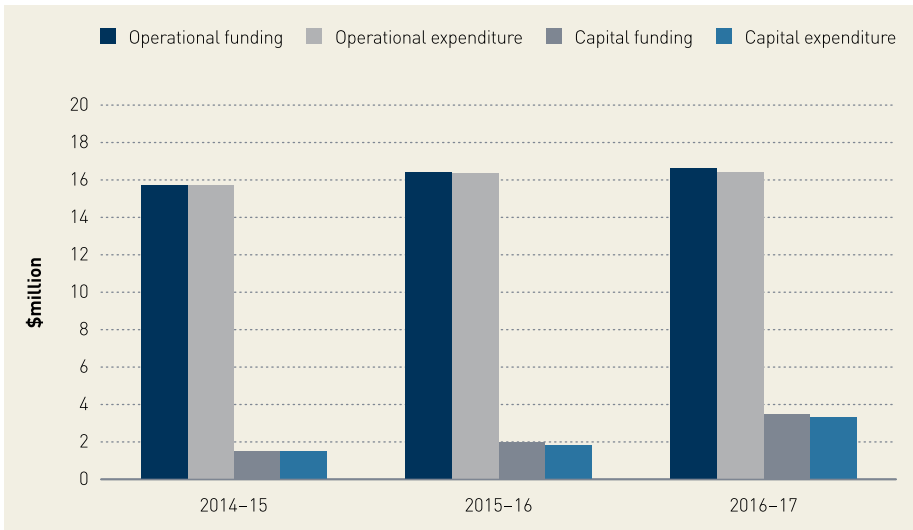
The year ahead

The Presiding Officers approved the Parliamentary Library Resource Agreement 2017–18 on 22 June 2017. It provides that the Parliamentary Librarian receive:

- operating funding of $15,491,243, and
- capital funding of $3,593,168.

Figure 6 (above) shows a decrease in the Library's operational funding for 2017–18 compared to the 2016–17 financial year. However, the net impact on the Library's core budget is minimal (-$261,317), as the reduction in operational funds is largely offset by an associated increase in capital funding.

This movement from operational to capital funding is a consequence of a change to the accounting treatment of aspects of the Library's collection. From 2017–18, the majority of the costs of the Electronic Media Monitoring Unit, purchased news clips, and a greater proportion of the work of the Library Databases team will be capitalised as the resultant digital assets will now form a permanent part of the Library's collection (in accordance with the 'Framework for the Digital Delivery of Parliamentary Library Products and Services' and the Library's 'Digital Preservation Framework' and 'Digital Collection' procedure).

The 2017–18 Resource Agreement also reflects the completion of the first and most expensive stage of the Parliamentary Papers digitisation project, which was allocated funding of $1.2 million in 2016–17, reducing to $0.323 million in 2017–18.

ACHIEVEMENTS 2016–17

The Library's vision is an informed Parliament supported by a Library that delivers services to meet its needs.

The Library's Strategic Plan (2015–16 to 2019–20) sets out five priorities to ensure that the Library remains as relevant to the working lives of parliamentarians of today and tomorrow as it was to their predecessors, namely:

- retaining our position as our clients' preferred and trusted source of high quality information, analysis and advice
- ensuring a high and consistent quality in services
- increasing digital access and service
- supporting the Parliament's engagement with the community and the ongoing development of parliamentary democracy, and
- strengthening our staff's capability.

The strategic plan is supplemented by annual business plans which set out the outcomes, key deliverables and service standards/targets for that year. These are approved each year by the Presiding Officers as annexures to Library's Resource Agreement.

Retaining our position as our clients' preferred and trusted source of high quality information, analysis and advice

The 45th Parliament: welcoming new senators and members

The July 2016 election followed the double dissolution of both houses of Parliament—only the seventh since Federation and the first since 1987.[26] With nearly 30 sitting members retiring or resigning before the election, it was clear that the 45th Parliament would have a significant proportion of new senators and members. The election saw the return of 14 new senators and 39 new members, of whom 49 (12 senators and 37 members) were taking their seats for the very first time. By 30 June 2017, a further three new senators had taken seats arising from subsequent vacancies.

Support for the new Parliament was, therefore, a major focus of the Library's work from May 2016 onward. A cohort of 47 new Library contact officers was assembled and trained to refresh their knowledge of all of the Library's services. One contact officer was assigned to each new parliamentarian to introduce them to the diverse range of Library products and services, and to demonstrate how the Library could support them in their day-to-day work. The Parliamentary Librarian presented at the formal induction sessions for new senators and members and their staff organised by the chamber departments. The Library also offered dedicated orientation and training sessions to parliamentarians' staff. Over 300 clients took part in Library orientation sessions, and over 120 attended training in our suite of news services or drop in sessions in the Senators and Members Reading Room.

The *Parliamentary Library Briefing Book – 45th Parliament* was published in August 2017, offering strategic level snapshots of a range of issues that were expected to figure in the early months of the new Parliament. Its purpose was two-fold: to provide senators and members with a high-level perspective of key public policy issues, and also to showcase the broad expertise of the Library's researchers.

To provide both new and returning parliamentarians a quick introduction to the Library's current suite of services, all were given a customised package of information which included: maps and statistics relating to their electorate or state; an example of a Bills Digest and Research Paper relevant to their region or individual interests; a copy of the *Briefing Book;* and a guide to Library services.

The success of this orientation and outreach program is demonstrated by the fact that 100 per cent of senators and members used the Library's services in 2016–17.

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26   D. Muller, *Double, double toil and trouble: the 2016 federal election,* Research Paper Series 2016–17, Parliamentary Library, 30 June 2017, p. 1.

Electorate office visits and support

One of the recommendations of the Client Service Evaluation 2015 was that the Library focus more on providing orientation and training, and consider conducting some of these in other capital cities to make it easier for electorate staff to attend.

The Library has approached this is two ways.

Staff travelling interstate for meetings or conferences now routinely contact electorate offices in the locality, offering to visit to talk to them about our services and answer any questions they may have. Staff taking part in this initiative must have a good understanding of all Library services and be confident in discussing services that are not within their principal areas of expertise.

The Director of Client Relations is also coordinating a rolling program of visits to capital cities to offer orientation and training, particularly to electorate staff who may not have the opportunity to travel to Canberra. In 2016–17, 37 visits were made to electorate offices in Victoria, South Australia and New South Wales. Visits to electorate offices in Western Australia and Queensland are planned for July/August 2017, with further visits to occur in other states/territories later in the 2017–18 financial year.

The Library has also been exploring ways in which it can provide better remote assistance to electorate offices using technology. Explaining via a phone conversation how to use a service, be it how to navigate to a particular web page, how to set up a media alert, or how to overlay a custom demographic map over an electorate map, can be difficult for Library staff and frustrating for clients. In collaboration with DPS ICT, a solution has now been found (using Skype) which we expect to implement by the end of the Spring sittings.

Showcasing our products—training and 'drop in' centres in the Senators' and Members' Reading Room

Although all of our parliamentary clients use the Library, some services are not used as fully as others, particularly since sometimes it can require quite a detailed understanding of the product to realise its potential. To help bridge this gap, the Library supplements its regular one-on-one training with 'drop in' centres in the Senators' and Members' Reading Room during sitting weeks.

The Library's news services team held 14 sessions to brief clients on how to get the most out of the Library's diverse media sources, while mapping specialists offered six sessions covering the variety of statistical information which can be incorporated into customised maps. We also held training sessions for our various news products. One hundred and twenty two people attended 'drop in' sessions and news training services in 2016–17.

The Library will continue to hold these sessions throughout the 45th Parliament.

Evaluation of the Parliamentary Library's services

With each new Parliament, the Library conducts a formal review (using an external evaluator) to measure clients' satisfaction with the Library and to gain a better understanding of their use of both library and research services. The feedback received helps ensure that our products and services remain relevant and aligned to Parliament's changing needs.

Implementation of the recommendations of the evaluation of Library services: 44th Parliament

The Australian Parliamentary Library: Client Service Evaluation 2015 was completed in May 2015.[27] The overall response—both to the Library staff and to its services— was extremely positive, with the Library's success in meeting the diverse needs of senators, members, and their staff demonstrated by a high satisfaction rate (93 per cent).[28]

However, the evaluation identified three areas for improvement: a perceived variability in quality of research services; the timeliness of Bills Digests; and a desire for greater clarity in the way client requests were assigned and prioritised. An implementation plan to address these recommendations was developed early in 2015–16, and endorsed by the JSCPL at its meeting of 10 September 2015. The evaluation also addressed communication with clients, highlighting the competing demands on their time and attention. A communication plan was developed to address these issues and was endorsed by the JSCPL in November 2016. Associated activities to implement both plans in 2016–17 are discussed under the relevant strategic priorities.

Evaluation of Library services: 45th Parliament

The Library approached the market in April 2017 for a supplier to undertake the evaluation of Library services for the 45th Parliament. The contract was awarded to Uncommon Knowledge, the same organisation that had undertaken the 2015 evaluation. The JSCPL invited Uncommon Knowledge to its June 2017 meeting to discuss its proposed methodology. Fieldwork commenced in July 2017. It is anticipated that the evaluation will be completed by the end of 2017.

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27 Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation 2015*, Canberra, May 2015. The report is available on the APH website.

28 The Parliamentary Librarian's report for 2014–15 contains a detailed discussion of the evaluation's findings (Department of Parliamentary Services, *Annual Report 2014–15,* pp. 95–96).

Tender for news services

The Parliamentary Library provides a wide range of online news and media monitoring services to the Parliament. In 2016–17 it reviewed its three main news services whose contracts were due to expire, namely:

- breaking news
- digital news clips, and
- the digital news portal (a repository of digital press clips from national, metropolitan and regional newspapers, and radio and television news bulletins).

The review looked at usage, cost and gaps in the context of the Library's framework for the digital delivery of products and services, with priority given to providing access to news services on mobile and other devices outside the parliamentary computing network (PCN). Feedback was sought from Library clients via the Library's e-newsletter, *What's New*. Also relevant was informal feedback gathered on a regular basis when training clients on the use of the services. The review confirmed both usage of and demand for these services remained high and that the existing products were well regarded by clients.

The Library approached the market in December 2016 for the provision of these three service types, plus a new media monitoring services for DPS—the latter being funded and managed by DPS centrally, with no impact upon the Library's resources. The existing service provider, iSentia, was the successful tenderer for each of the service categories, with the new contract in place by 1 July 2017.

Client requests

The Library supports the Parliament and individual parliamentarians by providing impartial and authoritative information and analysis across a wide spectrum of policy, legislative and administrative issues. Senators and members and parliamentary committees, and the staff who support them, are able to request information or commission research and receive confidential, tailored responses by an agreed deadline, in person, by phone, email, or through detailed written advice. The 2015 evaluation of Library services found it was this ability to provide individualised service that was most valued by clients:

Respondents valued its independence, ability to look at complex issues, customer-focus, easy access, professionalism, and the fact it is there "just for them". Research services are used 'heavily' or 'frequently' by almost half the Senators, Members and staff.[29]

In 2016–17, Library staff answered 11,681 such requests, providing one-on-one or group briefings, reports and memoranda, maps, statistics and other research products for individual senators and members, as well as analysis and information in support of committee inquiries and parliamentary delegations. This was lower than the number of requests completed in the previous financial year (11,681 compared to 13,113), in part a consequence of the dip in the number of client inquiries typical of an election year.

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29 *Australian Parliamentary Library: client service evaluation 2015*, p. 5.

TABLE 21: Client requests completed in 2016–17

	Requests
Senators	6,595
Members of the House of Representatives	3,609
Parliamentary committees	182
Departments, reciprocal arrangements and other	1,295
Total	**11,681**

However, while the number of requests reduced, the time spent answering them increased significantly: 42,178 hours (compared to 37,343 in 2015–16) for commissioned work for senators and members, plus a further 2,478 hours (2,884 in 2015–16) for other client inquiries (committees, parliamentary departments and reciprocal arrangements).

