



Unique communication
solutions from real insights

Australian Parliamentary Library Client service evaluation 2017

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1. Executive summary

The Australian Parliamentary Library conducts a client service evaluation every parliament to gain insights into the use of its services and clients' changing information needs, and to measure performance at a point in time. The 2017 Parliamentary Library client service evaluation followed similar methodology to that of previous years, and as far as possible used the same questions so that direct comparisons could be made.

The research comprised in-depth interviews, a focus group, and a survey.

Face-to-face interviews were held with 46 Senators, Members and their staff, and a focus group was held with eight Parliamentary committee staff plus one in-depth interview.

The online survey was completed by 160 Senators, Members and their staff, and 34 Parliamentary committee staff. Details of respondents are provided in chapter 3.

Overall satisfaction and performance

The general response to the Library—its staff and its services—was extremely positive with ratings slightly higher (although the increase is not statistically significant) than in 2015. Satisfaction among Senators, Members and their staff is at 94% (93% in 2015), and the likelihood of recommending the Library is even higher at 99%. The percentage who was extremely satisfied increased by 5% to 50%. In 2017, only 1% indicated they were dissatisfied (compared to 5% in 2015) and 6% were neither satisfied nor dissatisfied compared with 1% in 2015. Most respondents considered Library staff to be hard-working, professional and friendly and the services to be of a high quality across the board.

Consistent with the last evaluation, satisfaction among committee staff (Department of the House of Representatives and Department of the Senate) is lower at 82% (78% in 2015); however, their likelihood to recommend the Library to a colleague is much higher at 100%. They also spoke highly of the responsiveness, professionalism and quality of the services.

As in 2017, the two issues that were raised consistently across the qualitative and quantitative research were a perceived variability in the quality of research services and problems with its timeliness. These were also the main issues raised in 2015.

In 2015 many respondents spoke of the cuts and the pressure they knew Library staff were under with a very strong perception that the Library was so busy that it was best not to add to their workload. Some said they tried to only use the Library in non-sitting weeks so as “not to bother them”. This sentiment was not voiced in 2017.

In 2015 Parliamentary committee staff were most concerned by the timeliness of the Bills Digests; while this was still apparent in 2017, staff in the focus group also spoke passionately about Library staff not understanding the roles and responsibilities of committee staff or how committees worked. However, they did acknowledge the efforts made by some research teams to address this and build more useful relationships.

Variable quality and problems with timeliness

While the majority of respondents reported that the work undertaken by the Library was consistently of high quality, there were again comments about its variability. This was sometimes put down to “it’s only been on

occasions” but other respondents were more insistent that there were some staff who consistently provided a lesser or poor service—sometimes because they lacked expertise in the topic and other times because they just weren’t as thorough or insightful as others.

In 2015 respondents referred to instances where they were provided with a list of links after asking for analysis. This was raised less often in 2017 and when it was raised and questioned, respondents admitted that it was possibly ‘a few years ago’ that this occurred. Some, particularly Parliamentary committee staff, spoke of the research sometimes being too shallow and needing to be supplemented by the respondents’ own research. There were also some suggestions that the researchers didn’t look hard enough for information and that respondents didn’t believe that some information could not be found. There were two comments made about inaccuracies in information.

Timeliness was raised as an issue although most comments were general rather than specific—for example, ‘they take too long’ and ‘I’ve had deadlines not met’. A lack of transparency was raised again in 2017 with some respondents asking for a system where they could track their research requests to see who was working on them and the likely time of delivery. Issues with the timeliness of Bills Digests were raised by most Parliamentary committee staff but less so by Senators, Members or their staff.

These findings point to the need for a tracking and quality assurance system with a transparent process in place where clients can see how their enquiry is being handled and have the opportunity to raise issues along the way. Some respondents spoke of not receiving a response, being told their enquiry was ‘lost’ or that the person dealing with it had gone on leave, or not receiving the information they requested and being given no plausible reason for this. The Library has a process in place for handling research requests which includes making personal contact with the enquirer and explaining any issues, but it appears that the procedures are not always followed particularly where there have been difficulties supplying the information requested.

How is the Library ‘value-adding’?

It’s clearly a changing information world, and the Library must keep its eye on where it can add value. With many clients feeling capable of doing basic searches themselves, it’s the Library’s ability to provide analysis that is valued; respondents valued its independence, ability to look at complex issues, customer-focus, easy access and professionalism—“it’s like having the brainy kid at school sitting next to you!”.

There was also an appreciation of the Library’s move to online services and making use of emerging technologies. There was a significant increase in the number of respondents who thought the Library had improved—14% of Senators, Members and their staff (+6%) and 25% of Parliamentary committee staff (+14%). Reasons given for improvement included time taken to understand the requests, promotion of services, building of relationships, and innovation.

Use of Library services

Library services are all well used and respected, however research services and Bills Digest were the most commonly referred to services. As in 2015, many Senators and Members who were interviewed didn’t realise that media monitoring was provided through the Library.

Research services

There has been little change in the use of research services since 2015— research services are used ‘heavily’ or ‘frequently’ by 55% of Senators, Members and staff. However, there has been a decrease in those who use the services ‘heavily’ (12%, -2%) and ‘sometimes’ (30%, -8%) but an increase in ‘frequently’ (43%, +9%).

Parliamentary committee staff reported a lower level of use with 58% (-5%) reporting they used it 'rarely' or 'never'. Research services continued to be the most highly used service by Senators, Members and staff.

News and media services

News and media continues to be highly used with 'sometimes', frequently' and 'heavy' use at 74% (+1%). However, use among Parliamentary committee staff has fallen from 78% in 2015 to 40% in 2017 and there were no suggestions as to why this has occurred apart from some staff in the focus group being unsure whether or not they are able to use the service.

Mapping services

'Heavy, frequent or sometimes' use of mapping services decreased slightly in 2017 with 34% of Senators, Members and their staff reporting their use as 'heavy, frequent or sometimes' (-4%), 20% indicating 'never' (-2%) and 14% claiming to be 'unaware' (-8%). Use remains very low among Parliamentary committee staff and there has been an increase in those 'unaware' of the service (36%, +29%).

Library publications including Bills Digest

Use of Library publications including Bills Digests ('heavily, frequently or sometimes') has fallen slightly to 70% (-9%) among Senators, Members and their staff and increased slightly among Parliamentary committee staff (62%, +2%). Most people spoke positively of the Bills Digests and used them regularly. An issue with its timeliness was raised by committee staff in particular, on behalf of themselves and the parliamentarians. They were very strong in their desire to see the Digest come out before the Committee looked at the Bill and were open to other ways of achieving this. Bills Digests were a very important information source for Members and Senators of small parties or independents.

Bills Digests and the consideration of legislation

There were some differences in the way Members, Senators and their staff and Parliamentary committee staff used Bills Digests. For Members, Senators and their staff, 'Key issues and provisions', 'At a Glance', 'Background and history' and 'Stakeholder positions' were the most popular sections. For Parliamentary committee staff the most popular sections were 'Key issues and provisions' and 'Background and history'. 'Financial implications' was still seen as useful by many but had the lowest rating.

Participants were asked about other tools which could help their consideration of legislation. Many parliamentarians and their staff as well as committee staff were supportive of ideas on how the Library could help in the consideration of legislation. A compilation of key media articles (38% and 44% respectively) as well as oral briefings to help their consideration of legislation (26% and 32% respectively) both had the strongest support followed by information via FlagPost, group briefings and other (relevant) library papers.

Other online resources

Use of online resources ('heavily, frequently or sometimes') has fallen with 44% of Senators, Members and the staff using the resources in 2017 compared with 66% in 2015. There were increases in those who were 'unaware' (10%, +5%), 'never use' (18%, +8%) and 'use rarely' (27%, +7%). Use among Parliamentary committee staff has increased from 52% in 2015 to 56% in 2017 although there was also a decrease in those who indicated they 'never use' (4%, +13%). Quick and easy is the key if people are going to do something online. If it isn't, or if they don't perceive it to be quick and easy, they won't use it. Many Senators and Members interviewed thought using the Library's online services probably wouldn't be quick and easy for them suggesting a lack of familiarity with the service and often deferred use of the resources to others in their office.

Print collection

Use of the Library's print collection ('heavy, frequently and sometimes') also fell slightly among Senators, Members and their staff to 48% in 2017 (-5%) but increased among Parliamentary committee staff (63%, +3%).

Contact officer program and orientation / visits

While Senators and Members appreciated the efforts the Library went to with regard to the Contact Officer program, many seemed to have forgotten about it by the time they were interviewed. They didn't see this as a problem however because if they wanted help, they just rang the enquiry desk and went from there.

Most tried to ensure their new staff attended an orientation session but this was inconsistent. Staff who had attended orientation sessions spoke very positively about them. During the interviews most Senators and Members and their staff spoke of wishing they knew more about what the Library offered, realising with hindsight that they took little information in during their first weeks. Many responded positively to the idea of a 'refresher' course either mid-way through their first term or at the beginning of a second term. Some longer-term Senators and Members also agreed that they would like a refresher, particularly on how to access online material. Such programs were more likely to work as office visits than as sessions to be attended.

There was also a feeling among some Senators, Members and their staff that they didn't know how their peers were using the Library and that perhaps they were missing out on some valuable services. Some were keen to know if they used the Library more or less than their peers and how the library services were being used by highly effective users.

Relationship building

The desire for closer relationships, particularly with research staff, was raised throughout the research by both Senators, Members and their staff and Parliamentary committee staff. Those who had met the researchers they used most often spoke very highly of having the relationship where they felt their needs were being increasingly understood. Parliamentary committee staff were appreciative of the moves made by the Library to improve relationships and wanted to see this continue.

Information sources and preferences

The Library is regarded very highly as a source of trusted information with most movement being recorded in a shift from 'average' to 'very reliable'.

Knowledge of the Library

Everyone acknowledged that the Library tried to keep people up-to-date with what was happening in the Library (*What's New*, *FlagPost* etc), but many said they scanned this information at the best because of time pressures. Many (but not all) saw this as being their problem rather than the Library's. However, some respondents felt the Library should do more to promote its services. This is a common challenge for organisations (although possibly amplified by the pressures of working in Parliament House) and highlights the need for very concise and wherever possible targeted approaches to communication and promotion, including relationship building activities.

Predicting the issues

As in 2015 there was a lot of support for the Library producing research papers on topics of interest or which were likely to become issues for debate, and those papers that had been produced were considered to have been of great use. When asked how well the Library managed to predict upcoming issues and have

information ready in advance, responses were varied. Some believed the Library did an excellent job in this regard (particularly when they had a strong relationship with the Library), but others felt it could be improved.

Most reacted very positively to the idea of the Library producing a series of papers at the beginning of each term, or year, on topics which were likely to be debated or raised at some time. These could be just facts and figures or something with a little more analysis and include information from other countries. It was also suggested that if these were made available publically (for example, to the Press Gallery) they could help to inform the quality of public debate.

What is impartial and balanced?

The Library continues to perform strongest on ‘balance/impartiality’ and ‘confidentiality’ and there were no issues raised in 2017. For many, these aspects of the Library service were assumed and appear to be hygiene factors for the Library, where their absence may lead to dissatisfaction but their presence does not necessarily lead to satisfaction.

Suggestions for improvements

As in previous years, in 2017 Senators, Members and their staff and Parliamentary Committee staff were asked about their ideas for improving Library services:

- More outreach directly to relevant secretariats at an early stage in inquiries.
- Ability to tailor email alerts according to what is relevant to me.
- Media articles grouped by bills would be very helpful.
- A better explanation of services available and who to call.
- A better, easy-to-understand guide to what the library does AND how that can be useful for real tasks
- “I found the visit to our electorate office by one of the parliamentary librarians to be very helpful and informative—maybe having two visits a year or at least one visit for an update of services would be great.”
- Online training for staffers who can't get to Canberra.
- Significantly expand the selection of electronic journal resources.
- One specific mention of improved access to micro data and data sets for analysis.
- A small number of mentions on adding to or making timelier (via the media service) some specific media relevant to their constituency (e.g. NT, rural or remote), their interest or for overseas media (e.g. The Times).
- Additional media analytics.
- Knowing when a request had been allocated and to whom.

One big change

In 2017, participants were asked to focus on the one big change the Library could make that would improve the service. There were three dominant themes:

1. Build people-to-people links

While there are challenges with the pace and demands of the client environment, the Library has an advantage over many other service organisations with a well-defined client base mostly located in Parliament House or in known electorate offices and with similar wants and needs. The disadvantage is that the client base is ‘renewed’ regularly and there is probably a skew to younger people working without the supervision or guidance of more experienced people. This means that the Library has to continually promote its services and customer-focus to new clients.

The move towards clients doing their own research or using the Library’s online services continues to grow. While this is generally positive, the downside is that clients can become ‘disconnected’ from the Library, its functions and its culture. Many clients said they had no personal relationship with the Library at all. No personal relationship makes it more difficult for people to maximise their use of the Library or to build an understanding of how things work and why. In 2017 there was a strong call for better personal links with the Library: offices wanted to meet the researchers so they get to know them; they wanted someone to come and talk them through what services might be useful to them; they wanted to know how their peers used the Library and what they found useful. Parliamentary committee staff wanted face-to-face meetings with research teams when committees start up so they have a Library contact to work with and expectations and understandings were clear.

Investing in relationships is critical and occasional personal contacts and follow-up checks during a year are likely to be effective. At the minimum it is recommended that every office is contacted twice a year and asked if they would like to meet the research team they most frequently work with, if they would like a ‘refresher’ course on how the Library can help them or if there are particular resources they’d like more information about. This would also be an opportunity to review what services were provided and if there were any issues (providing a form of audit and identification of service variation problems).