Changes in workforce numbers/profile and expertise are of course relevant when considering year to year variations. However, longer term analysis seems to point also to a change in the balance of the research queries the Library receives. This is supported by more anecdotal data from Library staff. Previous annual reports have noted a shift in the type and complexity of work that parliamentarians ask of the Library. This reflects both the ease with which basic information can be found on the internet and the amount of curated 'self-help' information the Library provides on its client services portal. As a consequence, a greater proportion of client requests are now at the more difficult or complex end of the continuum. Research queries are increasingly complex and multi-part, taking longer to complete and often requiring considerable work across disciplines and sections to answer. There is also an emerging trend towards requests requiring comparative analysis across jurisdictions (within Australia and internationally). The implications of this for the way the Library measures its performance and productivity is discussed further in the Performance Report at pages 42–45.

Client requests in 2016–17 covered a very broad range of policy and legislative issues, domestic and international, relevant to individual senators' and members' parliamentary and representational duties and to the number and diversity of inquiries by parliamentary committees.

As would be expected, the year saw a steady demand for information about: government procurement; parliamentary entitlements and integrity; the 2016 double dissolution and election; referenda and plebiscites; parliamentary statistics; election financing; and election data.

Updated Census data allowed analysis at small areas, with particular focus from clients on religion, housing and income. New population estimates, based on the Census results, generated interest in potential changes to electoral entitlement for the next election. There was strong demand for mapping services.

National security, GST distribution and tax policy, energy pricing and supply, social security, human rights, health, employment, housing migration, and education also featured. Other themes included water and agriculture, environmental issues, regional development, infrastructure and investment and trade.

FIGURE 7: A 'Wordle' representing issues raised by Library clients during 2016–17

Research publications

In addition to responding to client requests, each year the Library produces a broad range of general distribution publications to provide parliamentarians and their staff with authoritative and timely information and analysis of legislation and of current issues relevant to public policy and administration. These publications include short, topical FlagPost blogs, statistical bulletins, research papers, and Bills Digests. The Bills Digests provide senators and members with an impartial and independent explanation and commentary on Bills as they come before the Parliament. Such anticipatory research offers multiple benefits, helping to:

- ensure information is available for clients when it is needed
- manage workload in periods of peak demand, and
- build and maintain staff expertise and capacity.

The Library issued 280 new or refreshed research products in 2016–17, including 121 Bills Digests and 65 research papers. These research publications are not produced for academic purposes (though the Library endeavours always to maintain high academic standards and rigour), but for the benefit of current parliamentarians. Each publication must meet the criteria of timeliness, relevance, objectivity, authoritativeness and non-partisanship. The Library uses social media and regular internal newsletters to inform clients about new or newly topical research publications.

Pleasingly, these publications are recognised by both our clients and the community to be of high value. The 2015 client evaluation of Library services found that 89 per cent of senators, members and their staff, and 80 per cent of departmental staff make use of our research publications, particularly Bills Digests and the Monthly Statistical Bulletin.[30]

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30 *Australian Parliamentary Library: client service evaluation 2015*, p. 5.

Although produced for the Library's clients, these publications have a broader public benefit as they are published on the web and are available to inform the broader public debate on important social, economic and legal issues. In 2016, three Library research papers figured in Australian Policy Online's 'most viewed' lists:

- *Basic income: a radical idea enters the mainstream*, Don Arthur
- *The National Disability Insurance Scheme: a quick guide*, Luke Buckmaster, and
- *Aged care: a quick guide*, Alex Grove.

The individual research papers most viewed externally (that is, not via the parliamentary computing network (PCN)) and internally (via the PCN) during the reporting period appear in Table 22 below.

TABLE 22: Research papers most viewed (in order of page views)

	External	Internal (via the PCN)
1	Same-sex marriage, Mary Anne Neilsen, 2013	Citizens' engagement in policymaking and the design of public services, Brenton Holmes, 2011
2	Asylum seekers and refugees: what are the facts?, Janet Phillips, 2015	Immigration detention in Australia, Janet Philips and Harriet Spinks, 2013
3	Marketing obesity? Junk food, advertising and kids, Rhonda Jolly, 2011	Marketing obesity? Junk food, advertising and kids, Rhonda Jolly, 2011
4	Changed rules for working holiday makers, Les Nielson, 2015	Asylum seekers and refugees: what are the facts?, Janet Philips, 2015
5	Euthanasia – the Australian Law in an international context, Natasha Cica, 1996	Same-sex marriage, Mary Anne Neilsen, 2013
6	Domestic violence in Australia—an overview of the issues, Liesl Mitchell, 2011	Budget Review 2017–18
7	Migration to Australia: a quick guide to the statistics, Janet Phillips, Joanne Simon-Davies, 2017	Domestic violence in Australia—an overview of the issues, Liesl Mitchell, November 2011
8	Refugee resettlement to Australia: what are the facts?, Elibritt Karlsen, 2016	Migration to Australia: a quick guide to the statistics, Janet Phillips, Joanne Simon-Davies, 2017
9	Australian Government assistance to refugees: fact v fiction, Luke Buckmaster, 2012	Community grants: a quick guide to key internet links, Matthew Thomas, 2016
10	Citizens' engagement in policymaking and the design of public services, Brenton Holmes, 2011	Changed rules for working holiday makers, Les Nielson, 2015

The most downloaded Bills Digests are set out below.

TABLE 23: Bills Digests most downloaded

	Digest
1	*Privacy Amendment (Notifiable Data Breaches) Bill 2016*, Mary Anne Neilsen, 2016
2	*Coastal Waters (State Powers) Bill 1980*, Law & Government Group, 1980
3	*Budget Savings (Omnibus) Bill 2016*, Nitin Gupta, Kai Swoboda, Daniel Weight, Paula Pyburne, Alex St John, Don Arthur, Amanda Biggs, Luke Buckmaster, Dale Daniels, Alex Grove, Marilyn Harrington, Michael Klapdor, Matthew Thomas, 2016
4	*Treasury Laws Amendment (Combating Multinational Tax Avoidance) Bill 2017 [and] Diverted Profits Tax Bill 2017*, Jaan Murphy, 2017
5	*Marriage Amendment Bill 2012 [and] Marriage Equality Amendment Bill 2012 [and] Marriage Equality Amendment Bill 2010*, Mary Anne Neilsen, 2012
6	*Plebiscite (Same-Sex Marriage) Bill 2016*, Mary Anne Neilsen, 2016
7	*VET Student Loans Bill 2016 [and] VET Student Loans (Charges) Bill 2016 [and] VET Student Loans (Consequential Amendments and Transitional Provisions) Bill 2016*, James Griffiths, 2016
8	*Treasury Laws Amendment (Enterprise Tax Plan) Bill 2016*, Kai Swoboda, 2016
9	*Hazardous Waste (Regulation of Exports and Imports) Amendment Bill 2016 [and] Hazardous Waste (Regulation of Exports and Imports) Levy Bill 2016*, Paul Davidson, 2017
10	*Migration and Maritime Powers Amendment Bill (No. 1) 2015*, Elibritt Karlsen, 2015

Ensuring a high and consistent quality in service

Improving research quality and client focus

The Library is acutely aware of the importance of providing advice that is both accurate and shaped to meet the specific interests and purposes of the client requesting it. It is this tailored service that differentiates us from other sources of information, and is central to the Library's statutory role. Research publications are subject to formal clearance processes, including second and third readers; however, quality control in the case of individual client requests is intrinsically more complex, given their volume and their general urgency. In 2015–16, in response to the findings of the previous client evaluation, Library staff and management implemented a number of strategies to enhance the quality and consistency of its research output, particularly client advices.

While individual researchers retain primary responsibility for the quality of their responses to client requests, the revised Governance Paper,[31] requires researchers to seek peer review of their advice before sending it to clients except in cases where the urgency of the job precludes it. This formalises what was previously common, but not consistent, practice. There is a renewed focus on determining which requests require an inter-disciplinary approach. Section directors are also copied into all client advice emails.

Measures were also put in place to improve the way the Library communicates with clients. For other than simple requests where a response can be sent immediately, researchers are encouraged to call clients to discuss the details of the job, and should routinely send clients a confirmation email summarising the request, the nature of the answer required, its due date, and contact details of the researcher doing the work. This process also serves the important function of ensuring that researchers properly understand what the client really wants so that advice is useful and on point, and to ensure that the client receives no more but no less information than they require.

Directors, the Assistant Secretary of Research Branch and the Parliamentary Librarian continue to review client advices to monitor workload, quality and trends.

2016–17 marks the first full year in which the combination of revised policy, procedures and associated training has been in operation, so the Library will be closely observing the results of the current client evaluation of our services to indicate whether they have led to improvements.

Support to Parliament's consideration of the Budget

The Library places great importance each year on providing a comprehensive package of information and analysis to support the Parliament's examination of the Federal Budget, whether in chamber debate or in estimates committee scrutiny.

2017 saw a new addition to our budget-related services with three of Australia's leading economists—Professors Bob Gregory OAM (ANU), Susan Thorp (Sydney University), and Glenn Withers AO (ANU)—participating in a seminar on the strategic context of the Federal Budget and key issues in public finance, debt, trade and superannuation. The seminar was well attended and received good feedback, so the practice will be carried over to next year.

As usual, the Library also held a budget day seminar, with research specialists from the Economics Section briefing attendees on the Government's budget strategy and the fiscal outlook, and how to find information in the Portfolio Budget Statements. The budget day seminar was recorded and Library staff also produced a Quick Guide on the Commonwealth Budget papers.

Both events were well attended with 65 pass holders attending the Gregory/Thorp/Withers seminar and 70 attending the Library's budget day event.

The Library also published its annual Budget Review, which included individual briefs giving background information and analysis on 37 specific budget measures.

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31   Governance Paper No. 5.2— Library—Policy— Responses to client requests', 2016.

Enhancing client service: Library special briefings

A recent initiative—building on the experience of the Library's long-standing lecture and seminar series—has been to introduce a new model of policy roundtables. These sessions also aim to bring notable speakers to the Parliament to give senators and members and their staff the opportunity to hear, first hand, expert opinion on a range of currently relevant topics. However, they offer the benefits of small group discussion, recognising that a less formal format facilitates discussion and affords greater scope for exploring issues. All parliamentarians are invited to these sessions, but the Library particularly encourages members and senators with portfolio or policy interests in the specific field to attend.

In 2016–17, the Library trialled the briefing format with Professor Rory Medcalf, Head of the National Security College at ANU, as the first presenter. The briefing attracted the small focussed group that had been intended, with the discussion getting good feedback from participants. The Library will continue to hold these briefings on selected topics in the coming year.

Editing skills and professionalism

A less visible part of the Library's work, but one essential to producing high quality and readable products, are the editors who check all the Library's publications for readability, structure, correct grammar, and consistent style.

In order to build capability in this important skill, in 2015–16 the Library established a group for the Library's editors to swap notes, discuss issues and expand their skills. The group continued its work throughout 2016–17, meeting regularly and updating guidance on emerging issues for the Library's researchers. The group has also hosted a number of guest lectures covering specific issues in editing practice, such as the use of 'plain English' for writing, Australian-specific lexicography, and the operation of the ABC's Language Unit. These lectures have been something of an unexpected hit, with high numbers attending from not only the Library but also staff from other parts of DPS and the other parliamentary departments—highlighting the importance Parliamentary staff attach to producing high quality work that communicates effectively with the intended audiences.

Proactive management of the Library collection

The Library maintains a carefully curated collection to meet the contemporary needs of the Parliament—such selectivity being enabled by the Parliament's ready access to the National Library of Australia's extensive holdings.

The Library aims to keep the collection at around 135,000 monograph titles. It also holds around 35,000 individual print and electronic journal titles, including those contained in the large aggregated subscription services. New material is acquired, and outdated, damaged or redundant material is discarded regularly, while materials on Australian politics, legislation and constitutional matters are retained permanently. The major part of the Library's collection expenditure is, therefore, on current (and digital) sources of information: journals, reference materials and, particularly, news services.