2. Invest and use an enquiry tracking system accessible by clients

As in 2015 there were suggestions for an online tracking system where clients could track their requests, know who is dealing with them and be assured they are on track. Some respondents spoke of requests going ‘missing’ and unless someone from the Library rang to discuss their request (personal contact which was always appreciated) they had no idea whether it was being looked at. They spoke of a desire to be able to log on and see to whom it had been allocated and the expected delivery date. An alternative could be an email response which indicated receipt of the enquiry, any discussions or negotiations that had occurred, confirmed response time and who was working on the enquiry.

Bills Digests were also regarded as a bit of a mystery—“why are some done and not others?” There were suggestions for a system where they could see what Bills Digests were being prepared and by whom, so they could request on personal briefing if it was an important topic to them.

3. “My Library”

The desire for a personalised library webpage was raised by a few and tested positively during the qualitative interviews. This could draw together a number of suggestions including the tracking of research requests, the ability to tailor the information received by areas of interest (personalisation) and providing a library of all the research requests made by that Member’s and Senator’s office since the parliamentarian took office. Having a library of past requests was seen as a positive way of knowing what they had already asked for and not asking for it again.

Recommendations

1. Continue to address the quality control issues in research services, particularly where requests are broad, complex or multi-faceted. This has been an emerging issue since at least 2007 and remains. Customers are looking for a narrative that brings the request together in a cohesive response with facts and figures to support, and they want it as quickly as possible.
2. Continue to address the issue of committee staff believing their needs are not being addressed or understood by the Library. Activity to date has been appreciated.
3. Use *What's New* strategically: it is well-known and reasonably well-read although not consistently. It will always be a low priority during busy times: keep it short, perhaps with dot points and links to content up front so those who only skim the email at least know what is in it. As adopted during the research period, it is worth issuing the newsletter Thursday or Friday for the week to come.
4. Consider orientation refresher courses and perhaps office visits where the Member or Senator and their staff can learn together about how the office can use the Library more effectively.
5. Promote the idea of a 'power-user'—someone who uses the Library to its full extent but who also uses it effectively and efficiently—with information on what this looks like and how someone can become one.
6. Continue to implement one-on-one visits to Parliament House (and where possible to electorate) offices as a refresher course to orientations or just as an opportunity to look at how they're using the Library and what else they might find useful. Any opportunity to meet the research staff who deal with their requests would be very positively received, as would verbal responses were appropriate (i.e. researcher meet office staff to discuss the response to a request).
7. Consider enhancements to the research request tracking system to improve perceptions of a lack of transparency. This could be a high tech solution which allows clients to track their enquiry (e.g. check who is working on it). Alternatively it could be a simple email acknowledging receipt, confirming any discussions or negotiations that had taken place and the agreed delivery date, and the name of the person working on the enquiry. There were some instances quoted where a request was forwarded to a research officer who was on leave or who claimed to have never received it suggesting that the procedures currently in place are not always followed.
8. Consider creating a personalised library webpage for each Member's or Senator's office for them to log in and see what work has already been undertaken for the office, indicate information interests, subscriptions held by office staff etc. Ideally this functionality would be an enhancement to the tracking system outlined above.
9. Provide a short summary of the 2017 Client Evaluation research findings to all Senators, Members and their staff as well as committee staff to (a) acknowledge the assistance they gave by responding, and (b) to take advantage of the opportunity to promote the breadth of the Library's services.

2. Introduction and background

The Parliamentary Library conducts a review of the needs of clients once in every Parliament to:

- gain insights into the use of its services and clients' changing information needs
- measure and assess clients' satisfaction with the Library services at a point in time
- gauge ongoing satisfaction, including whether the Library is providing balanced, impartial, confidential, consistent and timely services and the quality of information services and research products
- determine any areas where the information and research needs of the current Parliament are not being met by the Library, where the priorities exist, and help identify the direction of potential future information delivery.

Previous evaluations have shown that the Library has provided a high quality and valued service to the Parliament over a considerable period of time.

This in itself is an achievement and reflects the Library's success in responding with flexibility and innovation to the demands of new technologies and the challenges of the 24/7 media cycle. It's clearly a changing information world, and the Library has had to keep its focus on where it can add value.

While the Library has a defined client base, that base changes. While every new parliament brings new Members, Senators and staff, there is also a continual churn of staff reflecting the long hours and stresses in many of these positions. Following the 2016 election, the Library welcomed 53 new Senators and Members (and a further three Senators following subsequent vacancies) through a series of orientation and outreach programs for them and their staff. Returning Members and Senators and their staff were also invited to orientation programs. New parliamentarians were provided with a contact officer—a personalised service to help forge relationships and provide the Library with a better understanding of the new parliamentarians' needs and interests. The Library continued its electorate office visit program which also encouraged two-way communication about how the library could meet its customers' needs.

The Library and its users are facing a time of enormous change in information and technology and a focus on digital delivery is essential to position the Library for success into the future. More information is being provided online through curated self-help products 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 to 42.2% at the end of June 2017. Some 88% of serials and almost 30% of monograph titles are now available in full text online.

The value of the analysis and advice provided to 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. The Library has focused on building its skills base to address the perceived variability in the quality of research services identified in the 2015 client evaluation. Library staff have 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.

In 2015 the client assessment included feedback from staff from the Department of the Senate, the Department of the House of Representatives and the Parliamentary Budget Office. The 2017 research has focused on those staff working with committees from both Houses and on their role assisting Senators and Members. This has provided an additional layer of information and perspective that has been highlighted throughout the report.

This report provides information in a spirit of continuous improvement so that the Library can continue to provide a high-quality service to its clients in a high pressure and dynamic environment and within the context of wider and ever more rapid societal change in information and communication.

3. Objectives, methodology and sample

Objectives

The overall research objective was to determine levels of satisfaction with the Parliamentary Library's services, including research and information services, and make recommendations for future directions. The research will help the Library assess client service needs and plan new services and delivery to ensure continued high standards and quality service.

Specifically, the objectives of the evaluation were to determine:

- clients' satisfaction with Library services
- areas where the information and research needs of the current Parliament are not being met by the Library
- whether the Library is providing balanced, impartial, confidential, consistent and timely services
- the quality of information services and research products, and
- clients' changing information needs.

Research methodology

The research design comprised a qualitative stage followed by a quantitative study. The qualitative study involved face-to-face interviews with 46 Senators, Members and their staff and nine staff working with parliamentary committees.

The quantitative survey was completed by 160 Senators, Members and their staff, and an almost identical survey was completed by 34 Parliamentary committee staff (details are provided below). The only differences were in wording appropriate to the audience and the omission of questions that related to services only provided to parliamentarians and their staff. The 2017 results for committee staff have been compared with the 2015 results of committee staff only (n=27).

To compare, the 2015 research findings were based on 30 qualitative interviews and two focus groups of Parliamentary department staff. The quantitative survey was completed by 148 Senators, Members and their staff, and an almost identical survey was completed by 67 Parliamentary department staff (27 committee staff). The 2012 research findings were based on 23 qualitative interviews and 154 survey responses from Senators, Members and their staff. A survey of Parliamentary Services was also undertaken in 2012 and the Library was included in this. It was completed by 194 staff of the Parliamentary departments.

For the purposes of this report, the findings from Senators, Members and their staff are analysed separately from Parliamentary committee staff, although both are drawn upon in the Executive Summary and in the Conclusions and Recommendations.

As far as possible, questions were identical to those asked in previous surveys to allow direct comparisons. Some questions however were omitted because they were no longer considered important and others were added to explore emerging issues. These are noted in Appendix 1.

Stage 1—Knowledge sharing and planning

The first stage involved sharing the existing body of knowledge and planning the project in detail. This included sharing and discussing previous results and the actions taken as a consequence, and included one meeting with the Library’s executive staff and another with other relevant staff. Based on this information, Uncommon Knowledge put together discussion guides for the in-depth interviews and focus group, and a questionnaire for the Library’s consideration and approval.

Stage 2—In-depth interviews and focus group

To gain the depth of qualitative insight needed, the researchers undertook 46 in-depth personal interviews with a mix of Senators, Members and their staff across the Parliament ensuring:

- a balance of parties and independents
- a spread of metropolitan and rural electorates (Members)
- high, medium and low users
- longer term and newer users.

Wherever feasible, staff were interviewed at the same time as the Member or Senator or immediately afterwards. Some interviews were with key staff only at the Member or Senator’s request. All interviews were conducted face-to-face in Parliament House.

In addition, a focus group with eight participants was held with staff members who worked to Senate and House of Representative Committees. This was held in Parliament House. A follow-up telephone interview was held with one person unable to attend the focus group.

The discussion guide for the in-depth interviews was semi-structured to enable the qualitative insights to be captured and key quantitative measures to be captured at the same time (thus eliminating the need for clients to complete responses via two mechanisms).

Stage 3—Online survey

An online survey was designed to reflect the Library’s areas of interest and, as far as possible, to mirror questions asked in previous surveys so that comparisons could be made and trends identified. A link to the online survey was distributed to Senators, Members and their staff to obtain the quantitative measures. Another link to a similar survey was sent to Committee staff. The surveys were open for 22 days and during this time two reminders were sent out by the Librarian.

Table 1 Senators, Members and their staff (n=160)

Sex	n=	%	Position	n=	%	Length of service	n=	%
Male	81	51	Senator	9	6	Less than 6 months	12	8
Female	77	48	Member	24	15	Between 6 and 12 months	27	17
Other	1	1	Staff of Senator	50	31	Between 1 and 2 years	42	26
Age	n=	%	Staff of Member	77	48	Between 2 and 5 years	36	23
24 or younger	11	7	Party/Independent	n=	%	Between 5 and 10 years	30	19
25–34	41	26	Liberal Party	37	24	Between 10 and 20 years	11	7
35–44	37	23	National Party	10	6	More than 20 years	2	1
45–54	32	20	ALP	80	51	Constituency	n=	%
55–64	27	17	Greens	11	7	Predominantly urban	15	45
65 or over	11	7	Other	19	12	Predominantly rural	10	30
						Equally urban and rural	8	24

Table 2 Parliamentary committee staff (n=34)

Sex	n=	%	Position	n=	%	Length of service	n=	%
Male	10	29	House of Representatives staff	13	38	Less than 6 months	4	12
Female	24	71				Between 6 and 12 months	6	18
Other	0	0	Senate staff	21	62	Between 1 and 2 years	2	6
Age	n=	%				Between 2 and 5 years	10	29
24 or younger	2	6				Between 5 and 10 years	5	15
25–34	11	32				Between 10 and 20 years	7	21
35–44	14	41				More than 20 years	0	0
45–54	5	15						
55–64	2	6						
65 or over	0	0						

4. Overall satisfaction and performance

Key Points

Satisfaction among Members, Senators and their staff remains high (94%), consistent with previous years. Responsiveness, professionalism and quality research were all cited as reasons for satisfaction. There were some comments about varying quality and timeliness in the research and these issues were repeated in other responses. There was only 1% dissatisfied (scored against 'very dissatisfied').

Satisfaction among Parliamentary committee staff is lower at 82%, but while not statistically significant is still an increase from 2015's result of 78%. It appears the lower satisfaction continues to be driven primarily by the frequency and timeliness of Bills Digests not meeting their needs, but comments were made that things were improving. Importantly, however, there were no responses against slightly, very or extremely dissatisfied.

The percentage of people who would recommend the Library remains high at 99% for Members, Senators and their staff, and 100% for Parliamentary committee staff.

Most respondents believe that Library services have remained the same although there has been an increase in the number who say it has improved—a statistically significant +10% of Members, Senators and their staff and +14% of Parliamentary committee staff.

Senators, Members and their staff

Satisfaction

Satisfaction among Senators, Members and their staff remains high and is consistent with the ratings provided in previous years. Research in 2012, 2015 and 2017 used the same 7-point scale. Different scales were used in the years before 2012 making accurate comparisons difficult. It is clear, however, that the Library has maintained a high satisfaction rating over a long period of time.

Figure 1 below shows 94% satisfaction among Senators, Members and their staff in 2017. As in the previous surveys, there were no responses against 'extremely dissatisfied' although in this evaluation there was a 1% score against 'very dissatisfied' and none against 'quite dissatisfied'. It is worth noting however that while not statistically significant, there has been a small continued increase in the 'extremely satisfied' and an increase from 2012 in the 'neither satisfied nor dissatisfied'. A satisfaction score of 94% is very high and it is interesting to look at movement within the satisfaction score. The percentage of those 'very satisfied' increased by 5% between 2012 and 2015 and a further 5% in 2017, now reaching half (50%) of all respondents. While this increase is not statistically significant, it is suggesting a positive trend.

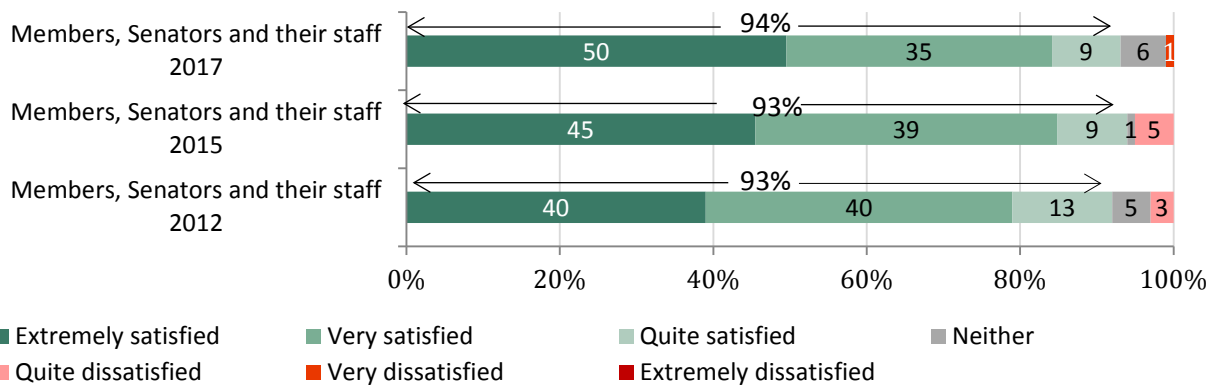


Figure 1: Satisfaction with Library services

Q3: Which of the following best describes your overall level of satisfaction with Parliamentary Library services?
 Base: Senators and Members and their staff 2017—n=160; 2015—n=148; 2012—n=132

As raised previously, in cases of high satisfaction over a long period of time, it is possible that some of the satisfaction is ‘residual’, having been acquired over time. In other words, the ‘brand’ acquires positive attributes which over time become the perceived reality rather than the actual reality. This doesn’t mean there is underlying dissatisfaction, but it does mean that some of the satisfaction rating is likely to be based on years of positive experience rather than the immediate past, and that ‘allowances’ are sometimes made for any lapses in quality or service. There can also be incidences of residual dissatisfaction where just one bad experience can affect a person’s satisfaction for many years. While the positive trends in ‘very satisfied’ and ‘dissatisfied’ suggests that this is not necessarily the case, there would still be some residual satisfaction and care should be taken not to let it erode as it can be difficult to win back.