During 2016–17, the Library spent $2.486 million on information resources. Of this $0.626 million was allocated to news services—daily press clips, breaking news, social media monitoring, iSentia Mediaportal, Library Press Display, Newsbank, ProQuest Australia and New Zealand Newstream and hard copy newspapers.

In addition, capital funding of $0.650 million was spent to replace depreciating and outdated items in the collection, such as monographs and reference books (a further $0.204 million was spent on staff capitalised salaries for acquisitions management).

The Library's budget for information resources is intensively managed throughout the year to ensure that the collection remains relevant and focussed and that Parliament gets the best value from the resources available. Library staff review usage of online databases, and consult with clients and research staff to help ascertain collection priorities and to avoid duplication.

The Library has, in recent years, increased the range of digital resources so that senators and members have access to this information regardless of time or location. Approximately 70 per cent of the collection budget was spent on electronic resources; and 65 per cent of items added to the catalogue in 2016–17 were electronic resources.

In 2017–18, the Library will conduct a full review of the collection to ensure its budget for information resources is spent most effectively and efficiently.

Increasing digital access and service

Growth of online resources

Parliamentarians require ready access to accurate and up-to-date information. Resources need to be as easily accessible to those in electorate offices or travelling as to those working in Parliament House. Because electronic material is available to clients 24 hours a day, seven days a week, the Library's focus is on collecting material in digital format and, more recently, providing this in ways that are device-neutral.

The percentage of the Library's collection available in digital form, which allows clients to have easy access to material wherever they are located, increased from 41.2 per cent at the end of June 2016 to 42.2 per cent at the end of June 2017. A little over 88 per cent of titles in the serials collection, and almost 30 per cent of monograph titles are available in full text.

Use of these electronic collections is highest when Parliament is sitting; this has been a consistent trend over several years.

Better management of our digital collections

Increasing digital access and services is a key priority in the Library's strategic and business plans. Central to this is ensuring we have the necessary policy and procedures, infrastructure, and staff capabilities to collect, preserve and deliver innovative digital content.

In 2016–17, the Library finalised three major governance papers to guide its growing digital collection. The first of these, the Framework for the Digital Delivery of Parliamentary Library Products and Services, provides a structure for our work exploring, developing and driving innovation in the digital space. The Digital Preservation Framework formalises the Library's commitment to the long-term preservation of its digital resources, setting out principles and priorities that will guide the Library's digital preservation work until 2020. Finally, the Parliamentary Library Digital Preservation Policy, *inter alia*, documents the principles associated with preserving the Library's digital collections, and sets out the Library's digital preservation standards for digitised print materials, born-digital materials, and audio and video collections.

All three documents were endorsed by the Joint Standing Committee on the Parliamentary Library on 20 March 2017.

A new social media monitoring service

Social media monitoring is the most recent and least mature of the Library's news services. Given the changing social media landscape, the Library has chosen to use shorter-term contracts for these services so that it has an opportunity to reassess its options regularly. iSentia's Buzznumbers was selected following an approach to market in January 2016, and contracted to provide services for the period June 2016 to 30 June 2017 (with an option to renew the contract for two years on a 1 + 1 basis). To ensure clients were not inconvenienced during the pre-election period, the Library negotiated a one-month extension to its contract with Sentimentmetrics so that both systems were available in the month of June.

The full roll-out of the new product took place in early July. The service provides access to social media commentary from assorted blogs, Twitter and Facebook, and can be accessed via the iSentia Mediaportal or by requesting a direct login. Users can set up campaigns in the product to monitor particular areas of interest and receive alerts. In 2016–17, 56 per cent of senators' and members' offices registered to use the service.

With the assistance of DPS ICT, the Library has also developed a live social media monitoring stream from Buzznumbers which is available via the Library Portal and via the web@work app.

Parliamentary Handbook

June 2017 saw the publication of the 35th edition of the *Parliamentary Handbook*, the most recent volume in a series which first appeared in 1915, following a request by the Library Committee for:

a Commonwealth Parliamentary Handbook, giving a short political biography of all Members of both Houses since the initiation of Federation, with portraits in most cases, particulars of every election in the same period, with other information likely to be useful.[32]

A new edition has usually been published with each new Parliament since that time; and it has developed into a comprehensive reference work on many aspects of the Commonwealth Parliament, including summaries of the parliamentary service and political careers of senators and members, together with statistics and historical information on the Australian Parliament.

The full text of the handbook is also available electronically, and updated regularly, on the Parliament's website and through ParlInfo. This gives the community ready access to current information on their local senators and members and the work of the Parliament. Recent departures from Parliament due to candidate ineligibility have, *inter alia*, highlighted the benefits of moving to a digital only publication. As reported in last two Annual Reports, the Library has a project under way to provide online access to a more comprehensive suite of information about the Parliament and parliamentarians past and present. The new database will enable faster, more flexible and accurate retrieval of information that currently requires much manual searching across multiple sources.

In 2016–17 the Library finalised the underlying data structure and developed modules for data collection and searching. Staff have completed entry of biographical information for all current parliamentarians (which cannot be fully automated and must be manually checked), and are working systematically to capture data relating to former parliamentarians—including biographical details, parliamentary service, and, in case of members, electorate information. Information on nearly 900 parliamentarians is now in the system, which will in time include the complete set of Commonwealth parliamentarians since 1901. In the next stage, more complete information on parliamentary service in other jurisdictions will be added.

We anticipate a public release of the first generation of the system in 2017–18.

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32 Australia, Parliament, *Report from the Joint Library Committee*, 1915, p. 2.

Library mapping services

The mapping team in the Library creates and prints custom maps for clients using specialised mapping software that is able to display wide combinations of thematic data, such as socio-economic or infrastructure data, and electoral information. The Library obtains mapping information from online data sources such as data.gov.au, the Australian Bureau of Statistics (ABS), the Australian Electoral Commission, Geoscience Australia, state and territory governments, and industry sector portals and websites.

This year, the Library performed considerable work to ensure that information was complete and up to date, including through the integration of revised electoral boundaries, and results from the 2016 federal election and national Census. There has also been a trend towards purchasing specific data sets to support customised mapping and analysis.

In 2016–17, the mapping team received approximately 440 requests for mapping products, with the number of maps for each request ranging from one to more than 20. Overall, the team created almost 1,700 unique digital maps, including welcome pack maps prepared for each electorate; and printed just over 1,700 hard copy maps, including the 2017 Library Planner for all senators and members.

Client demand for the maps has been particularly strong leading the Library to recruit an additional mapping specialist to the team to ensure that we are able to provide maps to clients in a timely fashion.

In 2016–17, the Library continued its work on the ParlMap project. The new ParlMap will offer clients an online self-service mapping system they can use to quickly create their own maps using Census and election results, with the mapping team preparing the more complex thematic maps.

ParlMap is based on the NationalMap architecture, managed by the Department of the Prime Minister and Cabinet in collaboration with Data61 (a business unit of the CSIRO), and other government agencies. This has enabled the Library to utilise an existing architecture that already includes a wide and growing variety of datasets from across federal and state governments, which should enable the capabilities of ParlMap to expand over time.

As previously reported, detailed testing in 2015–16 revealed a number of technical issues with the way the underlying system used data sets from third parties and presented the data products. Over the current financial year, the Library worked with Data61 and other parties to resolve these issues, which included revisions to the software as well as substantial rectification of datasets. This work is largely complete and the new ParlMap is expected to be ready for release in the near future.

Digitisation

Digitisation of the Library's collection, both contemporary and historic records, remains a high priority.

News archives

The Parliamentary Library has been compiling information files from newspaper clippings, press releases and journal articles since the 1950s. While this is now a largely automated process involving material that is 'born digital', the Library still has significant archives of paper and analogue audio-visual material, amounting to some 2,100 linear metres of files constituting a unique collection of Australian political and public policy history which is still regularly used by clients, Library staff and occasional visiting scholars.

In order to ensure this resource is preserved and to improve access to it, in 2014–15 the Library began a systematic and multi-year digitisation program. Two million pages were digitised in the first year; two million were digitised during 2015–16; and in 2016–17 the Library again met its key performance indicator, digitising a further three million pages at a cost of $671,000 from its capital allocation.

The Library aims to digitise the last three million pages in 2017–18.

In 1975, the Library also began to monitor, record and transcribe radio and television news and current affairs programs; its collection of pre–2004 audiocassette tapes and audio-visual tapes amounts to 55,000 hours of video footage and 38,000 hours of audio recordings. In many cases these are unique. In 2014–15, the Electronic Media Monitoring Service (EMMS) commenced digitising ABC video content dating from 1990. Over 1,200 hours of content were digitised in the first year, and a further 3,710 hours in 2015–16. This work continued during 2016–17 with an additional 2,066 hours of television and 2,576 hours of radio broadcasts digitised. The Library plans to continue this project in 2017–18.

This work is made possible by specific exemptions in the *Copyright Act 1968*.

Parliamentary Papers Series 1901–2012

The *Parliamentary Papers Series* (PPS) comprises significant documents that have been presented to Parliament, and subsequently ordered to be printed. They form part of the public record of the proceedings in each Chamber, and include reports of parliamentary committees, annual reports of government agencies, reports of Royal Commissions and other inquiries, audit office reports, and budget and white papers. The PPS thus constitutes an important public record which:

… serves the community by documenting, disseminating and preserving public information relating to Australia's Parliament and its system of government. As a collection, the series not only benefits the current generation of elected representatives, public servants, researchers and other informed citizens, but it also preserves this information for the benefit of future generations so that they may have access to a strong record of Australia's heritage.[33]

As an original parliamentary record, the PPS is a core part of the Library's collection, and a key resource for its researchers.

From 1901 to 2012, the PPS was issued in bound and indexed volumes; between 2013 and 2016 it was issued in both print and digital form; and from 2017 the Parliament moved to an exclusively electronic PPS.

Last financial year the Library embarked upon a multi-year project to digitise the PPS bound volumes from 1901 to 2012—some 50,000 reports amounting to around 2.4 million pages. Digitisation of the *Parliamentary Papers Series* will help ensure that it is preserved for the future. It will also enable broader and easier access for parliamentary staff and the public alike as the PPS becomes available online as a series for the first time.

Following a Request for Quote, TIMG was engaged to digitise the papers and apply appropriate optical character recognition technologies so that the files are machine readable and searchable. The latter proved more complex than anticipated because of the range of materials and formats included in the papers. As a result, completion of the first phase of the project will conclude early in 2017–18 rather than in June 2017 as anticipated, with the final payment deferred until then. As at 30 June 2017, 2.2 million pages of the PPS had been digitised.

Library staff are currently quality assuring the documents and will commence uploading them to ParlInfo Search in 2017–18, with the whole project expected to be completed in 2018–19. Once the project is complete, a full set of TIFFs and metadata files will be provided to the National Library of Australia for ingestion into TROVE.

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33   Parliamentary Joint Committee on Publications, *Inquiry into the development of a digital repository and electronic distribution of the Parliamentary Papers Series*, June 2010, p7.

Records of the Parliamentary Commission of Inquiry into the conduct of Justice Lionel Murphy

At the request of the chamber departments, the Library digitised the remaining papers of the Parliamentary Commission of Inquiry into the conduct of Justice Lionel Murphy.

The Commission was established in May 1986 (under the *Parliamentary Commission of Inquiry Act 1986*) to inquire into allegations concerning the conduct of then Justice of the High Court, the Hon Lionel Keith Murphy. The Parliament repealed the *Act* in 1986, after Justice Murphy was diagnosed with a terminal illness.