An example of this ‘residual satisfaction’ is the higher score for willingness to recommend the Library than for satisfaction with its services which is discussed in Figure 3 later in the report.

Figure 2 below shows the trend line for satisfaction since 2007. As mentioned, comparing satisfaction over the years is not possible because 2007 used different rating scales and had a ‘somewhat satisfied’ which if added would bring that year’s satisfaction to 99%. What is clear, however, is that satisfaction has remained strong over a long period of time. To maintain such ratings, an organisation needs to keep developing and evolving so that it continues to meets its customers’ needs and if possible foresee their future needs and prepare for them.

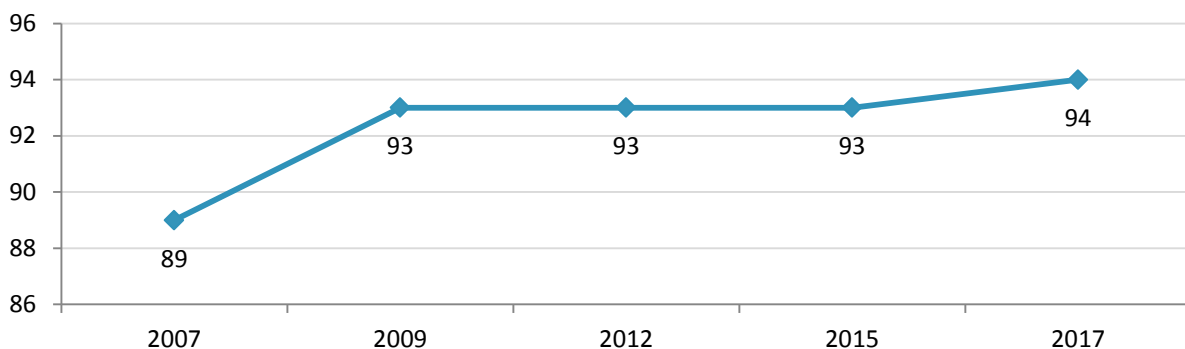


Figure 2: Satisfaction trend since 2007

Q3: Which of the following best describes your overall level of satisfaction with Parliamentary Library services?
 Base: Senators and Members and their staff 2017—n=160; 2015—n=148; 2012—n=132; 2009—n=399; 2007—n=223

There were very few significant differences within the satisfaction ratings. Those parliamentarians and their staff who indicated they were ‘extremely, very or quite satisfied’ were more likely to indicate that Library services had remained the same, would recommend the Library service to a colleague, and use publications and Mediaportal more heavily. They were also more likely to rate all sections of the Bills Digests, except Financial Implications, as useful or very useful, and also more likely to give high ratings to the Library key performance indicators (KPIs) and Library staff.

What drives satisfaction ratings?

Responsiveness, professionalism and quality research were all cited as reasons for satisfaction. There were comments about some varying quality in the research and this issue was repeated in other responses.

Table 3 below lists some of the reasons given by Senators, Members and their staff for their ratings, and which are indicative of the comments received. Note that the responses to being neither satisfied nor dissatisfied, and dissatisfied, are from small samples bases and should be viewed with caution.

Table 3: Drivers of satisfaction and dissatisfaction among Senators, Members and their staff

Satisfied because ...	Neither because ...
Responsiveness to questions; polite and courteous staff; willingness to assist; positive attitude.	<p>“Work varies considerably—sometimes it’s of a high standard and includes good quality analysis. Sometimes the work is of low standard, where the bare minimum has been done. Also, the library tends to perform better with highly specific information requests. More detailed and time consuming requests, to gather, analyse and synthesise information from a variety of sources tend to be of low standard in my experience. At times I have also been dissatisfied with the communication from the library staff members about timing of different requests, although this seems to have improved lately.”</p>
“Accessing the library seems straight forward.”	
“Always extremely helpful in tracking down the answer to any question, no matter how obscure.”	
“Fantastic knowledge of specific subjects. Easy to find the right person to speak with.”	
“I have found the staff to be friendly and professional, and willing to explore tricky scenarios and questions with me. It’s been a joy working with them.”	
“Research is always relevant and to a high quality. Appreciate that I always get a phone call to acknowledge my request has been received and to clarify the specific information I need.”	<p>Dissatisfied because ...</p> <p>“Little effort to deliver what is asked, lots of effort making excuses for why it can’t [be delivered]. Even simple factual requests timed out or delivered too late to use. Being told data not available when I know it is. Very disappointing overall.”</p>
Range of holdings and helpfulness of Library staff.	

Q8. What were the reasons for giving the satisfaction rating you gave?

Base: Total 2017 n=150

Q9. What were the reasons for indicating you were neither satisfied nor dissatisfied?

Base: Total 2017 n=9

Q10. What were the reasons for giving the dissatisfied rating you gave?

Base: Total 2017 n=1

Would clients recommend the Library?

The percentage of Senators, Members and staff who would recommend the Library remains high (99%), with only 1% saying ‘no’. This is consistent with previous years. Figure 3 below shows the figures over time.

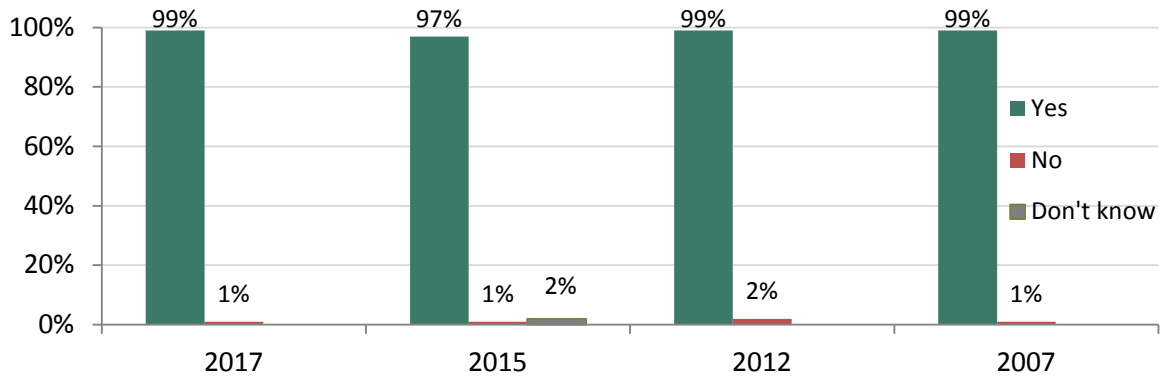


Figure 3: Likelihood to recommend the Library

Q5: Would you recommend the Parliamentary Library to a colleague?

Base: Senators and Members and their staff 2017—n=160; 2015—n=148; 2012—n=131; 2009—n=399; 2007—n=223

With willingness to recommend scoring significantly higher than satisfaction, the obvious question is why are more people prepared to recommend the Library than claim to be satisfied with its services? This has been a consistent pattern over the last few surveys although not statistically significant in 2015 when compared with 2012. In both 2017 and 2015 the survey specifically asked the question of those who gave a dissatisfaction rating but who also indicated that they would recommend the Library to a colleague. Unfortunately no-one chose to provide an explanation.

As mentioned earlier, this is partly the result of a high satisfaction rating over a long period of time. Also, drawing on the qualitative research to answer the question, it would be reasonable to assume that where people were dissatisfied, it was often because of the inconsistency in the quality of research services. However, because these respondents generally agreed that when the research was good, it was very good, they were still prepared to recommend the Library.

Do clients perceive a change in the Library's performance?

Clients were asked whether they believed there had been a change in the Library's performance. [Figure 4](#) below shows that the significant majority (66%) of Senators, Members and their staff believe there has been no change in the performance of the Library and 14% believe it has improved. Only 2% indicated that the performance had declined. Compared with 2015, the trends were positive with increases (although not significant) in those who believed it had improved or stayed the same.

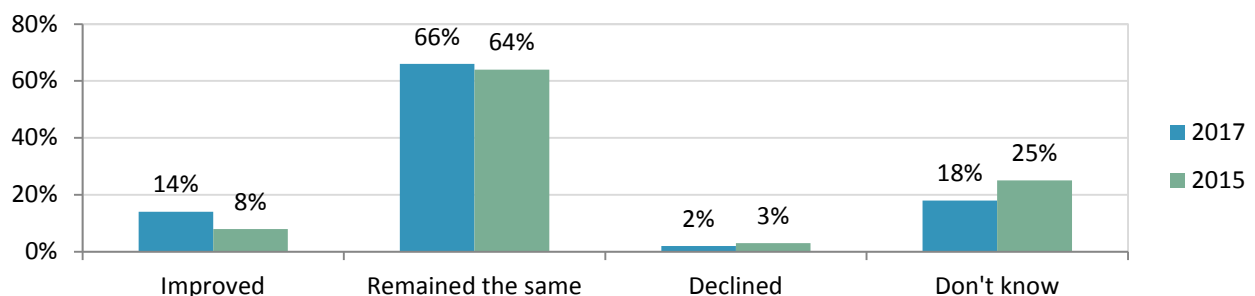


Figure 4: Has Library performance changed?

Q3: For the period you have had dealings with the Parliamentary Library, do you believe its overall performance has declined, remained the same, or improved?

Base: Senators and Members and their staff 2017—n=160; 2015—n=148

Reasons for saying Library services had improved, stayed the same or declined are shown in [Table 4](#) below. Comments are indicative of those received.

Table 4: Reasons for believing performance had improved, remained the same or declined

Improved or remained the same
Improved understanding of the reasons for information requests, e.g. what is driving the request.
“More information is fed back to us without having to ask for it.”
Skill and timeliness.
Innovative - looking at Electorate Office roles and adapting to suit.
Better researchers.
The refining of the advice to ensure it targets the information sought.
“Marketing of the Library’s resources and available information I believe is better.”
Declined
“Attitude seems to have gone from can do to can’t do.”
Increase in users of services

Q11. For the period you have had dealings with the Parliamentary Library, do you believe its overall performance has declined, remained the same, or improved? Why?

Base: Members, Senators and staff 2017 n=153; Parliamentary Committee staff 2017 n=28

Possible improvements

As in previous years, Senators, Members and their staff were asked to suggest improvements in how the Library could operate. Comments made in 2012 and 2015 were essentially similar with themes around the need for more training and guidance in using services and the need for a system which allowed for tracking and quality assurance dominating the suggestions. These themes were also present in 2017 although there were also suggestions about improving access to online material so people could search for themselves. Comments indicating a preparedness to search for information themselves have become more dominant over time with more people indicating they tend to look themselves first before going to the Library. This is probably a reflection of more people being comfortable with online searching. [Table 5](#) below lists some of the specific comments from 2017. Comments below are indicative of those received.

Table 5: Suggested improvements

Improvements
“Perhaps by providing draft information when there is some uncertainty about the level of information the Library has been able to locate and indicating what is not available. In the past I have been able to supplement the information from the Library with that of my own sources and it would have been helpful to know before the work is completed if the Library is having trouble locating the information.”
“I love your Bills Digests. I’m sure they’re labour intensive which is probably prohibitive, but I’d love to see one on every Bill! They are a great help to crossbench offices.”
“Give indications as to how differing deadlines effect research.”
More Bills Digests and other relevant research publications.
“I would like to know how to access more newspaper services. At the moment I think I can only subscribe to Crikey.”
“I would like more media analytics like I could get in my old job and through our own service we have to pay to have.”
“Provide staff with direct access to searchable databases the library has paid subscriptions, like the ASIC database, so we can search them ourselves.” “Make the data and resources more accessible and available.” “Can be hard to

find some papers or access micro data?"

"A better understanding of the word 'urgent'. The Library is usually pretty good but a couple of times they haven't."

"It would be good to have a general email address that I could use to submit queries as one time I submitted a query to a person who I had previously dealt with for another matter, but that person was on leave or left and it got referred to someone else who dealt with other issues anyway. It might make it faster to have a general inbox first instead of the run around trying to figure out who to submit the query to. It would also be handy if the library could advise on average processing times for getting back to staff."

"A web based form as is used by Senate for submitting amendment requests, enabling a setting of deadline date, priority and other common request features would be a useful way of standardising requests submitted to library."

"Online request system that allows us to track jobs."

"If we could have some of the media in our constituency covered and in a timelier manner."

Q14. How do you think the Parliamentary Library could improve its services?

Base: Members, Senators and their staff 2017 n=160; Parliamentary committee staff 2017 n=34

In 2017, respondents were asked about the one change the Library could make that would have the biggest impact on their work. The most dominant theme was around tailored and proactive information with respondents wanting the Library to anticipate their information needs—for example, by providing more research papers on topics of wide interest, or being able to indicate areas in which they would like to be kept informed such as when new statistics were released on a particular topic. This could be highly personalised with the Library making direct contact with a client, or could be collated on the intranet with alerts sent out when new information has been added to particular topics of interest. Comments below are indicative of those received.