The Commission's records were divided into Class A records (relating to Justice Murphy's conduct) and Class B records (all other Commission records), with the Presiding Officers authorising publication of the latter in 2016. In June 2017 the Presiding Officers announced that they had authorised publication of the remaining records in electronic form on 24 July 2017.[34] In a press release on 20 July the Presiding Officers subsequently announced a short delay in publication.[35]

Enterprise and Portfolio Digital Repository and Data Remediation project

During 2016–17, the Library implemented a new repository and discovery system for its digital collection of journals, reports and ebooks: Portfolio (repository) and Enterprise (discovery), both SirsiDynix systems. These replaced the Library's existing Electronic Resources Repository (ERR) network drive, a legacy system dating back to early 2000 which had limited functionality and insufficient stability to enable long-term preservation of the digital collection. The new system will improve access to the collection and enhance the Library's digital storage capability.

To prepare for the transition to the new digital repository, the Library completed a major data remediation project to review and improve the quality of bibliographic data in the catalogue. Specific focus was made on the ERR records, ensuring the data was suitably prepped for migration to the new repository. Two staff members were engaged to work on the project. At the conclusion of the project, they had made more than 36,000 changes to records held on the catalogue, significantly improving the quality of the data. They were also able to harvest more than 4,500 additional resources to the repository, items that were previously only available via external internet links and therefore vulnerable to link rot as the parent sites restructured or were archived.

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34 S. Parry, 'Statement by the President', Senate Parliamentary Debates, 22 June 2017, pp 4661; T. Smith, 'Statement by the Speaker', House of Representatives Debates, 22 June 2017, p. 7423.

35 Senator the Hon Stephen Parry and the Hon Tony Smith MP, 'Records of the Parliamentary Commission of Inquiry', Press Release 20 July 2017.

Completing the Bicentenary Oral History project

As part of the Australian Bicentenary, the Australian Parliamentary Library embarked upon an oral history program, engaging 15 interviewers around Australia to interview former senators and members about their political careers.[36] Around 170 interviews were completed as part of the process, amounting to more than 2,200 hours of recording, with around 140 of these being transcribed before work on the project concluded in the mid–1990s.

Recognising that these cassette tapes were a unique resource and were reaching their end of life, in 2015–16 the Parliamentary Library commenced digitisation of the remaining tape collection, giving priority to those that had not yet been transcribed. Hansard staff partnered in the project by transcribing the digital files whenever they had spare capacity.

This important work continued in 2016–17. At 30 June 2017, all of the recordings had been transcribed and are now being reviewed and indexed by Library staff. After the project is finalised, copies will be transferred to the National Library's Oral History and Folklore Collection, and the collection will also become available to parliamentary clients via Parlinfo Search.

Library risk management and business continuity planning

In 2016–17, the Library continued to refine its risk management and business continuity planning, particularly in relation to its integration with the maturing DPS-wide systems.

The risk management planning systematically identifies and rates the various risks to delivering the Library's key services, and the measures taken to control those risks. In line with the department's priorities, this year's work has concentrated on verifying the actual effectiveness of the controls.

The Library's business continuity plan has also now been fully integrated into the new DPS business continuity planning system, to ensure commonality of approach and that the Library's planned responses reflect the broader priorities within Parliament in the event a major, unexpected disruptive incident. In the coming year, the Library will again participate in the DPS exercise program.

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36 Brenda McAvoy, 'The Commonwealth Parliament's bicentenary oral history project', The Oral History Association of Australia Journal, 5, 1982–1983, pp 107–108.

Supporting the Parliament's engagement with the community and the ongoing development of parliamentary democracy

National Reconciliation Week

As it has for the past several years, the Library marked National Reconciliation Week with a public lecture in the Parliament House Theatre. The speakers were Louise Taylor, Deputy CEO of Legal Aid ACT, Associate of the UNSW Indigenous Law Centre and a member of the Indigenous Legal Issues Committee of the Law Council of Australia, and Elizabeth Ganter, author of *Reluctant Representatives: Blackfella bureaucrats speak in Australia's north.*

Regional engagement

Support for the Fiji Parliament

Cat Barker, a senior researcher from the Parliamentary Library, was seconded to the Fijian Parliament's Research and Library Services (RLS) from 28 June to 10 July 2017 as part of a United Nations Development Programme-sponsored project. She joined researchers from the Victorian, New Zealand, Tongan, Scottish and Welsh parliamentary departments to work with the researchers in RLS to produce briefings and presentations on the national budget for Fijian Members of Parliament and non-government organisations.

Researchers from the Fijian, Australian, Victorian, New Zealand, Tongan, Scottish and Welsh parliamentary departments. Source: United Nations Development Programme

The project team, comprising local and international researchers, produced a package of briefs on the 2017–18 Budget including an outline of the budget process, an overview of the Budget and key economic indicators, several themed briefs on specific portfolios and cross-cutting issues highlighted in the Budget, and Bill Summaries for associated revenue Bills. The local researchers delivered presentations based on those briefs in two seminars for MPs and one for NGOs.

This was the second year that RLS provided this support on the national budget for MPs, and the first time a presentation had been provided for NGOs. The international researchers helped RLS staff to build on their success in 2016, adapt the 2017 material to respond to feedback from MPs the previous year, and refine process and guidance documents. The briefs and presentations were very well received by MPs and NGOs alike.

Pacific Parliamentary Scholars

As part of its ongoing support for parliaments and democracy in the Pacific region, in 2016–17 the Library again hosted participants under the Pacific Parliamentary Scholarships Scheme. These scholarships are offered to staff of Pacific parliaments interested in developing their research skills and working on a gender equity issue of relevance in their country. Scholarships were awarded to:

- Mr Sefanaia Navuda Tudonu from the Parliament of Fiji whose research project explored the economic empowerment of women in Fiji, and
- Ms Marie Fanueli from the Samoan Parliament whose project explored the benefits of including data in government annual reports.

The Library anticipates hosting further Pacific Parliamentary scholars in 2017–18.

Association of Parliamentary Librarians of Asia and the Pacific

The Association of Parliamentary Librarians of Asia and the Pacific (APLAP) held its Eleventh Conference and General Meeting at the National Assembly Library in the Republic of Korea from 26–28 April 2017. APLAP was founded in 1990 to encourage cooperation and knowledge sharing between parliamentary libraries and research services in the Asia-Pacific region. Its major focus is improving the quality of library and research services provided to parliamentarians by its member organisations.

The theme of the conference was 'Moving towards a big data era: The roles of parliamentary libraries and research services'. The event, opened by the Hon Jaecheol Shim, Deputy Speaker of the National Assembly, was jointly hosted by Dr Eun Chul Lee, Chief Librarian of the National Assembly Library and Dr Dianne Heriot, as APLAP President. In addition to formal presentations, the program featured short 'Postcard sessions' in which members talked about issues affecting their library or research service. The President of the International Federation of Library Associations and Institutions (IFLA), Donna Scheeder, delivered the keynote address.

At their general meeting, APLAP members elected a new executive:

- President: Kazuko Sakata (National Diet Library, Japan)
- Vice-President (Asia): Mihyang Park (National Assembly Library, Korea)
- Vice-President (Pacific): Asha Kumar (Library of the Parliament of the Republic of Fiji)
- Secretary: Rosemarie Balidoy (House of Representatives Legislative Library, Philippines)
- Treasurer: Dianne Heriot (Australian Parliamentary Library)

Australia continues to manage the APLAP web site and Facebook group.

The Hon Jaecheol Shim, Deputy Speaker of the National Assembly with conference participants.
Source: National Assembly Library, Republic of Korea

International Federation of Library Associations and Institutions (IFLA)

IFLA is the leading international body for library and information services and its Library and Research Services for Parliaments Section brings together specialist legislative information services from around the world. In 2016–17, the Parliamentary Librarian remained an active member of the Standing Committee administering the Library and Research Services for Parliaments Section.

Other

The Library also remained active in the Association of Parliamentary Libraries of Australasia, a collaborative network of federal and state parliamentary libraries in Australia, New Zealand and Papua New Guinea, including managing the Association's website. In 2016–17, the Library hosted staff from the South Australian State Library and Tasmanian Parliamentary Library keen to explore aspects of our online service delivery.

During the year, Library staff also presented to the 2017 Inter-parliamentary Study of Parliament Course; and, recognising the importance of supporting the development of professional skills in the library community, hosted a group of library students from Charles Sturt University.

Australian Parliamentary Fellowship Program

Parliamentary Library Associates

In 2011–12, the then Parliamentary Librarian established an adjunct position of Parliamentary Library Associate to help build and sustain relationships between the Library and individuals with demonstrated expertise in issues of interest to the Parliament.

Two associates continued work in the Library in 2016–17: Ms Janet Vallee, formerly a senior researcher in the Politics and Public Administration Section; and Dr David Headon, a historian and Visiting Fellow at the Research School of Humanities and the Arts at ANU.

Ms Vallee completed an extensive update to a chronology of ministerial departures, worked on the oral history project, and contributed her extensive subject-matter knowledge to the work of the Politics and Public Administration Section. Dr Headon worked on the first of a series of lectures and monographs on Australia's early Prime Ministers, beginning with Alfred Deakin. Dr Headon delivered his lecture, Alfred Deakin and his 'Times that try men's souls', in November 2016, with the associated monograph being due for release by the end of 2017. The subject of Dr Headon's work in 2017–18 is Australia's fourth Prime Minister (1904–05), Sir George Reid, the centenary of whose death occurs in September 2018.

Summer Research Scholarship

Established in 2013, the Parliamentary Library's Summer Research Scholarship offers post-graduate students the opportunity to undertake a research project at the Parliamentary Library. Scholars examine an aspect of policy, lawmaking, governance, democracy, politics or parliament, and in so doing expand their knowledge and research expertise, and contribute to scholarship on the Parliament and its work.

Scholarship recipients undertake a six-week placement in the Library during the summer academic break where they have access to the Library's collections and facilities, the opportunity to interact with expert librarians and researchers, and mentoring for their research project. Upon submission of their final report, scholars receive a small honorarium.

Following a merit-based selection process, the Parliamentary Library awarded the 2017 scholarships to:

- Jacinta Dharmananda, a PhD candidate in law at the Australian National University who examined the relationship between legislative process and the use of extrinsic materials when interpreting legislation, and
- Meaghan Vosz, a PhD candidate in social policy at Southern Cross University, who explored the involvement of children and young people in the policy-making process.

During the scholarship, the Presiding Officers hosted a reception in the President's Courtyard at Parliament House. The Parliamentary Library will be reviewing the format of its summer scholar program ahead of advertising the 2018 round in August 2017.

Interns and Graduates

Parliamentary Library intern programs

Since 2014 the Library has been offering four-week placements for interns in the Research and Library Collections and Databases Branches to:

- foster relationships between the Parliamentary Library and Australian tertiary institutions
- provide interns with an opportunity to develop their research and/or library skills
- provide Parliamentary Library staff the opportunity to develop supervision and mentoring skills, and
- promote the work of the Parliamentary Library and its potential as a future employer of choice.

Placements (by merit-based selection) are available to:

- students pursuing qualifications as library professionals
- law students undertaking legal internship units at the Australian National University and the University of Canberra, and
- Australian National Internship Program (ANIP) participants.

Nine interns have completed the program in Library Collections and Databases (two in 2016–17), three of whom subsequently gained employment in the Parliamentary Library following graduation (two ongoing and one in a non-ongoing position).

Eleven legal interns have completed the Research Branch program (seven from ANU and two from University of Canberra), two in 2016–17.

In the reporting period, the Library also continued its engagement with the Australian National Internship Program (ANIP). The program, open to undergraduate and postgraduate students, offers either six or 13 week research internships at the Commonwealth Parliament, ACT Legislative Assembly, Australian Public Service agencies, and embassies, think-tanks and NGOs (see http://anip.anu.edu. au/internships/anip-internships). This program covers all academic disciplines so offers the potential to bring interns into any of the Library's research sections. In 2016–17, the Library hosted two interns under the program, who conducted their research in the fields of politics and foreign affairs respectively. More broadly, the Library provides some limited assistance to the wider cohort of interns placed in the Parliament, including access to the Library's databases and collections.

Participation in the Australian Public Service Graduate Program

This year the Library again had the assistance of two graduates from the APS Graduate Program, both from the Department of Human Services, who did their placements in the Science, Technology, Environment and Resources Section and the Law and Bills Digest Section. Graduates contribute to all aspects of their sections' work including preparing Bills Digests and specialist publications, as well as research to answer specific client requests. The graduates are able to take back to their home agency stronger research skills as well as increased knowledge of Australia's political system and the complex parliamentary environment across its legislative, scrutiny and representative functions.

Assistance to The Parliament Shop

Since July 2014 the Library has been responsible for selecting and recommending politically themed book titles for sale in the Shop. Over this period, the Library's acquisitions team has recommended more than 400 titles, helping ensure that The Parliament Shop is the 'go to' place for politically themed books.

Digital Asset Management System

Library staff provided technical assistance and advice in the procurement and metadata requirements of the DPS Digital Asset Management System (DAMS). The DAMS will enhance control, management and access of the Auspic photographs, the Parliament House Art Collection and the Design Integrity and Archive Unit's collections.

Strengthening our staff capability

Needs assessment and workforce development

In 2016–17, the Library completed the development of its workforce capability assessments and the resulting Workforce Plan, which was considered and endorsed by the Library Committee. The plan looks at the Library's changing operational environment, resourcing, and workforce composition over the past 10 years, including: size, age, average length of service, classification profiles, qualifications, separation and recruitment. Crucially, this process recognised the dynamic environment in which the Library and its staff operate, as discussed earlier in this report. In order to continue to deliver products that are as relevant to our parliamentary clients today and tomorrow as they were in the past, Library staff must be able to support parliamentarians in dealing with matters of ever increasing technical and jurisdictional complexity and diversity.

Training and skills development

The value of the analysis and advice provided to our clients depends in large part on the professional skills and knowledge of the Library's staff, including their communication skills, understanding of parliament and knowledge of how to manage relationships with parliamentarians and their staff.

In 2016–17, Library staff attended corporate training plus diverse seminars, conferences and workshops as part of their professional development, with the Library also hosting a program of in-house lectures and seminars covering sessions on tax policy, behavioural economics, commissioning approaches to public services, and the interaction of psychology and economics and finance, each given by visiting academic specialists.

The in-house program included further elements targeting parliamentary specific areas of knowledge that are not always readily available externally and which this year covered drafting of bills digests, mapping techniques, and client service skills (in addition to the editing training noted elsewhere) as well as a presentation from the First Parliamentary Counsel. To ensure that the benefits of this program were as fully realised as possible, the Library invited colleagues from the chamber departments, and particularly the committee offices, to attend.

The Library staff orientation program was refreshed with separate sessions being offered to Research Branch staff and Library Collections and Database Branch staff. This allowed the sessions to not only target the particular information needed by that cohort, but also helped anticipate knowledge gaps in their understanding of Library services. The Research Branch sessions were offered to new staff and focussed on interacting with clients, understanding the range of services the Library offers and work tools they could use in their work to support clients. The Library Collections and Database sessions were offered to all in the Branch and focussed on their role in supporting Research Branch staff and our clients, and provided insights into the way clients access and use the information they are providing.

Throughout the year orientation/refresher trainings were held providing an overview of Library services as well as specific information sessions on ParlInfo, media services (including social media monitoring), the process of making laws, and searching Library collections.

Library staff were also invited to attend training sessions presented by our vendors throughout the year, including iSentia's Buzznumbers and EBSCOhost Research Databases.

A staff member from Library Collections and Databases Branch was again accepted for the Aurora Institute for Emerging Leaders, a premier training program for emerging library leaders in Australia and New Zealand.

The Department's inaugural PEL1 Development Program commenced in 2016 as a pilot. Four Library staff from both branches participated in the pilot program. In 2017 another four staff from the Library attended.

Engagement with universities

The Library is also working to build more systematic relationships with universities in order to improve the Parliament's access to the wealth of expertise within the academic and research community. In 2016–17 the Library began discussions with the Australian National University—being both nearby and one of Australia's top universities—with the aim of creating Memoranda of Understanding to facilitate suitable academic staff providing technical assistance, presenting seminars and preparing commissioned research products, particularly in areas where the Library itself lacks specialist expertise. We aim to widen these relationships to other universities over time.

WORKFORCE ISSUES

At 30 June 2017, the Library's workforce comprised:

- Office of the Parliamentary Librarian—11 employees (10.1 FTE)
- Library Collections and Databases Branch—52 employees (50.6 FTE), and
- Research Branch—92 employees (83 FTE).

During 2016–17, the Library workforce:

- increased in number from 145 to 155 employees, and in FTE from 135.7 (as at 30 June 2016) to 143.6 (as at 30 June 2017), 32 (or 21 per cent) of whom were non-ongoing, and
- had a median age of 44 years (steady from in 2016).

Age profile

At 30 June 2017, 31 per cent of the Library's ongoing employees were aged 55 years and over. A further 26 per cent will move into that age cohort within the next 10 years. As can be seen in Figure 8 below, the age profile of the Library's ongoing employees remains somewhat older than that of the Australian Public Service (APS).

FIGURE 8: Age profile of ongoing staff
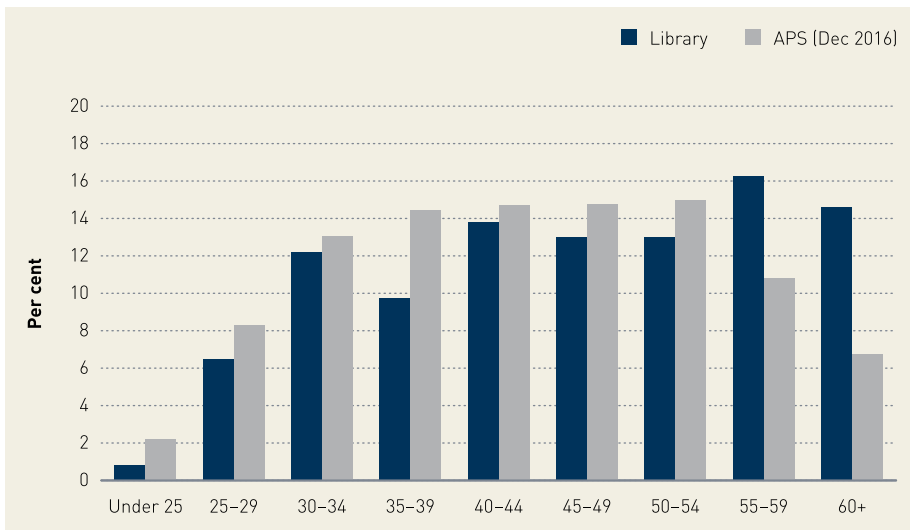
The Library's relatively older age profile has been evident for some years, but is considerably less pronounced than it was a decade ago; the proportion of employees aged 45 and over has fallen from 71 per cent in 2007[37] and has been steady at 57 per cent for 2016 and 2017.

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37   Department of Parliamentary Services *Annual Report and Financial Statements 2008–09,* p, 41.

Classification

Given the nature of much of the work undertaken in the Library, the classification profile overall is concentrated at PEL 1, with 44 per cent of ongoing employees being at this level (the majority of whom are in Research Branch). In contrast, only 18 per cent of ongoing employees in the APS are at the equivalent EL 1.[38] However, over time, there has been an increase in the proportion of Library employees at PSL 4–5 and PSL 6, as shown in Figure 9 below. This shift reflects the Library's growing focus on developing potential career paths for less experienced employees to ensure continuity of skills and opportunities to expand corporate knowledge. In Research Branch, an additional benefit is that it enables senior researchers to concentrate on more complex work.

FIGURE 9: Classification profile of Library staff
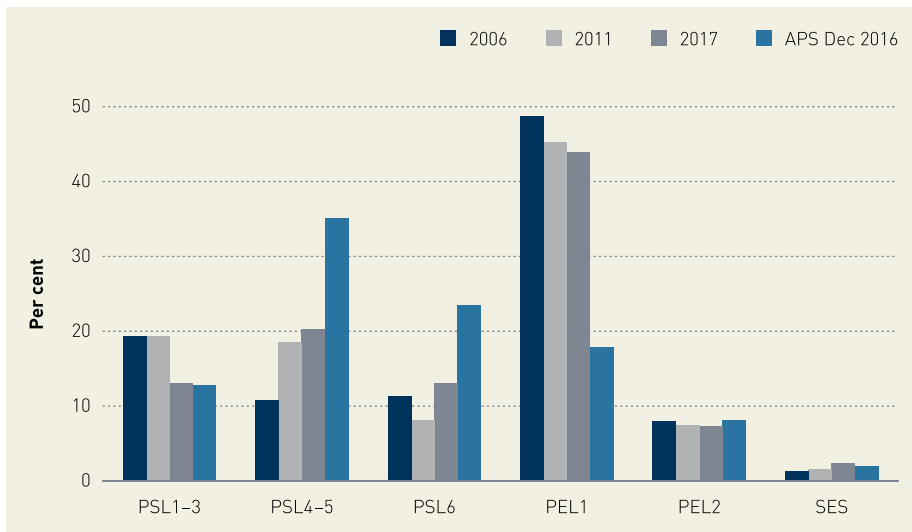
As shown in Figure 9 above, the proportion of employees at middle management (PEL 2) is slightly below the APS average.

Another measure of classification profile is span of control; at June 2017, the Library had 12.3 employees at lower levels for each PEL 2, compared with 11.1 for the APS.[39]

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38   APSC, *APS Statistical Bulletin December 2016,* Table 11.

39   Ibid, Table 11

Employment status and gender

As noted earlier, the Library's non-ongoing workforce at June 2017 accounted for 21 per cent of all employees, up four percentage points from the previous year. Non-ongoing employees are generally engaged to replace staff on long leave, to meet demand in peak periods, and while recruitment processes are under way. Using fixed-term positions (one or two years) also allows flexibility to redirect resources according to business needs as new areas of interest to the Parliament emerge or as the level of the Library's funding waxes and wanes.

FIGURE 10: Employment status by gender for Library staff
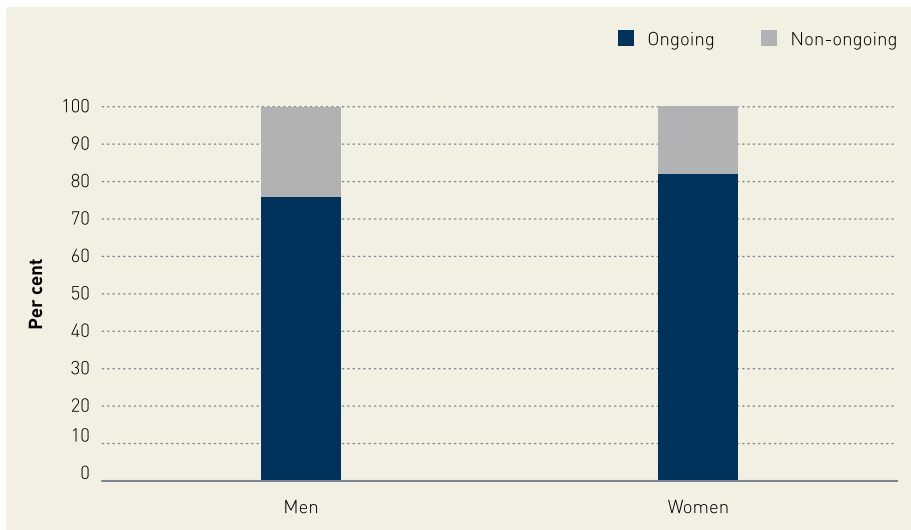
The proportion of non-ongoing employees in the Library is higher than in the APS (12 per cent),[40] reflecting the sessional nature of many of our work patterns.

Having surge capacity is important to allow us to meet client demands at peak periods, particularly at the Federal Budget period. This year, the Library continued to refresh its temporary employment register to support this demand. The Library also participated in a number of placement programs for academic courses related to the Library's needs, and this has helped raise the Library's profile as an employer of choice.