Table 6 Suggestions for changes

Changes the Library could make over the next 12 months that would have a positive impact on work
"More outreach directly to relevant secretariats at an early stage in inquiries."
"Ability to tailor email alerts according to what is relevant to me."
"Media articles grouped by bills would be very helpful."
"A better explanation of services available and who to call."
"A better, easy to understand guide to what the library does AND how that can be useful for real tasks."
"I found the visit to our electorate office by one of the parliamentary librarians very helpful and informative maybe having two visits a year or at least one visit for an update of services would be great."
"Online training for staffers who can't get to Canberra."
"Significantly expand the selection of electronic journal resources."
"Pre-set alerts on key topics of interest in the portfolio we have."
"More funding so the staff are not stretched."
"More staff and therefore more capacity!"
"Knowing when my request had been allocated and to whom."

Q42. If the Library was to make one change over the next 12 months that would positive impact on your work, what would it be?

Base: Members, Senators and their staff 2017 n=160; Parliamentary committee staff 2017 n=34

Library performance against its performance measures

As in previous years, the Library is seen to perform well on all measures of service delivery. Looking at ‘all the time’, confidentiality (81%) and being balanced and impartial (78%) were rated most highly, followed by accuracy (64%), quality (56%), consistency (56%) and lastly timeliness (51%). This can be seen in [Figure 5](#) below. ‘Confidentiality’ was the only measure not to receive a score of ‘rarely’ (although the others were only 1% each).

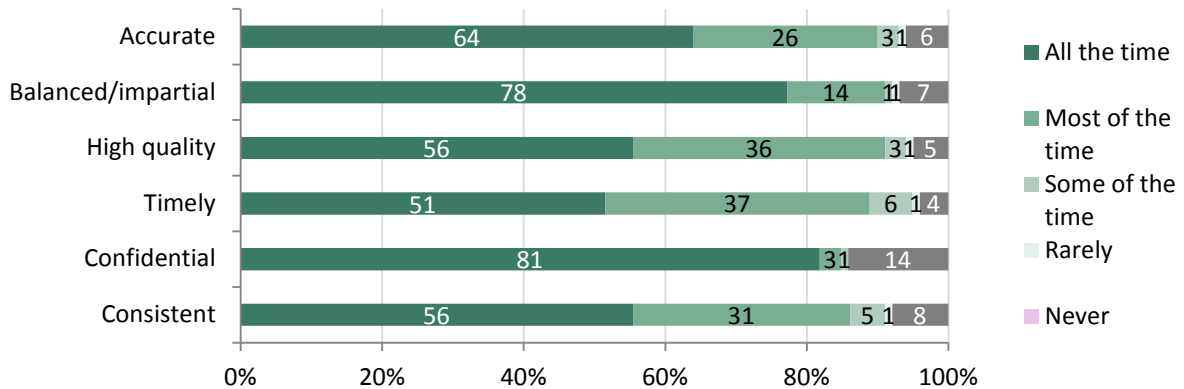


Figure 5: Perceived performance of Parliamentary Library by Senators, Members and their staff

Q12: How does the Parliamentary Library perform against each of the following measures when responding to requests?

Base: Senators and Members and their staff—n=156

The reasons given for ratings refer to the common themes of inconsistency among staff and timeliness. [Table 7](#) below provides a selection of verbatim comments. Comments are indicative of those received.

Table 7 Reasons given for ratings against KPIs.

Reasons for rating	Reasons for rating
<p>“Mostly a question of resourcing and the library managing competing demands, not a criticism of the library.”</p> <p>“Given the often urgent nature of briefs required, it is often the case that the standard drops considerably. As a general rule there are a few good go-to people in Library that we deal with frequently. If I know that a brief is coming from someone we've worked with before I know the standard ahead of time. There have been three occasions where researchers haven't given an appropriate response.”</p>	<p>“It seems to depend on who is working on your request or the policy area.”</p> <p>“If the library is unable to provide a clear response, it would be helpful if they can point to other sources instead.”</p>
<p>“There have been some instances of incorrect or non-inclusion of information.”</p> <p>“The service is very good and the information is impartial.”</p>	<p>“Often with legal questions I get a once-around of the issue, which I already know, instead of an answer, which I am seeking.”</p> <p>“While nearly all responses are of a very high, professional quality, I have received one response that consisted primarily of excerpts from other sources. While some of the information was useful, without proper introduction or context it was difficult, in some instances, to make sense of the information. There was no real 'flow' to the presentation of the information.”</p>
<p>“All our regular researchers are excellent. Occasionally they are overloaded and we have had less positive experiences with other research staff who have not been as accurate or timely.”</p> <p>“Still waiting on information requested several months ago - have given up nagging for it. Other than this sour individual who was not interested in helping from the start other staff I have found okay.”</p>	

Q30. Please provide comment on and/or clarification for the ratings you provided above.

Base: Members, Senators and their staff 2017 n=160; Parliamentary committee staff 2017 n=34

As can be seen from the comparison figures in [Figure 6](#) below, the 2017 scores showed greater variability than in 2012 or 2015, although the shifts between 2015 and 2017 were not statistically significant. Scores for confidentiality (81%) and balance/impartiality (78%) both increased and accuracy (64%) remained stable. Timeliness, quality and consistency remain the top concerns for the Library. The score for timeliness dropped to its lowest level (51%) but quality (56%) and consistency (56%) were small increases.

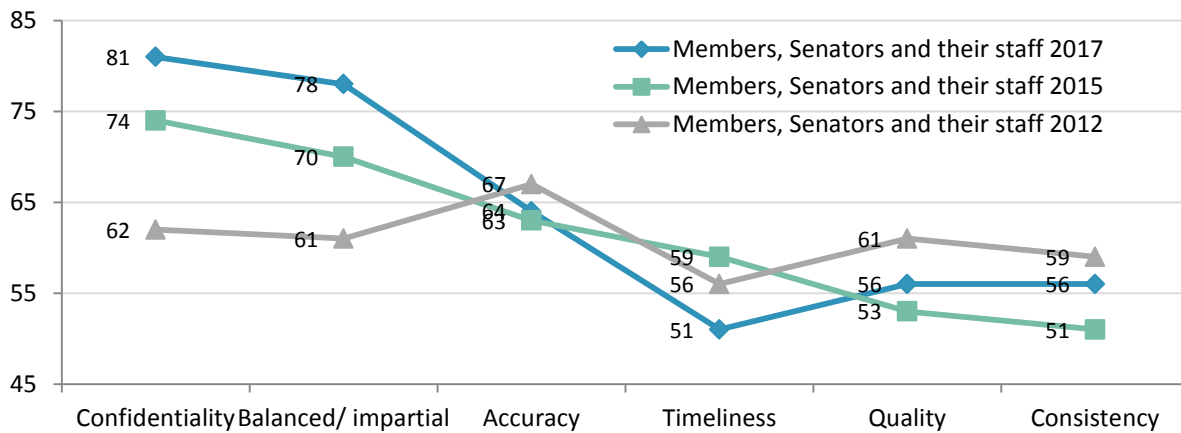


Figure 6: Scores of 'all the time' against the Library's performance measures

Q12: How does the Parliamentary Library perform against each of the following measures when responding to requests?

Base: Senators and Members and their staff 2017—n=156; 2015—n=148; 2012—n=131

Library staff

Library staff were highly regarded by the majority of respondents. When compared with 2015 and looking at responses against 'strongly agree', Library staff performed as well if not better on all measures. [Figure 7](#) below charts the 2017 ratings from Senators, Members and their staff. Those respondents who agreed that the Library informed them about services (nett strongly agree and agree) were significantly more likely to be male (79%, +8%).

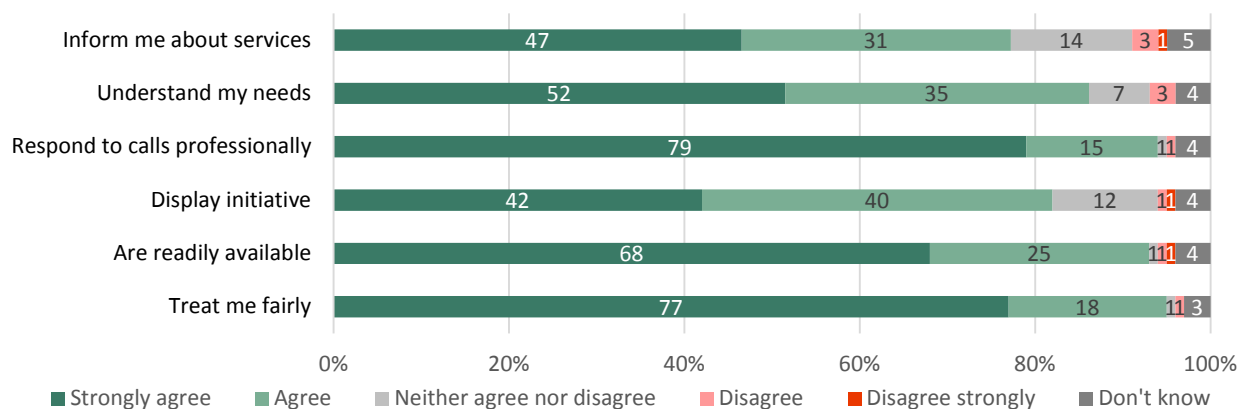


Figure 7: Evaluation of Library staff by Senators, Members and their staff

Q13: In your experience, do Library staff ...

Base: Senators and Members, and their staff 2017—n=156

Figure 8 charts the yearly comparisons for those who responded 'strongly agree' or 'agree'.

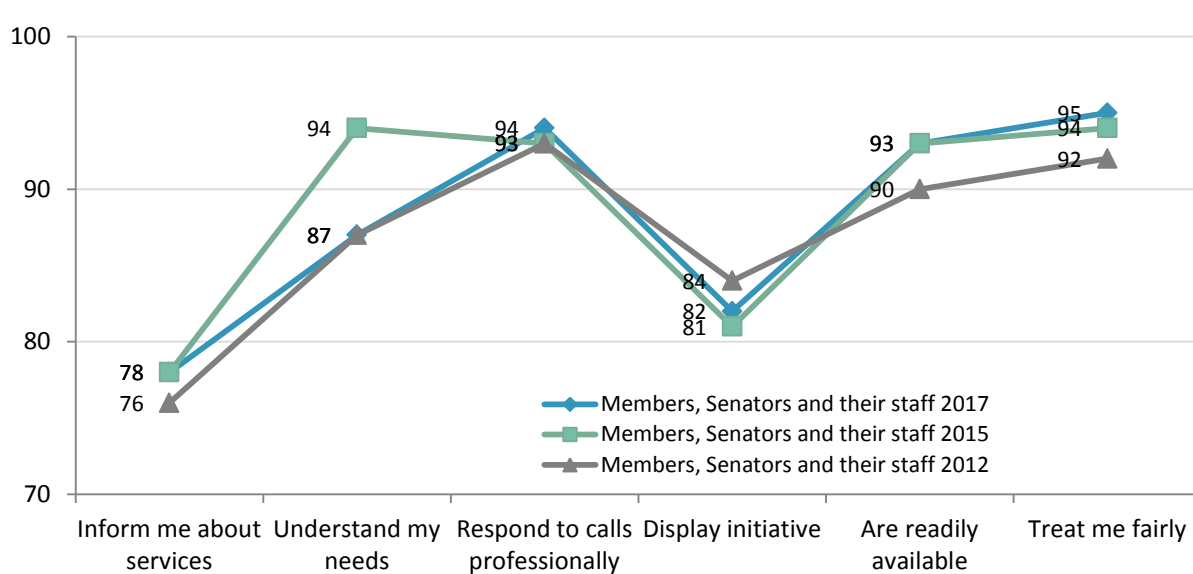


Figure 8 Yearly comparisons of 'strongly agree' and 'agree'

Q13: In your experience, do Library staff ...

Base: Senators and Members, and their staff 2017—n=156; 2015—n=148; 2012—n=117

Table 8 below lists the comments provided in response to these ratings. The comments are consistent with those received throughout the research where the majority are positive but there were negative comments around the themes of inconsistency in the quality of staff and their work. Comments below are indicative of those received.

Table 8 Reasons given for ratings of Library staff

Reasons for rating
“There are a few services I see the Library provides but that I know nothing about.”
“Phone calls have been abrupt with more than one library staff member. I get the distinct impression they do not like discussing matters on the phone. I have found library staff to be less friendly when I have put in multiple requests. I feel that when I have raised concerns about the quality of the work it is has then led to a deterioration in my relationship with key library staff I frequently work with. ”
“One bad egg has left a terrible stain on Parliamentary Library staff usually professional interactions.”
“The biggest barrier is being aware of the services and information and how best to access them.”
“Sometimes I feel that some Library staff are hampered because they don't fully comprehend what a committee secretariat does and therefore where to target their energies. I've also had occasions when I've wanted to access the Library (say at 6pm on a non-sitting day) and I haven't been able to. ”
“When I've asked for existing information, I've been answered very helpfully - for example, material offered that I didn't know to ask for. But when I've asked for something requiring judgement or evaluation, it's been less satisfactory.”
“Very happy.” “Library staff demonstrate a service ethic, which is fantastic.”
“It seems like there's an expert for every topic, which I love! It's been very nice getting to know your researchers.”
“The staff are outstanding.”
“I have always had courteous, professional and friendly dealings with staff.”

Q32. Please provide comment on and/or clarification for the ratings you provided above, including suggestions for improvement

Base: Members, Senators and their staff 2017 n=160; Parliamentary committee staff 2017 n=34

Parliamentary committee staff

Satisfaction

In 2012 and 2015 similar research to that undertaken with Senators, Members and staff was undertaken with Parliamentary department staff. In 2017 only those people working in committee offices (both Senate and House of Representatives) were surveyed. In this report, the 2017 results are compared with the committee staff component from the 2015 research. This group was unable to be extracted from the 2012 data.

As was seen in 2015, there continues to be a trend of lower scores among this group compared with Senators, Members and their staff. The 2017 figures are shown in [Figure 9](#) below.

While the ratings are lower than those of parliamentarians and their staff, there was an overall increase in satisfaction levels, particularly among extremely satisfied, although the small sample sizes means accurate significance testing cannot be undertaken. Looking at extremely, very and quite satisfied, the score was 82%, an increase of four percentage points from 2015 and 12 percentage points below the score from Senators, Members and their staff.

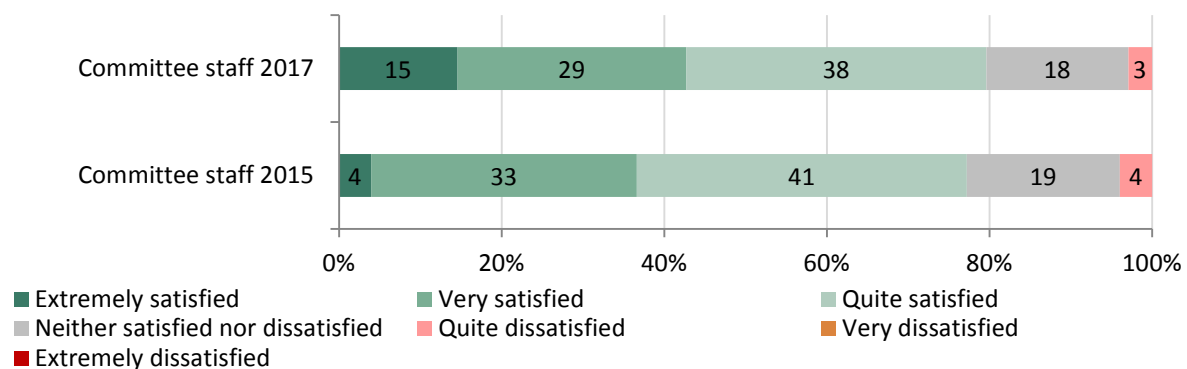


Figure 9: Satisfaction with Library services

Q3: Which of the following best describes your overall level of satisfaction with Parliamentary Library services?

Base: Parliamentary committee respondents 2017-n=34; 2015—n=27

What drives satisfaction ratings?

Responsiveness, professionalism and quality research were all cited as reasons for satisfaction. As with Senators, Members and their staff, there were comments about varying quality in the research and this issue was repeated in other responses.

From the comments made (see [Table 10](#) below) and the qualitative research, it appears that the relative dissatisfaction among committee staff was driven by the timeliness of Bills Digests not meeting their needs, the variable quality in research services and the belief that Library staff do not fully understand the role of committee staff and the pressures under which they work. In 2015 there were many comments about feeling they weren't considered as important as other clients (even if the end clients are parliamentarians), but this sentiment was less prevalent in 2017. This is most likely as a result of the work the Library has undertaken to dispel this belief and this was commented on positively elsewhere.

Parliamentary committee staff provided similar reasons for satisfaction as Senators, Members and staff but no comments were made regarding the dissatisfied score. These are shown in [Table 10](#) below. Note the small sample sizes suggesting caution should be taken reviewing the result. Comments below are indicative of those received.

Table 10: Drivers of satisfaction among Parliamentary committee respondents

Satisfied because	Neither satisfied nor dissatisfied because ...
“Staff have generally been helpful when I have needed to approach them for specific information.”	“People in the Library are always courteous and obliging, but often what you get is too late or very lightweight.”
“They have been very helpful in organising interlibrary loans, helping me locate electronic references, monitor media, etc.”	“I have had varying experiences with the Parliamentary Library's services. On one occasion, I received comprehensive client advice. On another occasion, my request was not followed up, and when I called to check in on it, they advised that it had fallen off their radar and they were unable to assist.”
“I have always received a high standard of service from the Library.”	“Variable quality of research, instances of clear bias in research on at least one occasion, misunderstanding what they have been asked to do.”

- Q8. What were the reasons for giving the satisfaction rating you gave? *Base: n=28*
 Q9. What were the reasons for indicating you were neither satisfied nor dissatisfied? *Base: n=6*

Would clients recommend the Library?

In 2017 all 26 Parliamentary committee respondents said they would recommend the Library to a colleague compared to 2015 where 4% said they wouldn't.

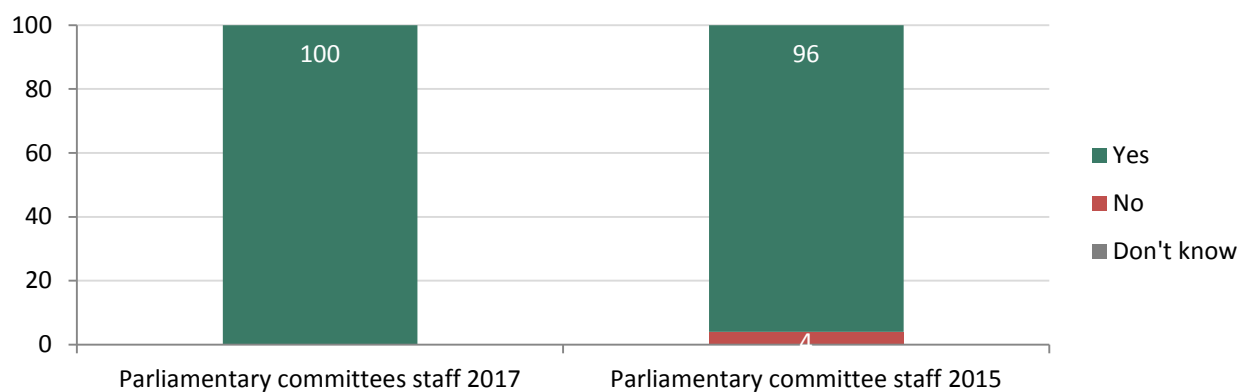


Figure 9: Likelihood to recommend the Library
 Q5: Would you recommend the Parliamentary Library to a colleague?
 Parliamentary committee staff 2017—n=26; 2015—n=27

The pattern of a higher rating for willingness to recommend than for satisfaction appears with both Senators, Members and their staff and Parliamentary committee staff. In both 2015 and 2017 the survey with committee staff also specifically asked the question of those who gave a dissatisfaction rating but who also

indicated that they would recommend the Library to a colleague but unfortunately no-one chose to provide an explanation. Drawing on the qualitative research to answer the question, it would be reasonable to assume that similar to Senators, Members and their staff, where people were dissatisfied it was often because of the inconsistency in the quality of research services and because when the research was good, it was very good, they were still prepared to recommend the Library.

Do clients perceive a change in the Library’s performance?

Figure 10 below shows that in 2017 one quarter of committee staff respondents said that Library services had improved, more than twice the number who said so in 2015 (the sample size was too small for accurate significance testing). A further one quarter didn’t know. Seven per cent (the same number as in 2015) thought services had declined and the remaining 43% said they had remained the same. The large number who said they ‘didn’t know’ suggests that either there is a proportion of new staff or staff who had recently transferred into positions where their use of the Library had changed.

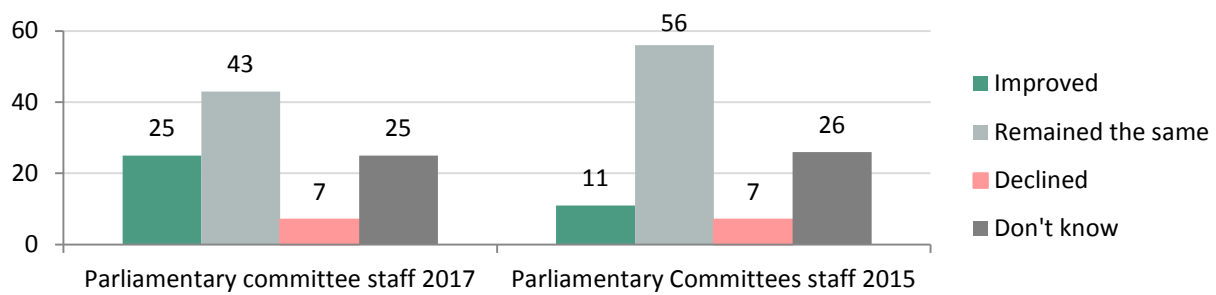


Figure 10: Has Library performance changed?

Q3: For the period you have had dealings with the Parliamentary Library, do you believe its overall performance has declined, remained the same, or improved?

Base: Parliamentary committee respondents 2017—n=28; 2015—n=27

Parliamentary committee staff were significantly more likely to report a decline in performance than Senators, Members and their staff. Reasons given for claiming that services had improved, remained the same or declined, were similar for both Senators, Members and their staff and the Parliamentary committee staff and were shown in Table 4.

Possible improvements

In both 2015 and 2017 Parliamentary committee staff were asked to suggest improvements in how the Library could operate. The dominant themes were around the need for greater understanding of the committee staff roles and responsibilities and the Library continuing to be proactive in forging relationships with committees. Other suggestions included making Bills Digests more timely, and Library staff meeting every new committee to discuss the role of the Library in committee processes.

Library performance against its performance measures

The Library was seen to perform very well on all measures of service delivery. Looking at ratings for ‘all the time’, balanced/impartial (52%) and confidentiality (52%) were both high, followed by timeliness (39%), accuracy (36%) and quality (36%). Consistency (19%) was rated lowest. This can be seen in Figure 11 below.

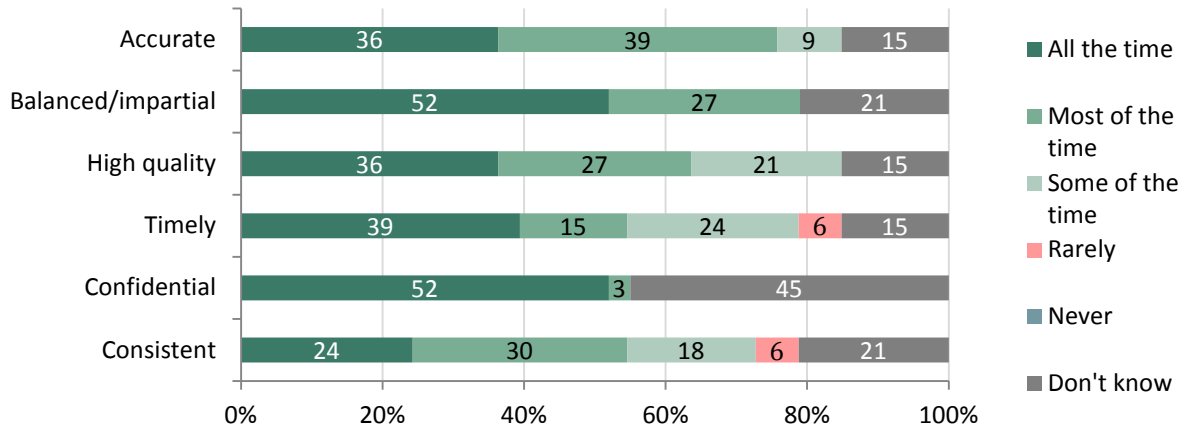


Figure 11: Perceived performance of Parliamentary Library by Parliamentary committee staff
 Q12: How does the Parliamentary Library perform against each of the following measures when responding to requests?
 Base: Parliamentary committee staff 2017—n=27

As can be seen from [Figure 12](#) below which compares 2015 and 2017, scores either remained the same or improved on all measures except accuracy which at 36% was an eight percentage point drop. Timeliness however saw a notable improvement from 22% in 2015 to 39% in 2017.

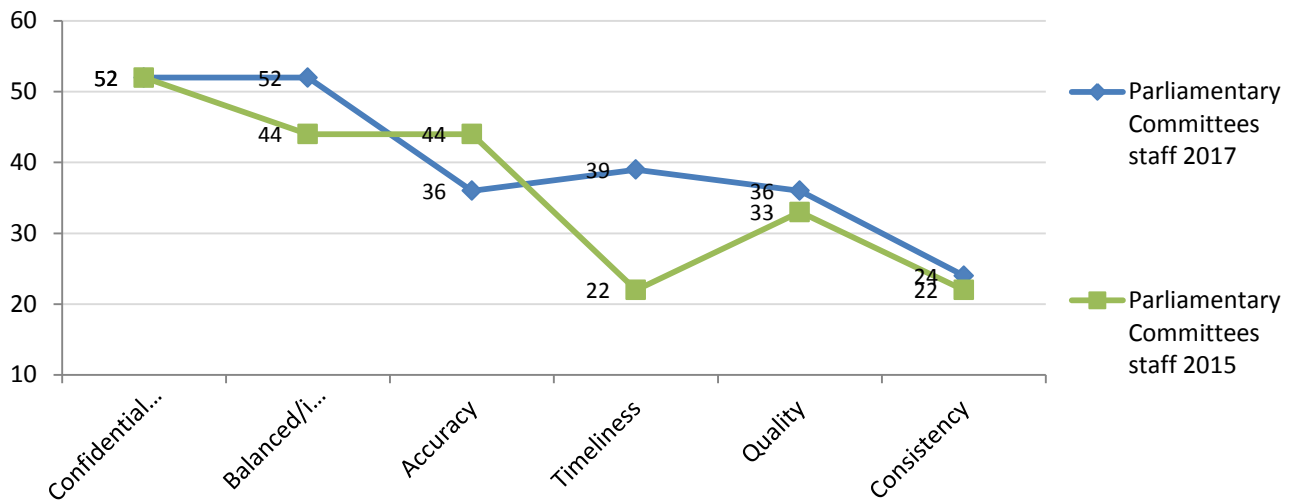


Figure 12: Scores of 'all the time' against the Library's performance measures
 Q12: How does the Parliamentary Library perform against each of the following measures when responding to requests?
 Base: Parliamentary committee respondents 2017-n=33; 2015—n=27

Library staff

The data from Parliamentary committee staff tells a similar story to that from Senators, Members and their staff, but with lower figures. The larger number of 'don't know' ratings is significantly different from the ratings of Senators, Members and their staff and suggests reticence on the part of the respondents, a lack or low level of experience with the Library or a lack of clarity with regard to the level of service they can expect from the Library. The ratings of Parliamentary committee respondents are shown in [Figure 13](#) below, and [Figure 14](#) shows the yearly comparisons for those who responded 'strongly agree' or 'agree'.