The Library has a similar gender profile to that of the APS, with 59 per cent of ongoing employees being women—the same proportion as in the APS. For non-ongoing employees, the Library has a much lower proportion of women (50 per cent compared with the APS 63 per cent).[41]

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40 Ibid, Table 1
41 Ibid, Table 1

Recruitment

During 2016–17, there were 36 new external employees recruited—eight were ongoing and the remainder were engaged on a fixed-term or sessional basis.

- Research Branch recruited 23 new employees: four ongoing and 19 non-ongoing. All sections but one recruited new employees, with seven in Law and Bills Digests, five each in Economics and Social Policy, three in Statistics and Mapping, two in Politics and Public Administration, and one in Science, Technology, Environment and Resources. Foreign Affairs, Defence and Security did not recruit any new employees.

- Library Collections and Databases Branch recruited 10 new employees: two ongoing (one each in Central Enquiry Point and a Library Innovation Officer) and the others on fixed-term or intermittent non-ongoing contracts in Collection Management and Database and Media Services.

- The Office of the Parliamentary Librarian recruited three new employees: two ongoing (to replace permanent staff who had transferred to other agencies) and one non-ongoing (to replace a staff member on extended leave).

Separations

Thirty-one staff left the Library during 2016–17: 13 were ongoing employees, and the remainder were non-ongoing on fixed-term or irregular/intermittent contracts. Of the non-ongoing separations, nine had been engaged during the year on short-term contracts.

For all staff, the separation rate was 20 per cent, a slight reduction from 21 per cent the previous year. For ongoing staff, the separation rate of 11 per cent was somewhat higher than that for the APS (7 per cent in 2016).[42]

The reasons for separations were:

- age retirement (six employees)
- end of contract (11 employees)
- end of temporary transfer (two employees)
- transfers (five employees)
- resignation (six employees), and
- invalidity retirement (one employee).

The following table shows separations for ongoing and non-ongoing employees by branch during 2016–17.

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42 Ibid, Tables 10 and 45.

Separation method	Branch	Ongoing	Non-ongoing	Total
Age retirement	Research	3	1	**4**
	Library Collections and Databases	2		**2**
End of contract or temporary transfer from APS	Research		8	**8**
	Library Collections and Databases		3	**3**
	Office of the Parliamentary Librarian		2	**2**
Permanent transfer to APS or Parliamentary Service	Research	4		**4**
	Office of the Parliamentary Librarian	1		**1**
Resignation	Research	1	2	**3**
	Library Collections and Databases	1	2	**3**
Invalidity retirement	Library Collections and Databases	1		**1**

PERFORMANCE REPORT

The Parliamentary Library aims to provide an effective knowledge centre for the Parliament through the provision of information, analysis and advice. These services are provided through two sub programs:

- Research Services: These services include responding to requests from individual parliamentary clients for information and research, and the production of print and electronic publications.
- Library Collections and Databases: Information services are provided to the Library's clients by acquiring and providing access to information resources, through the selection, processing and indexing of material for library and media databases in ParlInfo Search.

Staff from the Office of the Parliamentary Librarian contribute to the work of both programs.

Performance is assessed using indicators that cover quality, quantity and price. Indicators, performance results and relevant comments are shown against each of the Library programs.

The Library uses the RefTracker Information Request Management System to manage client requests and other client-related work. This records, among other things, the number of requests/publications and the time spent on them. The time attributed reflects only the direct time spent on each. However, the ability to provide effective and timely delivery of publications or commissioned services is underpinned by the time Library staff spend in building and maintaining their professional expertise across a range of frequently changing subject domains. In addition, comparisons of the number of jobs and hours across financial years should be made with regard to associated changes in staffing levels from year to year.

Progress in key projects identified in the Library's 2016–17 Business Plan was the subject of discussion in the previous section, Achievements 2016–17. The Performance Report focuses on analysis of the Library's achievement against service standards set out in that same document.

Research services

The services contributing to this program are as follows:

- commissioned information, research and advisory services—these are tailored and confidential responses prepared following requests from individual senators, members and their staff, and other parliamentary clients, and

- general distribution publications (Publications)—these are prepared where strong client demand is anticipated for briefing on specific policy issues. Publications include the *Parliamentary Handbook, Briefing Book, Budget Review*, Bills Digests, research papers, quick guides and Flagpost blog posts. Publications are available to clients and the public, through the Internet.

TABLE 25: Research services

Deliverable	Measure	Performance			
		2013–14	2014–15	2015–16	2016–17
Individual client requests	Percentage of primary clients using the service Target: 100%	97.41%	100%	100%	100%
	Number of individual client requests completed Target: 13,000	12,507	12,656	13,113	11,681
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the *Parliamentary Handbook*, through ParlInfo and the Internet Target: 5.4m	8.04m[43]	9.14m	6.74m	6.4m
Publications	Number of publications produced Target: 260	350	328	267	280
Client training and seminars	Attendance at training courses and events (e.g. Vital Issues Seminars) Target: 500	641	418	729	1,101

The following table illustrates the costs associated with providing research services.

TABLE 26: Research services—price indicators

Deliverable	Measure	Performance			
		2013–14	2014–15	2015–16	2016–17
Cost of research services	Average cost per individual client request	$408.74	$500.87	$527.22	$556.39
	Average direct cost per self-service client request (staff time only)	$0.14	$0.11	$0.11	$0.16

43 In 2013–14 the self-service requests statistic was expanded to include ParlMap.

Client requests

During 2016–17, 100 per cent of the Library's primary clients (senators' and members' offices, including ministers' offices) used the client request service at least once.

The Library answered 11,681 individual client requests in 2016–17, below its target of 13,000.

However, analysis of this and associated data present a more complex picture.

The number of client requests is a demand driven indicator, representing a best estimate of how many requests the Library expects to complete annually. However, the number of requests received typically decreases in election years, noting that the 45th Parliament met for the first time on 30 August 2017. Another element in assessing performance relates to hours spent on client requests. In 2016–17, hours spent responding to senators' and members' enquiries increased by nearly 13 per cent compared to 2015–16 (42,178 compared to 37,343), the highest level over a four year period. In contrast, hours spent on client services to parliamentary committees, parliamentary departments and reciprocal arrangements decreased by 14 per cent.

Also significant is the trend, noted in the preceding section of the report, to fewer but increasingly complex client requests. As illustrated in the graph below, Library data show an overall decline in the number of completed client requests of 44 per cent per FTE between the financial years 2000–01 and 2016–17. However, while year-to-year outcomes vary, over the same period there has been an overall increase in the average amount of time spent on individual requests. The average amount of time per FTE spent on requests in 2016–17 was 3.8 hours, almost two and half times the 2000–01 figure.

FIGURE 11: Client requests—relative indicators
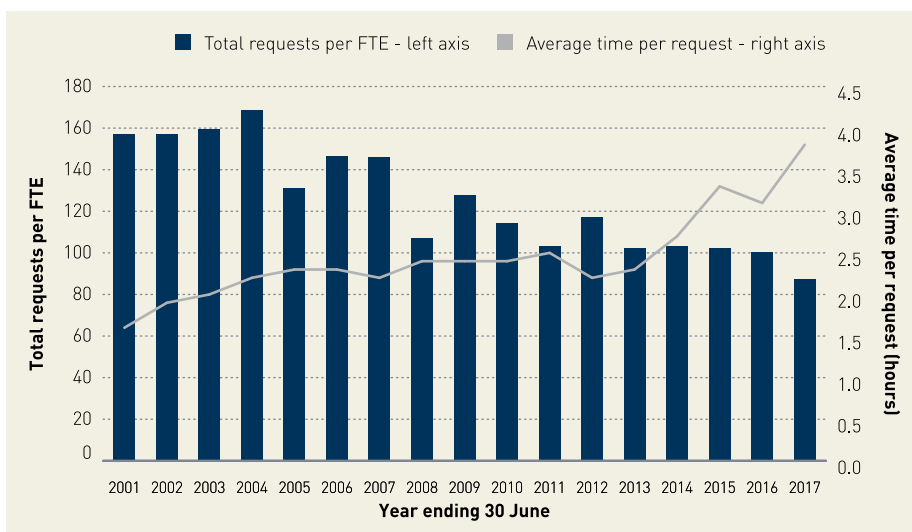
Further, complex, multi-part requests are generally recorded as a single client job although they may require significant and discrete input from researchers in different sections. For example, one client inquiry question relating to drug and prison reform had 10 components and required substantive contributions from six researchers to complete. If such 'sub-components' are included in the count of jobs, the number of completed jobs rises to 13,597. This issue will be examined in an upcoming review and benchmarking of the Library's KPIs ahead of the 2018–19 Resource Agreement.

The Library will continue to monitor usage closely and consult with clients to ensure services are appropriately targeted.

Publications

In meeting the need to provide high quality information, analysis and advice to senators and members, the Library produces information and advice for individual clients on an 'in confidence' basis. It also produces publications for broader distribution in areas where there is strong client interest and demand, or where such demand is anticipated.

In 2016–17, the Library issued 280 new or revised research publications. This included 64 Flagpost blog posts and 65 research papers. Hours spent on publications increased by some 34 per cent to 19,583 hours.

Of all Library publications, the most heavily used by clients, and most keenly awaited, remain Bills Digests. These provide an independent perspective on, and analysis of, legislation before the Parliament. Every effort is made to produce a digest for every Bill where it is considered a digest would add value by providing:

- independent analysis, background information and additional perspectives not provided in the explanatory material associated with the Bill, and
- information that is important for parliamentarians to be able to contribute effectively to debate.

Bills Digests are primarily written for Government Bills but may also be written for private senators' and members' Bills where there is a reasonable prospect of the Bill being debated.

A digest may not be produced where the Bill is non-controversial or not complex and where the explanatory memorandum and second reading speech give a comprehensive explanation of the Bill and any underlying policy issues.

Where there is a suite of Bills introduced into the Parliament, generally only one Bills Digest will be produced for the main Bill (where appropriate this Bills Digest will address relevant provisions of the companion Bills).

A limiting factor of the production of digests can be internal resource constraints.

At times, a Bills Digest cannot be produced in time for debate in the second chamber. This may be due to the amount of time allowed between introduction and debate, a change in the legislative program, or resources available to address the number and complexity of Bills in the legislative program. Where it is not possible to produce digests in time for debates, every effort is made to support clients by providing draft digests or other briefing material.

The Library published 121 Bills Digests in 2016–17 as compared to 117 in 2015–16. No digests were produced on private senators' or members' Bills.

2016–17 saw a significant reduction in the number of Bills Digests which were not produced in time for debate in the first chamber (30 compared to 43 in 2015–16). However, digests were not produced for 26 Government Bills, up from 12 in the previous financial year. Of these:

- one of these was a 'formal' or 'privilege Bill' introduced by the Prime Minister at the opening of the 45th session of Parliament
- seven passed both Houses in one week or less, and another within nine days
- eight were the subject of Flagposts, and
- one was discharged from the Notice Paper (the Fairer Paid Parental Leave Bill 2016).

In the context of prioritising research work, Bills Digests and client requests receive the highest priority, with other publications worked on as time permits.