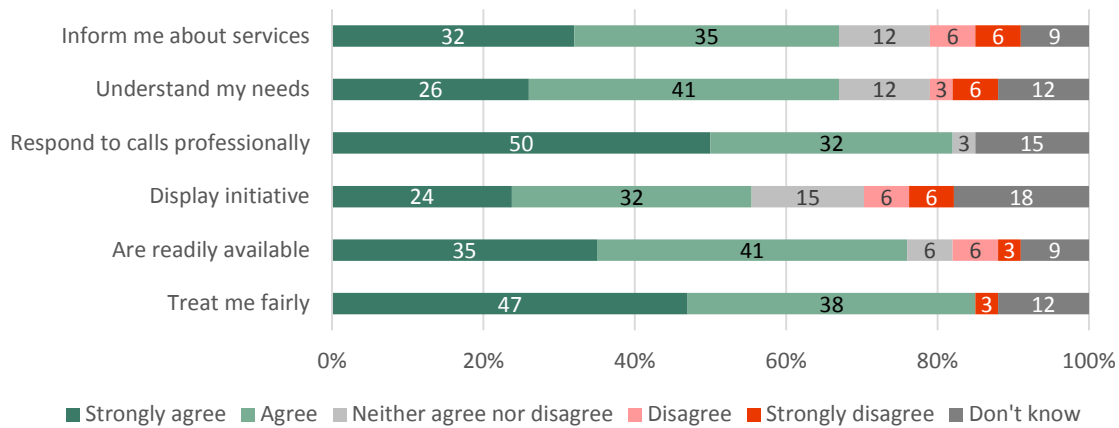


Figure 13: Evaluation of Library staff by Parliamentary committee respondents

Q13: In your experience, do Library staff ...

Base: Parliamentary committee respondents n=34

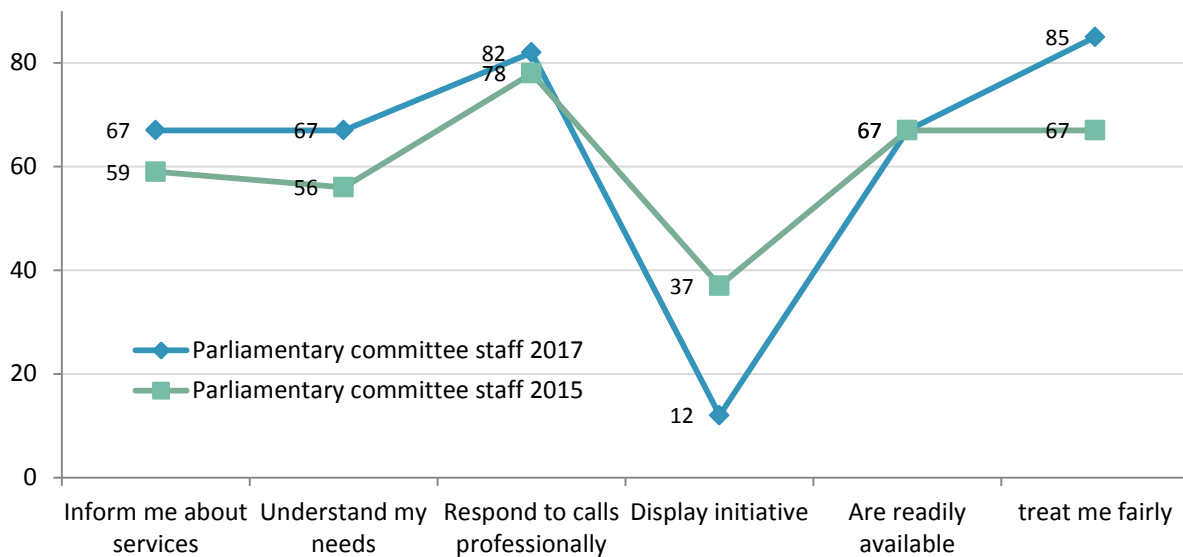


Figure 14 Yearly comparison of combined 'strongly agree' and 'agree'

Q13: In your experience, do Library staff ...

Base: Parliamentary committee respondents 2017—n=34; 2015—n=27

5. Use of Library services

Key Points

The Library is being used more by parliamentarians and their staff in non-sitting weeks than in the past with one third using it more than once a week during sitting weeks and 28% during non-sitting weeks. In 2015 the figures were 32% and 19%. As in 2015, people spoke of making urgent requests during sitting weeks and longer, more complex or involved requests during non-sitting weeks.

The number of parliamentarians and their staff who thought their work practices had changed over the previous three years or their use of the Library had changed appears to have stabilised since the increase seen in 2015. There was however a slight increase in committee staff who said their use of the Library had changed, reflecting a slight strengthening in the relationship.

Nearly all have used the research services to some level. Frequency in use has remained relatively stable between 2017 and 2015. Most have also used the media services at some point. There is a steady increase in frequency of use of media services among parliamentarians and their staff, but a decline among committee staff (noting that some say they have no access to these). Use of publications such as Bills Digest has remained reasonably stable.

There has been a decrease in use of the print collection and other online media, with 'no time' being the most often cited reason.

The research service was the most highly used service by Members, Senators and staff, and committee staff, in 2017 as it had been in 2015 and 2012. While use of media services is 11% lower, this needs to be understood in terms of who uses them (often only media officers) as well as the fact that some people did not know who provided the media monitoring services they used.

Use of EMMS, Buzznumbers, newspaper clippings and Daily Chamber Clips was asked for the first time in 2017. Buzznumbers recorded the highest percentage of 'never use' and 'don't know about it' from both parliamentarians and their staff and committee staff which as a new service was to be expected.

Senators, Members and their staff

The difference in Library use between sitting and non-sitting weeks is less obvious than in previous years. The qualitative research suggested that the use was more related to the type of information being sort in sitting weeks compared with non-sitting weeks. Some Senators, Members and their staff thought they were more likely to make many short requests during sitting weeks and perhaps fewer but more complex enquiries during non-sitting weeks and the results would offer support to this hypothesis.

Figure 15 below compares usage patterns of Senators, Members and their staff between sitting weeks and non-sitting weeks in 2017, 2015 and 2012. Direct comparisons to 2012 cannot be made because three additional response options were allowed in 2015 and 2017 following feedback from the qualitative research. In 2017 usage was shown to still be slightly higher during sitting weeks than non-sitting weeks.

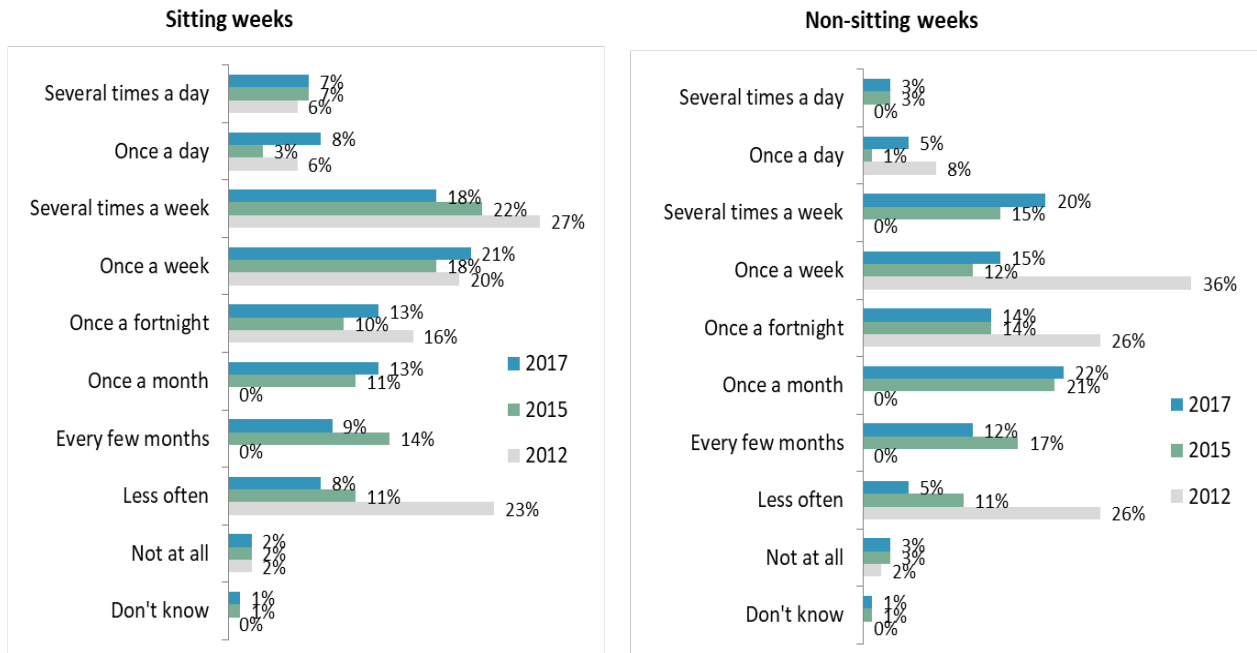


Figure 15: Reported usage by Senators, Members and their staff during sitting weeks and non-sitting weeks in 2015 (left) and 2012 (right)
 Q18. Which of the following best describes how often you use the Parliamentary Library (research, information and online services) during (a) sitting weeks and (b) non-sitting weeks?
 Base: Members, Senators and staff 2017—n=154; 2015—n=148; 2012—n=128

Change in work patterns and Library use

The rate of change in work patterns continues to increase with more people reporting change in 2017 (55%) than in 2015 (52%) or in 2012 (40%). [Figure 16](#) below graphs these comparisons.

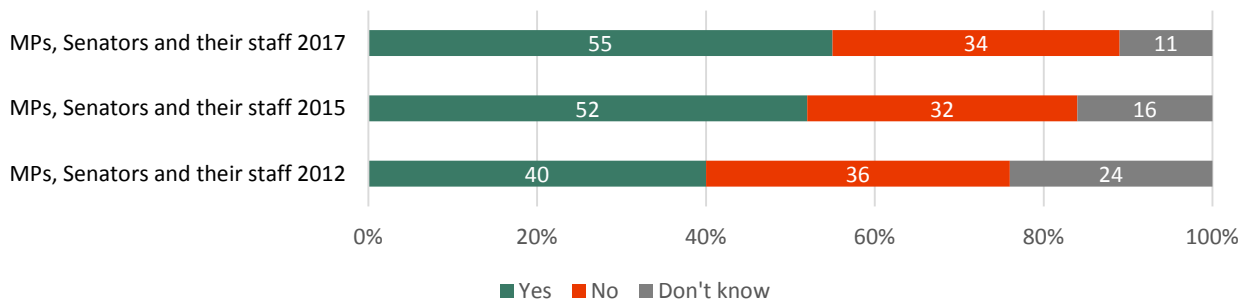


Figure 16: Reports of change in work practices of the last three years
 Q7: Have your work practices changed over the past three years?
 Base: Senators, Members and their staff (worked in PH more than 3 years) 2017—n=38; 2015—n=98; 2012—n=130

There has been less movement in those who said their use of the Library had changed in 2017 with 47% of Senators, Members and staff who had worked within the Parliament for more than three years reporting no change compared with 34% who said their work practices had changed. These comparisons are graphed in [Figure 17](#) on the next page.

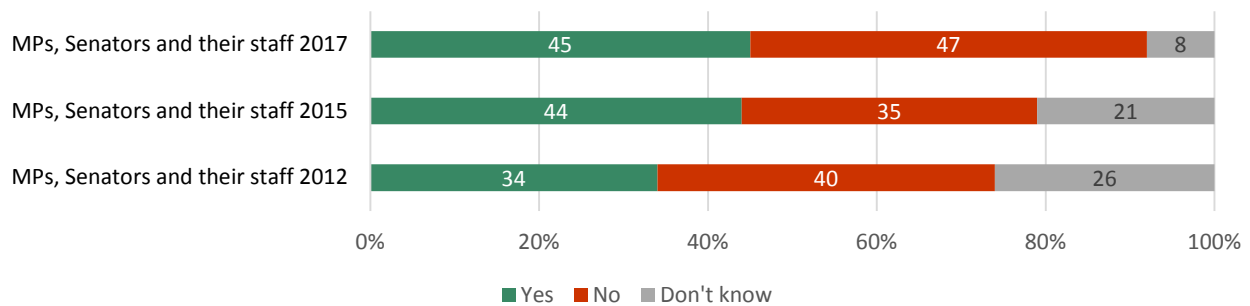


Figure 17: Reported change in use of the Library over the last three years

Q8: Has your use of the Library changed over the past three years?

Base: Senators, Members and their staff (worked in PH more than 3 years) 2017—n=38; 2015—n=98; 2012—n=130

Interpretations of figures 16 and 17 should be viewed with some caution. Many Senators, Members and their staff reported a change in their work practices based on their move to or from Government and the role they now play within the Parliament. These reasons do not necessarily reflect changing work practices and their effect on the way they use information in general or the Library in particular. If this issue is to be explored again, it is recommended that the questions be more specific to try to eliminate these variables as much as possible. That said, there were some reasons given for change including the following which are indicative of those received:

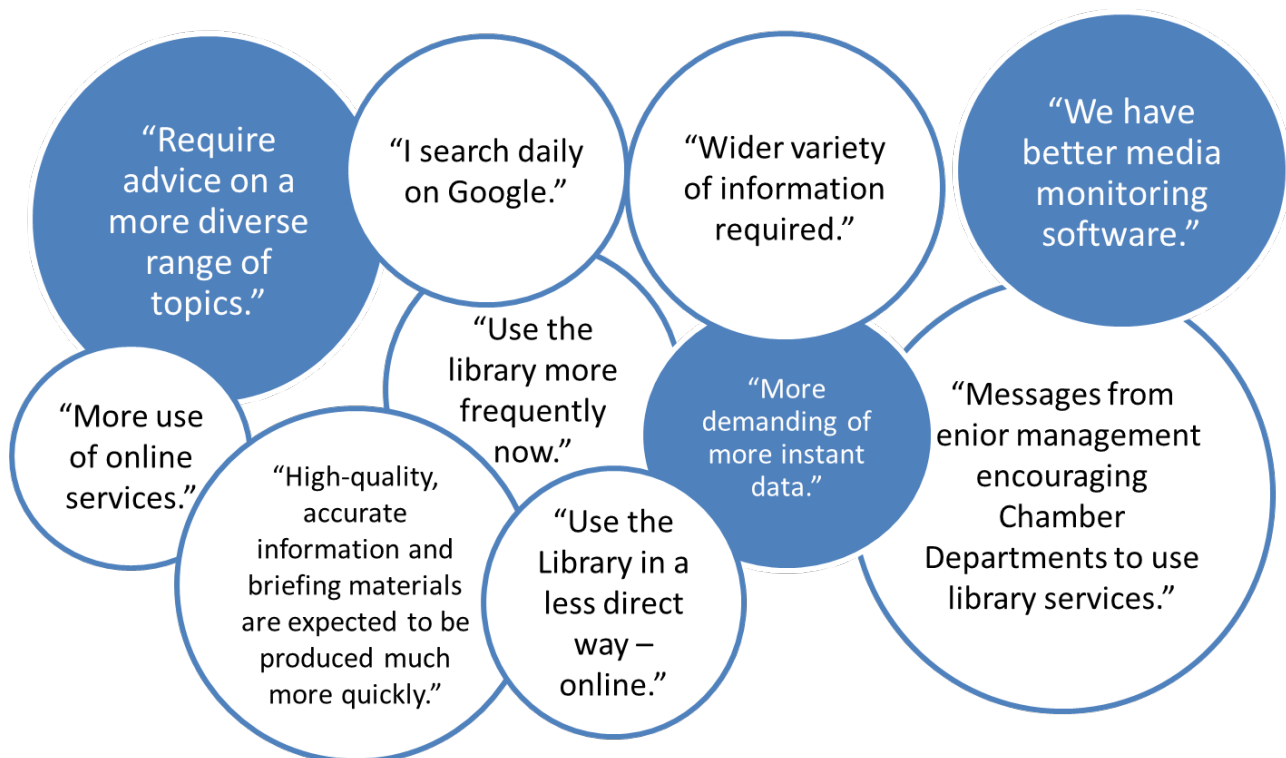


Figure 18 Reasons given for change in work practices

Q19b. How have your work practices changed in the past three years? n=21

Q21. In what ways has your use of the Parliamentary Library changed and what do you believe has caused this to changed?

Base: n=17

The point raised about using online services more than in the past was reflected often in both the qualitative and quantitative research and there continues to be an appreciation of the Library’s move to online services and new technologies in general.

Use of different Library services

Research services remain the most often used services with 94% of Members, Senators and their staff using these services to some degree. The most heavily used service however is news and media which 41% of respondents indicated they used heavily. Mapping services were the least used. Figure 19 below shows the different levels of use of the different Library services.

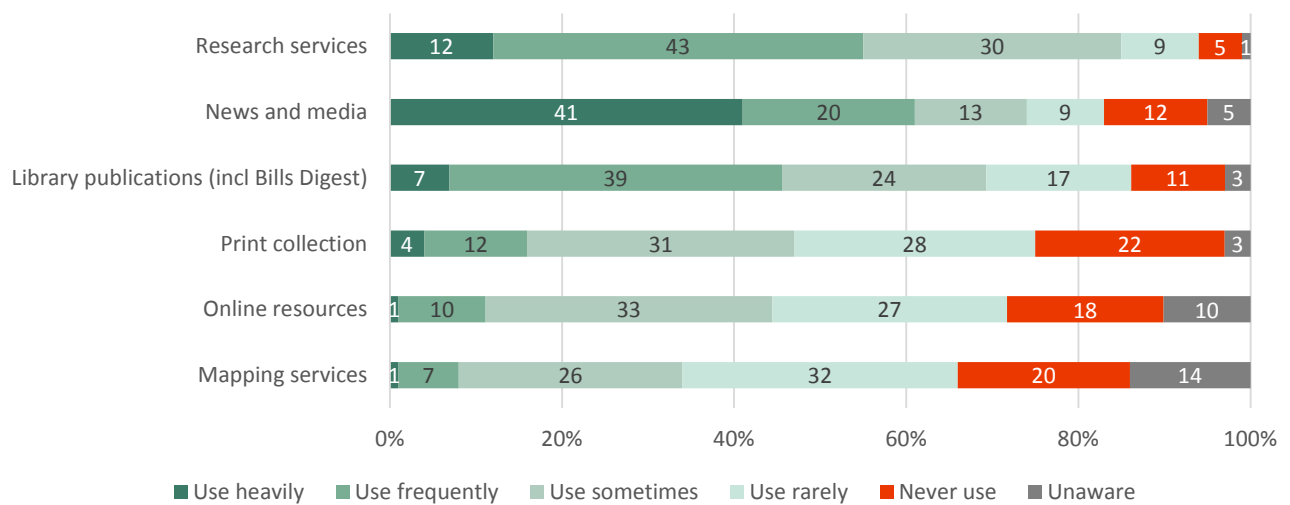


Figure 19: Frequency of use of specific Library services by Senators, Members and their staff 2017
Q10: How often do you use the following Library services?
Senators, Members and their staff 2017—n=155

Research services

The survey results indicate research services are being used in 2017 at a similar level to use in 2015 with 85% reporting they use research sometimes, frequently or heavily compared with 86% in 2015 and 71% in 2012. The research service was the most highly used service by Senators, Members and staff in 2012, 2015 and 2017.

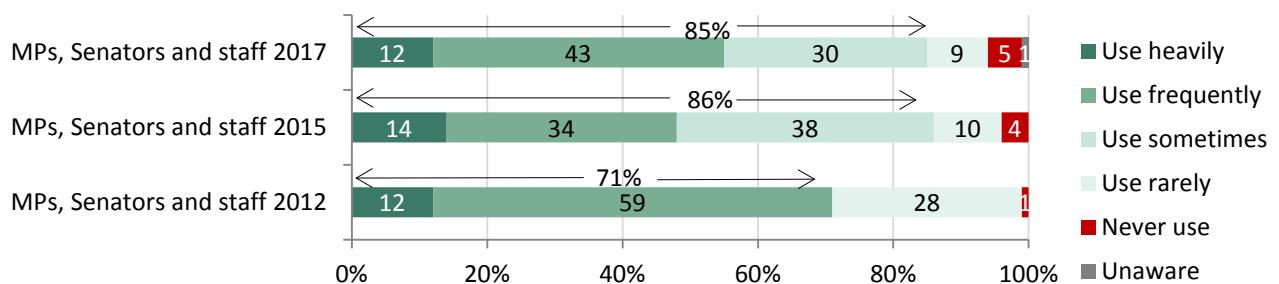


Figure 20: Use of research services
Q10: How often do you use the following Library services?
Base: Senators, Members and their staff 2017-n=155; 2015—n=148; 2012—n=118

News and media services

News and media continues to be highly used with ‘sometimes, frequent and heavy’ remaining consistent when compared with 2015, holding the increase made from 2012. Of some concern is the increase in ‘never use’ (+3%), although it is important to remember that news and media services are not used by everyone within an office (and often not by the Member or Senator) and so the role of the people who completed the survey will have an effect on these scores.

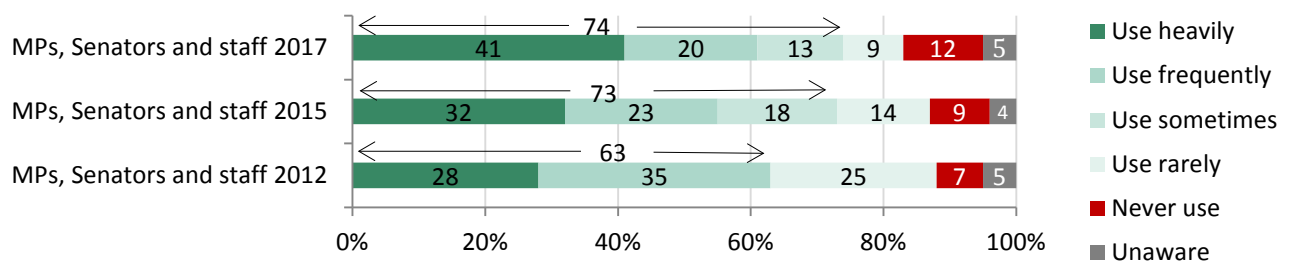


Figure 21: Use of news and media services

Q10: How often do you use the following Library services?

Base: Senators, Members and their staff 2017—n=155; 2015—n=148; 2012—n=118

Mapping services

The number of Senators, Members and their staff in 2017 who reported being *unaware* of mapping services fell (-8%) from 2015 as did the number who said they used mapping services heavily, frequently, or sometimes (-4%). There was however a 14% increase in those who use the services rarely. These figures should be seen with the understanding that many respondents (particularly Senators and their staff) would have little reason to use these services heavily or frequently and, like the media services, there would be others in their office with roles that required the use of mapping. Respondents also noted that there will tend to be times of peak and lower need in the cycle of a parliamentary term.

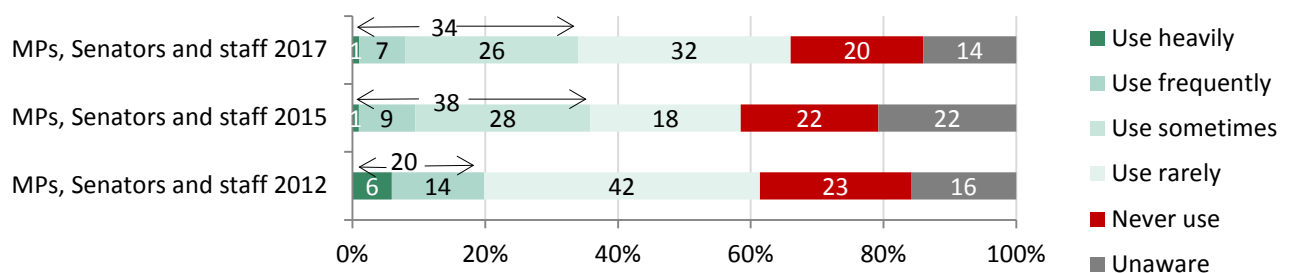


Figure 22: Use of mapping services

Q10: How often do you use the following Library services?

Base: Senators, Members and their staff 2017—n=155; 2015—n=148; 2012—n=118

Library publications (including Bills Digest)

Use of Library publications (including Bills Digest) has fallen slightly since 2015 (-9%) but if ‘use rarely’ is included there has been little change (-2%). ‘Unaware’ remains low at just 3% but there has been an increase in those who say they ‘never use’ (+5% compared with 2015).

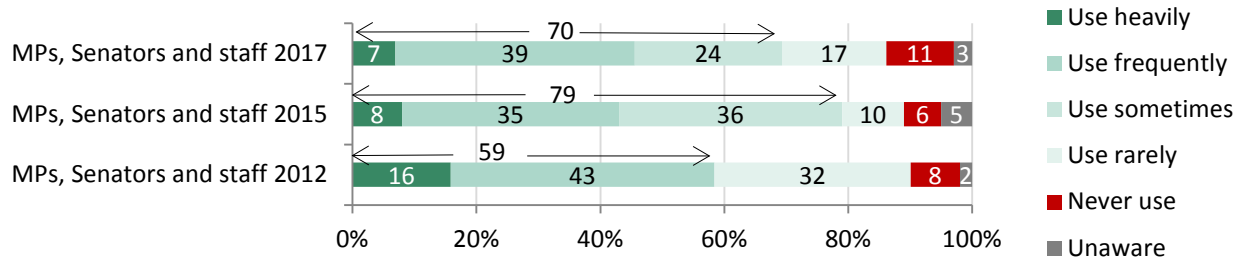


Figure 23: Use of Library publications (including Bills Digest) services
 Q10: How often do you use the following Library services?
 Base: Senators, Members and their staff 2017—n=155; 2015—n=148; 2012—n=118

Other online resources

Use of other online resources has decreased with 44% of respondents claiming to use these sometimes, frequently or heavily in 2017 compared with 66% in 2015 and 53% in 2012. ‘Sometimes used’ increased by +7%, ‘never use’ by +8% and ‘unaware’ by +5%.

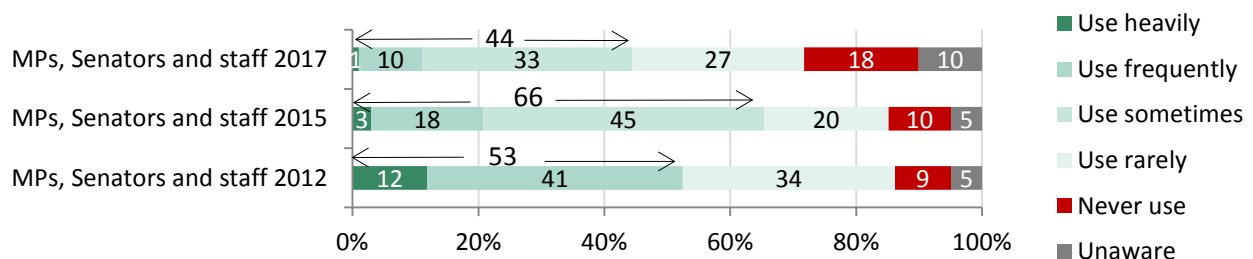


Figure 24: Use of online resources
 Q10: How often do you use the following Library services?
 Base: Senators, Members and their staff 2015—n=148; 2012—n=118

Print collection

Use of the Library’s print collection has fallen slightly from 85% in 2015 to 75% in 2017 (after increasing significantly from 61% in 2012). There was an increase of +9% in ‘never use’.