FIGURE 12: Distribution of client service hours by service type
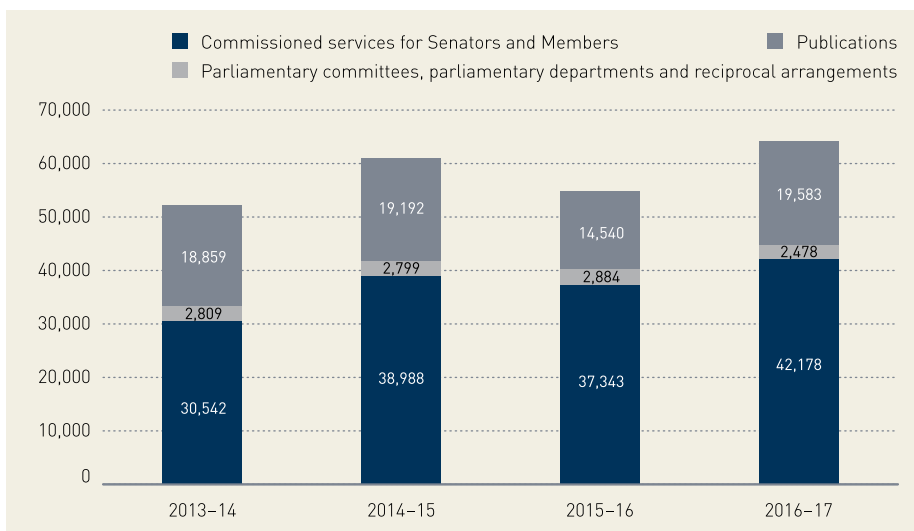
Client training and seminars

The Parliamentary Librarian participated in induction sessions organised by the chamber departments for all new senators and members following the 2016 election. Library staff also served as contact officers for all new senators and members, including those appointed to casual vacancies and those appointed following a recount of ballots in Western Australia and South Australia.

During the year, Library induction and orientation services were held for 307 clients (up from 94 in 2015–16). These continued to be successful in providing, through individual and small group sessions, a timely and detailed introduction to Library services.

We also offered drop-in and other training sessions throughout the year to provide information on specific services such as news services and our mapping and statistics products—122 clients took advantage of these sessions.

The Client Relations Director also began visits to selected capital cities to offer orientations/training particularly to electorate staff who may not have the opportunity to travel to Canberra. Library staff who were attending meetings or conferences interstate also took the opportunity to visit offices in the area. In 2016–17, visits were made to electorate offices in Victoria, South Australia and New South Wales, with 37 visits undertaken by 30 June.

Since 1986, the Library has been running a program of lectures and seminars that bring notable speakers to the Parliament to give senators and members and their staff the opportunity to hear, first hand, expert opinion on a range of currently relevant topics.

In addition to the Budget seminars, the Library hosted the following lectures and seminars for clients:

- Disconnects between opinion polling of national votes and the results–implications for polling, Emeritus Professor Murray Goot (Department of Modern History, Politics and International Relations, Macquarie University), Professor Simon Jackman (CEO, US Studies Centre, University of Sydney) and Mr Martin O'Shannessy (Partner, OmniPoll and formerly of Newspoll)

- 2017 Parliamentary Library National Reconciliation Week Lecture: Obstacles to a truly reconciled Australia, Louise Taylor; Counting contributions, not just bums on seats: Can Indigenous public sector employment be a respectful relationship?, Dr Elizabeth Ganter

- World Energy Outlook 2016 – Renewables, Ian Cronshaw (International Energy Agency)

- Russia's activities and strategies in the Asia-Pacific, and the implications for Australia, Stephen Fortescue (School of Social Sciences and International Studies UNSW and Visiting Fellow, ANU Centre for European Studies)

- Unconventional gas – costs and benefits, Ian Cronshaw (International Energy Agency)

- Alfred Deakin and his 'Times that try men's souls', Dr David Headon (Parliamentary Library Associate)
- Changing attitudes to mental illness in the Australian Defence Force: A long way to go, Dr Edward Scarr (2015 Australian Parliamentary Library Fellow)
- What is happening in the US election, why, and how it matters for Australia, Professor Simon Jackman (CEO, US Studies Centre, University of Sydney)
- Private sector whistleblowing: options & issues for law reform in Australia, Professor A J Brown (Centre for Governance & Public Policy, Griffith University)

Most lectures are available for download from the APH website.

Parliamentary Library Lectures attracted 582 attendees in 2016–17 (a slight increase from the 553 recorded in 2015–16).

Client satisfaction with requests and publications

TABLE 27: Research services—key performance indicators

Deliverable	Measure	Performance			
		2013–14	**2014–15**	**2015–16**	**2016–17**
Client satisfaction with requests and publications	High level of customer satisfaction Target: 95%	93%[44]	93%[45]	93%[46]	93%[47]
	Client service delivered to timeliness service standard Target: 90%	90%	89.76%	90.4%	97.9%
	Number of complaints from clients remains low	0	2	2	1

The 2015 client service evaluation found the general response to the Library was very positive. Satisfaction among senators, members, and their staff is high at 93 per cent (though slightly below the target of 95 per cent), with 97 per cent of senators and members indicating they would recommend the Library's services to a colleague (both figures are consistent with results in the 2012 survey). Most respondents considered Library staff to be hard working, professional and friendly, and services to be of a high quality.

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44 As measured in Leapfrog Research *Evaluation of Parliamentary Library Services*, 2012

45 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.

46 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.

47 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.

The Parliamentary Library is committed to the ongoing improvement of its service delivery. While the formal client evaluation of Library services is conducted only once each Parliament, the Library regularly receives direct and unsolicited feedback from clients by phone or email about aspects of its service.

The Library also proactively seeks to meet with as many clients as possible each year, including staff in electorate offices, to help broaden client awareness of the range of service offerings, and also to elicit forthright feedback. (Where appropriate, these meetings are followed up with targeted training or other client support initiatives.) All such feedback from clients is highly valued, be it compliments, brickbats or complaints, suggestions or information requests about services. All are vital to enable the Library to:

- improve our services and products
- help prevent problems from occurring in the future
- ensure more consistent service delivery, and
- communicate more effectively with clients about Library services.

In 2016–17, the Library also continued its program of consultation and outreach to parliamentary committees. However, the number of client jobs in 2016–17 fell to 182 from 255 in the previous financial year, reflecting the impact of the double dissolution.

Research Branch received one complaint in 2016–17 relating to a client's dissatisfaction with the handling of a research request. The Librarian also wrote to a client to apologise for an error in a 2015 advice which only came to light in June 2017.

The client evaluation of Library Services for the 45th Parliament will commence in July 2017.

Library collections and databases

The services contributing to this program include:

- the Library collection—development of the collection to meet users' needs and provision of access through the catalogue and ParlInfo Search
- online full-text content such as news clippings
- media services—desktop access to television and radio news and current affairs programs broadcast in Canberra, provided to senators and members for their parliamentary duties
- commercial databases—including online full-text journal and newspaper services available through the Library Client Services' portal and the Senators' and Members' Services Portal, and
- client services including the Central Enquiry Point and self-help services.

As far as possible, usage rates of all of these services are monitored to ensure that they remain relevant and are of practical assistance to senators, members, and their staff.

To help clients use these services effectively, the Library provides orientation and training courses as well as online assistance.

TABLE 28: Information access services—deliverables

| Deliverable	Measure	Performance			
		2013–14	**2014–15**	**2015–16**	**2016–17**
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParlInfo databases Target: 150,000	158,556	172,766	177,644	168,788
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue Target: 5,000	3,915	6,530	7318	6,575
	Percentage of titles (books and serials) in Library's collection available to clients online in full-text Target: 42%	36%	38.2%	41.2%	42.2%
Use of the Library collection and databases	Use of the collections and databases, including loans from the collection, radio and television programs from the Electronic Media Monitoring Service, and from ParlInfo databases Target: 4 million searches	4.66m	4.55m	4.44m	3.81m

TABLE 29: Information access services—price indicators

Deliverable	Measure	Performance			
		2013–14	2014–15	2015–16	2016–17
Cost of information services	Average cost per item added to the Library's collection	$264.30	$162.85	$155.81	$152.91
	Average cost per item added to the Library's databases	$18.81	$14.79	$17.47	$17.85
	Average cost per use of the Library's databases and collection	$1.37	$1.42	$1.57	$1.85

Material added to library databases

The target for the number of items added to the Library's Electronic Media Monitoring Service and to Library databases in ParlInfo Search decreased to 150,000 in 2013–14 from 190,000 the previous financial year due to tightening of the selection guidelines. This target was exceeded with 168,788 items added.

FIGURE 13: Newspaper clips added to ParlInfo by type 2016–17

7% Sunday

9% Online

32% National daily

39% Major metro

13% Major tabloid
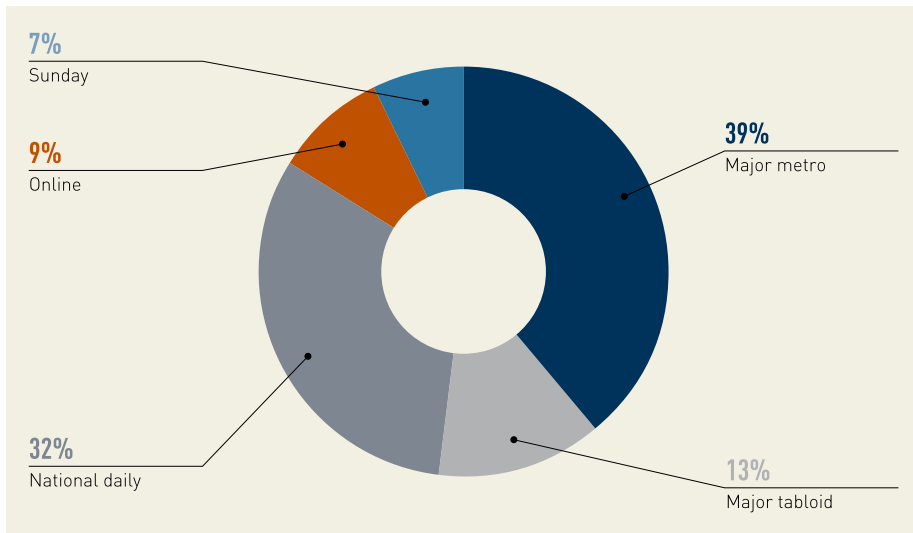
In 2016–17, the Library selected and indexed around 14,074 newspaper clippings a month. This accounted for 95 per cent of the content that was indexed by the Library's indexing team.

Since the introduction of the automated Library Authoring System and Thesaurus (LAST) in 2010, the Library has been able to publish the latest newspaper clippings in Parlinfo Search, as well as produce the senators' and members' news clips of the day by 7:30 am. Data show that the introduction of LAST significantly improved the Library's productivity in the selection and indexing of newspaper clippings. Compared to 2009–10, in 2016–17 the Library reduced the amount of time spent on selection of newspaper clippings by 42 per cent and indexing by 21 per cent, down from the 2015–16 outcomes of 44 per cent and 28 per cent respectively. We have also seen an increase in the selection and indexing rates, with the former increasing by 48 per cent since 2009–10 (compared to 63 per cent in 2015–16), the latter rate by 9 per cent (28 per cent in 2015–16), and the overall rate by 22 per cent (40 per cent in 2015–16). The relative decrease in productivity since 2015–16 has three main causes:

- staff changes and the time taken for new indexers to become proficient in the indexing and selection quality assurance processes

- a large increase in the incidence of selection and indexing of articles from online news sites (behind paywall) following new agreements being struck to enable the Library to archive this material. Unlike daily newspaper clippings, this process is not automated and is time intensive, and

- technical issues with the LAST selection and subject classifiers. The Library is working with the vendor, Leidos, to address these.

Material added to the library collection

The number of new titles (books and serials) added to the Library's catalogue again significantly exceeded the 5,000 target at 6,575.

The percentage of titles available online (full-text) increased from 41.2 per cent to 42.2 per cent, slightly exceeding the annual target of 40 per cent.

Use of the Library's collection and databases

The target figure of four million uses of the Library's collection and databases was not met, with 3.81 million uses being reported, lower than the 2015–16 figure of 4.44 million uses. As Table 30 (below) shows, figures have been trending down since a highpoint in 2013–14, and the resultant increase in the KPI from 3.8 to 4 million in 2014–15 (in response to the increase in the number of searches between 2012–13 and 2013–14).

TABLE 30: Searches of Library databases by year

Year	Number of searches (millions)	Target (millions)
2005–06	2.17	2.1
2006–07	2.28	2.1
2007–08	2.55	2.1
2008–09	3.75	2.5
2009–10	4.44	3.8
2010–11	3.17	3.8
2011–12	3.48	3.8
2012–13	3.39	3.8
2013–14	4.66	3.8
2014–15	4.55	4
2015–16	4.44	4
2016–17	3.81	4

The newspaper clippings database remains one of the most frequently selected databases. In 2016–17, it was selected 519,394 times (up from 241,810 in 2015–16). However, closer analysis of the data reveals a significant spike in the number of external hits to the website in the reporting period (328,256 compared to previous years' figures (ranging from 37,000 to 67,000)), suggesting the impact of a web crawler of some sort. Internal use (that is, via the PCN) of the database fell slightly from 204,358 (2015–16) to 191,138, as the table below shows.

**TABLE 31:** Hits to the newspaper clippings database

	2011–12	2012–13	2013–14	2014–15	2015–16	2016–17
Internal	295,511	236,304	256,698	219,763	204,358	191,138
External	51,328	44,861	57,950	67,007	37,452	328,256
Total	**346,839**	**281,165**	**314,648**	**286,770**	**241,810**	**519,394**

The year-to-year variation in use of the Library's databases may reflect in part the impact of the electoral cycle and sitting patterns. However, the trend downwards from 2013–14 is likely also to reflect the Library's investment in improving access to its news services and clients' increasing use of the iSentia Mediaportal. As noted previously, as at 30 June 2017, 96 per cent of clients' offices have a logon to this service and have set up alerts to push news stories directly to their inbox. Previously, Library clients needed to rely primarily on ParlInfo Search to access the daily clips. This change has a flow on effect to the recorded KPI for use of Library collections.

Fewer clients are accessing news clips via ParlInfo Search because the Mediaportal provides more mobile and convenient access. While use of the Library's database has reduced, access to the service has improved.

The Library will monitor usage closely over the coming year, including in the context of the collections review and the review of Library KPIs.

FIGURE 14: Use of the print collection
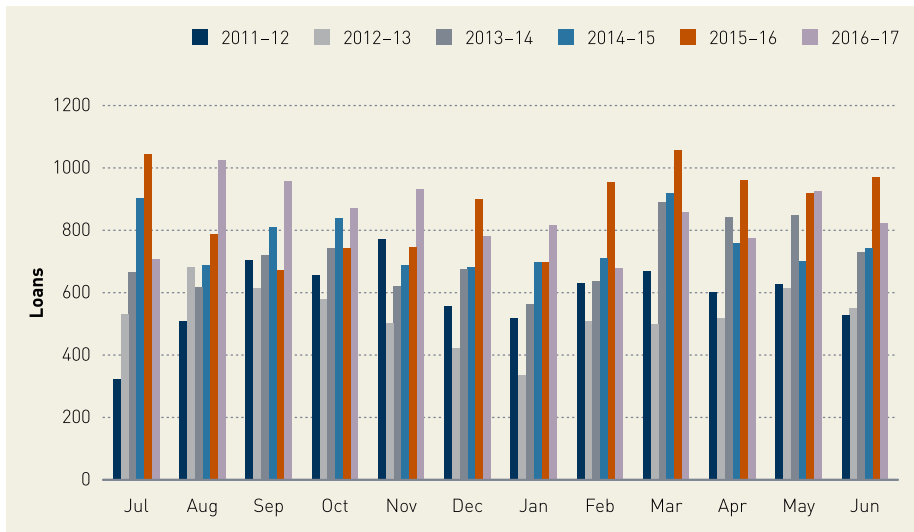
Use of the print collection remained high with a total of 10,623 loans during 2016–17 (compared to 10,654 in 2015–16), maintaining the increase seen in recent years. The 2015 client evaluation of Library services found that use of the Library's print collection had increased significantly. Both point to the strengthening of the collection development policy and the expertise of the Library Acquisitions team in selecting items to add to the collection.

Though still quite low when compared to usage of the print collection, ebook usage increased during 2016–17, with 478 loans being processed (compared to 212 the previous financial year). This increase may be attributable to the Library's updating of all the ebook holdings accessible via the A-Z platform, resulting in a simplified discovery system for these titles. To further improve access, the Library recently piloted the EZproxy system which will provide a more seamless (single sign-on) access to our subscribed ebook collections. EZProxy is scheduled to be introduced to Library clients early 2017–18.

Deliverable	Measure	Performance			
		2013–14	2014–15	2015–16	2016–17
Client satisfaction with collections and database services	High level of customer satisfaction Target: 95%	93%[48]	93%[49]	93%[50]	93%[51]
	Number of urgent new titles (books and serials) added to the Library's catalogue within timeliness service standard Target: 100%	96%	100%	100%	100%
	Senators' and members' offices using the iSentia Mediaportal (new KPI 2014–15) Target: 80%	–	79.6%	89%	96%
	Senators' and members' offices using social media monitoring service (new KPI 2016–17) Target: 20%	–	–	–	56%
	New items added to the Library's Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard Target: 95%	94%	96%	94.7%	94.4%
	Number of complaints from clients remains low	4	1	0	1

48 As measured in Leapfrog Research *Evaluation of Parliamentary Library Services,* 2012

49 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.

50 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.

51 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.

Client satisfaction with Library Collection and Databases

See the discussion on client satisfaction indicators at pages 149–150.

Cataloguing

The key performance indicator for 'urgent new titles (books and serials) added to the Library's catalogue within timeliness service standard' measures timeliness in relation to cataloguing direct client requests (with a turnaround deadline of 24 hours). These items are classed as urgent and are catalogued as a priority by Collection Management staff. This change was made in recognition of the impact of budget driven reductions in staff numbers in the cataloguing team at the end of 2012–13 and the emphasis of treating client driven requests as a priority.

The cataloguing team met both its timeliness target for direct client requests and, as noted above, significantly exceeded the target (5,000) for the number of new titles (books and serials) added to the Library's catalogue by processing 6,575 titles. Despite the greatly increased number of titles processed, the team also significantly exceeded its target of 85 per cent for adding routine items (those selected by Acquisitions staff) to the catalogue within the two week service standard, with 100 per cent of material being added within this time-frame.

News services

The Library's suite of news services now includes:

- senators' news clips of the day, and the equivalent members' news clips of the day
- Electronic Media Monitoring Service (EMMS)
- newspaper clippings in ParlInfo Search
- newspaper clippings from national, metropolitan and regional newspapers through the iSentia Mediaportal
- regional radio and television news broadcasting through the iSentia Mediaportal
- breaking news service
- social media monitoring service, and
- digital access to *The Age, The Australian*, *Australian Financial Review, Business Spectator, Canberra IQ, Crikey, The Sydney Morning Herald* and *The New York Times.*

The Library also subscribes to news service databases providing current and archival full text searchable articles from Australian and international sources, including:

- ProQuest Australia and New Zealand Newsstream, and
- Library Press Display (Press Reader).

The Library has had a strong focus on broadening the scope of news services for the Parliament and making them more convenient to access.

The costs for online news services for the Parliament are funded as business as usual through the Parliamentary Library operating expenses, Information Resources budget. In 2016–17, the Library spent $0.626 million on all its news services. This includes online news services, news databases and hardcopy newspapers located in the Newspaper Reading Room.

EMMS

The Parliamentary Library has been monitoring radio and television news and current affairs programs for over 25 years through EMMS. Until 2014, EMMS was only able to record stations that broadcast into Canberra (including syndicated programs). For other metropolitan and regional broadcasts, the Library relied on reciprocal arrangements with state parliamentary libraries.

Over the past few years, the Library has been able to improve significantly EMMS' coverage through the use of new technology and enhanced service offerings from external vendors. Through the VAST (Viewer Access Satellite Television) service, EMMS now also covers the main ABC FM radio stations in state and territory capital cities. For coverage of radio broadcasts outside the capital cities, in 2015 the Library negotiated an agreement with the Fairfax Radio Monitoring service (now Macquarie Media Syndication), and can monitor and archive radio programs across 56 commercial radio stations in the mainland capital cities and regional centres in New South Wales and Victoria. These in-house services are complemented by the iSentia Mediaportal which, *inter alia*, provides access to regional radio and television news broadcasts. Access to such regional media was particularly important and addressed a long-standing gap in the Library's services.

In February 2017 the Library added Foxtel Multiview to its programming. This allows EMMS to capture all doorstop interviews and other significant events, such as Press Club addresses, which are recorded by Sky APAC. In the same month, the Library also adjusted its policy so that programs that were previously retained for four weeks are now retained for three months.

iSentia Mediaportal

Senators and members are able to access a wide variety of metropolitan and regional press and broadcast news media through the iSentia Mediaportal, including news from over 300 regional radio and television stations. Clients are able to set up alerts to push news stories directly to their inbox and to have easy access to the news services even when they are not on the PCN.

Use of this service has grown significantly since it was introduced in 2013–14. As of 30 June 2017, 96 per cent of clients have a logon to this service, well above the target of 80 per cent. These users have created over 13,991 alerts.

A new social media monitoring service

Buzznumbers was rolled out on 6 July 2016. The service provides access to social media commentary from assorted blogs, Twitter and Facebook, and can be accessed via the iSentia Mediaportal or by requesting a direct login. Users can set up campaigns in the product to monitor particular areas of interest and receive alerts.

During the year 56 per cent of senators and members offices registered to use the service. A social media monitoring stream from Buzznumbers was also developed with the assistance of the DPS Mobile and Web Applications team and made available via the Library Portal and via the web@work app.

Performance

The news services' KPI in Table 32 above combines the performance outcomes of the daily press clips service and Electronic Media Monitoring Service against their individual performance benchmarks or standards. The Library achieved an outcome of 94.4 per cent against this KPI, with a target of 95 per cent.

The service standard for the delivery of news clips is that clippings are available in ParlInfo Search (and therefore also published as senators' and members' news clips of the day) by 7.30am every day. The EMMS performance benchmark is that content is added to its database within six minutes of the live broadcast.

Complaints

The Library Collections and Databases Branch received one complaint in 2016–17 relating to a perceived bias in its provision of news services. The Library has since changed the relevant page on its client services portal to make it easier to access the full range of its media monitoring services.

FINANCIAL REPORT

Budget (Resource Agreement)

Resource Agreement 2016–17	$
Operational funding	16,620,728
Capital funding	3,491,364
Total	**20,112,092**

Expenditure against budget (Resource Agreement)

	2016–17 Budget ($)	2016–17 Actual ($)
Expenditure – Operating appropriation		
Employee (including entitlements)		
Research Branch	9,322,427	8,782,412
Library Collections and Databases Branch	3,551,566	3,561,154
Office of the Parliamentary Librarian	1,100,977	1,035,837
Total employee	**13,974,970**	**13,379,403**
Collection (information resources)	2,041,791	2,485,732
Other expenses	515,858	465,288
Asset maintenance (software licences/maintenance)	88,109	81,232
Total operational expenditure	**16,620,728**	**16,411,655**
Expenditure – Capital	**3,491,364**	**3,326,915**
Summary by organisational unit (operational + capital)		
Parliamentary Librarian	1,307,700	1,120,612
Research Branch	9,661,191	9,108,773
Library Collections and Databases Branch	9,143,201	9,509,185
Total expenditure including capital funding	**20,112,092**	**19,738,570**

Revenue

	2016–17 Budget	2016–17 Actual
Revenue (Inter-Library Loans)	−5,000	−13,754

Capital Expenditure against budget (Resource Agreement)

DPS Capital Budget allocation by project	2016–17 Budget $	2016–17 Actual $
Collection	400,000	649,865
Capitalised salaries – acquisition management	300,000	204,048
Other capital – Parliamentary Handbook database and handbook	50,000	75,140
Small Library systems	50,000	65,032
Digitisation of Library collection	786,665	818,319
Digitisation capitalised salaries	588,335	429,768
Digitisation of *Parliamentary Papers Series*	1,200,000	767,353
Library digital repository remediation	116,364	317,390
Total	**3,491,364**	**3,326,915**