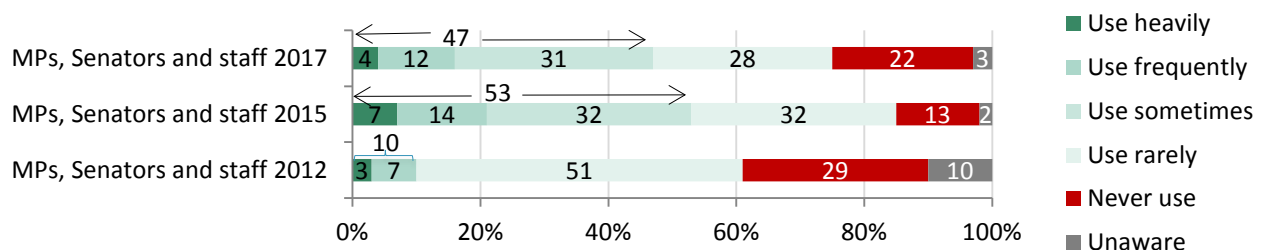
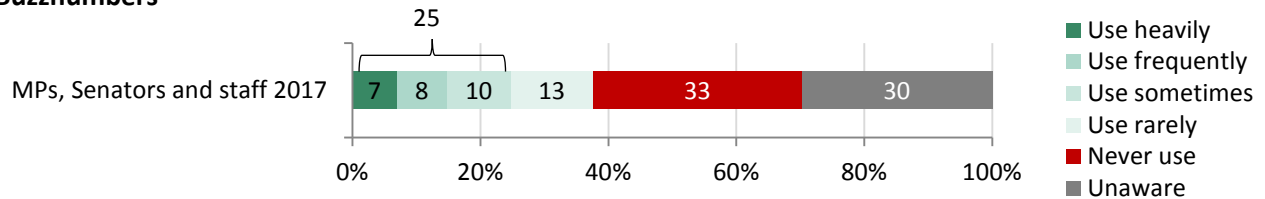


Figure 25: Use of Library print collection
 Q10: How often do you use the following Library services?
 Base: Senators, Members and their staff 2015—n=148; 2012—n=118

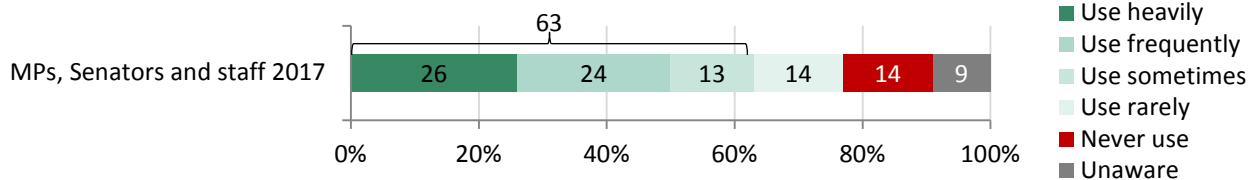
Buzznumbers, EMMS, Newspaper clippings, Daily chamber clips

As a new service, Buzznumbers is not well known nor heavily used. EMMS is heavily or frequently used by half of the parliamentarians and their staff and there is a similar profile but slightly less usage and awareness of newspaper clippings (42%) and daily chamber clips (37%)—however, there are 11–19% who has never used them and 9–14% who are unaware.

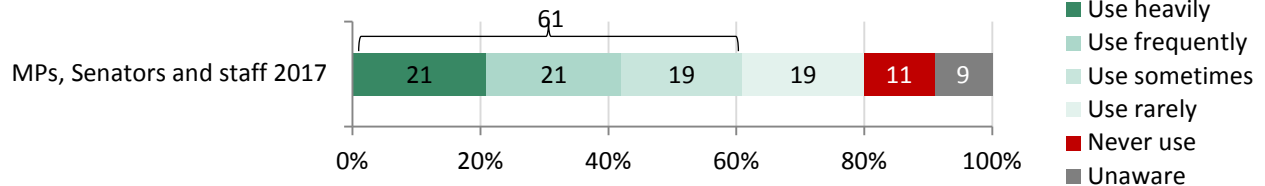
Buzznumbers



EMMS



Newspaper clippings



Daily chamber clips

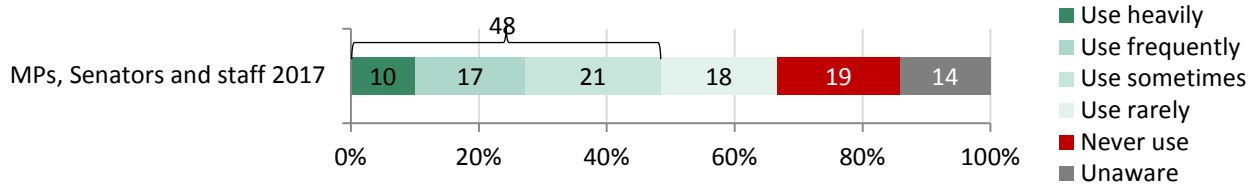


Figure 26 Use of Buzznumbers, EMMS, Newspapers clippings, Daily chamber clips

Q10: How often do you use the following Library services?
Base: Senators, Members and their staff 2015—n=148; 2012—n=118

A number of reasons were offered for why particular services were not used with most citing ‘not having the time to use the service’ or ‘unaware of the service’. Other reasons offered included having no need for the service and not knowing how to use the service. This indicates that there is still ongoing need to try to address knowledge gaps with a segment of clients.

Parliamentary committee staff

The pattern of Library use among Parliamentary committee staff in sitting and non-sitting weeks is similar to that seen among Senators, Members and their staff with only small differences between sitting and non-sitting weeks as can be seen in [Figure 27](#) below. However, the data suggest that the Library is being used more by committee staff than it has in the past. Almost one third (31%) of committee staff use the Library more than once a week during sitting weeks and 23% during non-sitting weeks. In 2015 the figures were 26% and 18%.

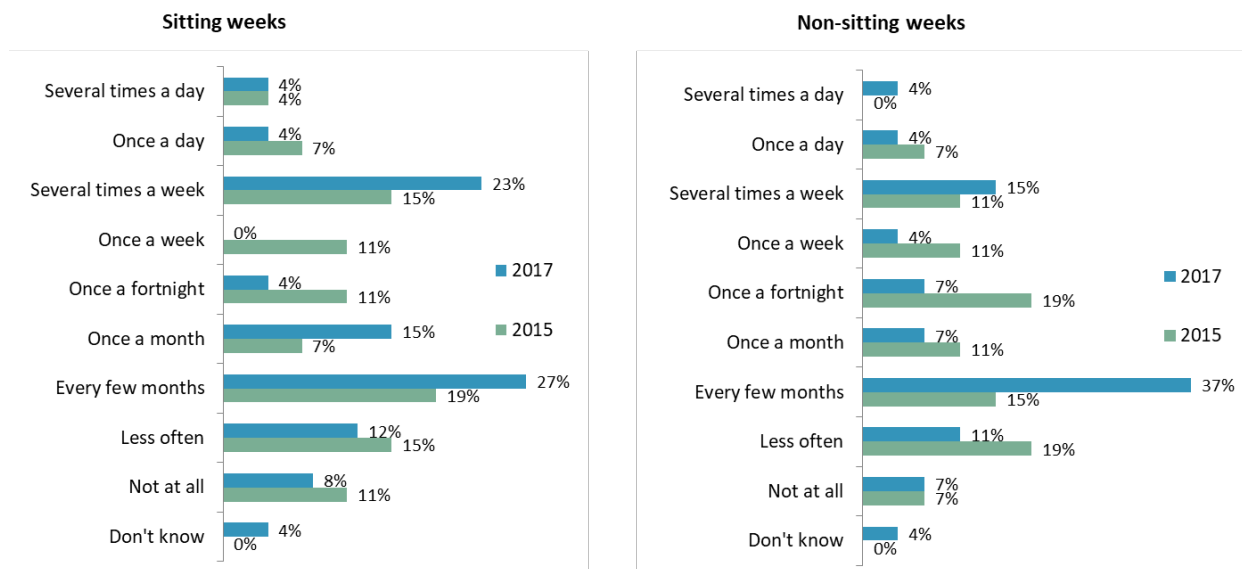


Figure 27: Reported usage by Parliamentary committee respondents in sitting and non-sitting weeks

Q18: Which of the following best describes how often you use the Parliamentary Library during sitting weeks and non-sitting weeks?

Base: Parliamentary committee staff 2017—n=27; Parliamentary committee staff 2015—n=27

Change in work patterns and Library use

Parliamentary committee respondents were significantly less likely to report that their work practices had changed in the previous three years than in 2015 (-27%). This is different from the views of Members, Senators and their staff where 55% reported that they had changed, however the sample size for committee staff respondents is very small and should be viewed with caution. [Figure 28](#) below graphs Parliamentary committee staff responses.

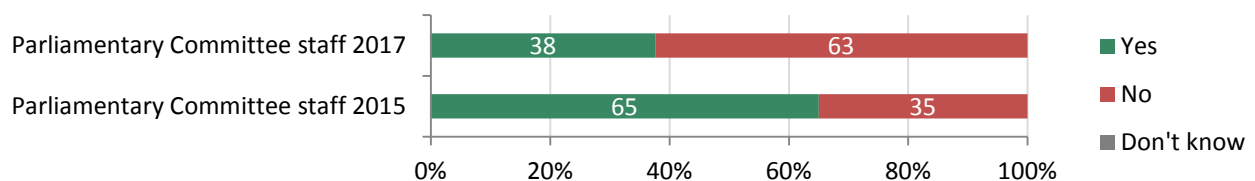


Figure 28: Reports of change in work practices of the last three years

Q7: Have your work practices changed over the past three years?

Base: Parliamentary committee respondents who had worked in Parliament House more than 3 years, 2017—n=8, 2015—n=20

Just over one-third of Parliamentary committee staff respondents also reported no change in their use of the Library, a similar figure as was recorded in 2015. The sample size for committee staff respondents is very small and should be viewed with caution. These comparisons are graphed in [Figure 29](#) below.

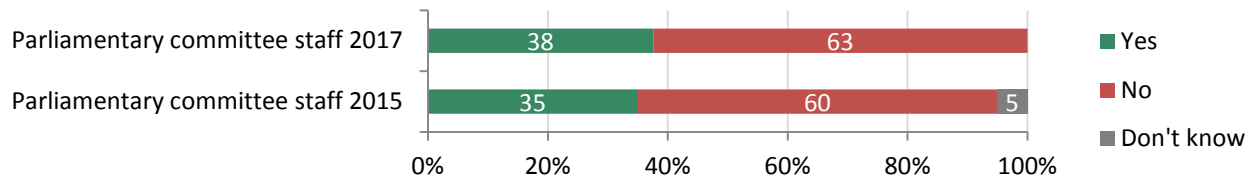


Figure 29: Reported change in use of the Library over the last three years

Q7: Have your work practices changed over the past three years?

Base: Parliamentary committee staff respondents (worked in PH more than 3 years) 2017—n=8; 2015—n=20

Use of different Library services

The print collection (63%), publications (including Bills Digest) (62%) and other online services (56%) were the services most used by Parliamentary Committee staff in 2017, although if you add ‘use rarely’ research services and news and media figure considerably more highly. Mapping services are least used and 36% indicated they were unaware of these. This can be seen in [Figure 30](#) below.

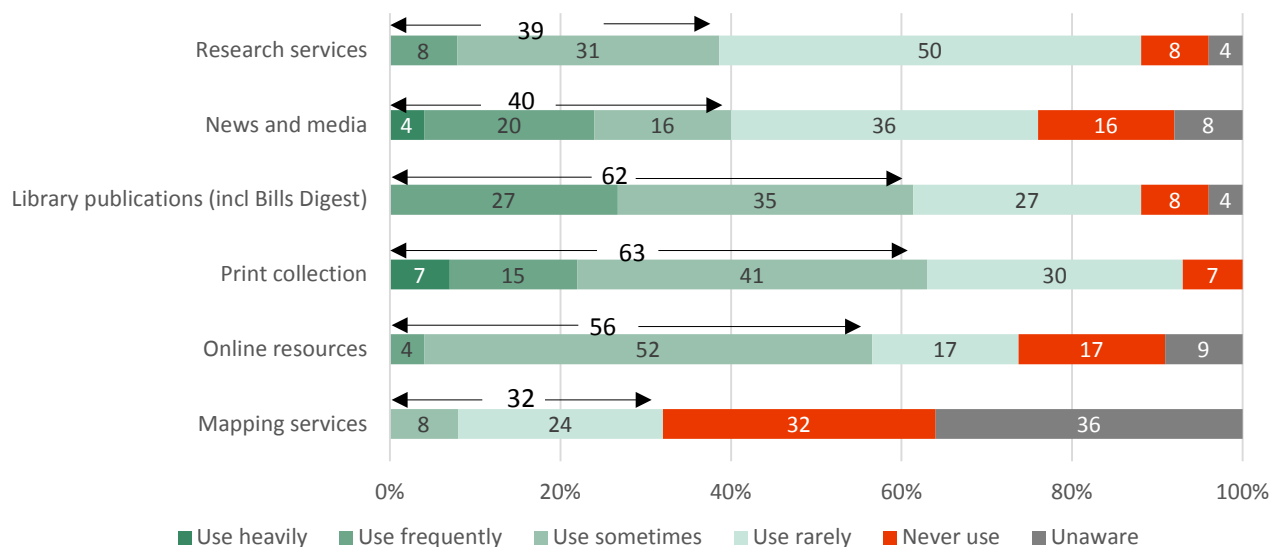


Figure 30: Frequency of use of specific Library services by Parliamentary committee respondents

Q10: How often do you use the following Library services?

Base: Parliamentary committee staff respondents 2017—n=26

Research services

Parliamentary committee staff respondents reported a lower level of use than Senators, Members and staff with just 39% reporting using the services ‘sometimes, frequently or heavily’, 50% ‘rarely’ and 4% ‘never’. There was little movement between 2015 and 2017.

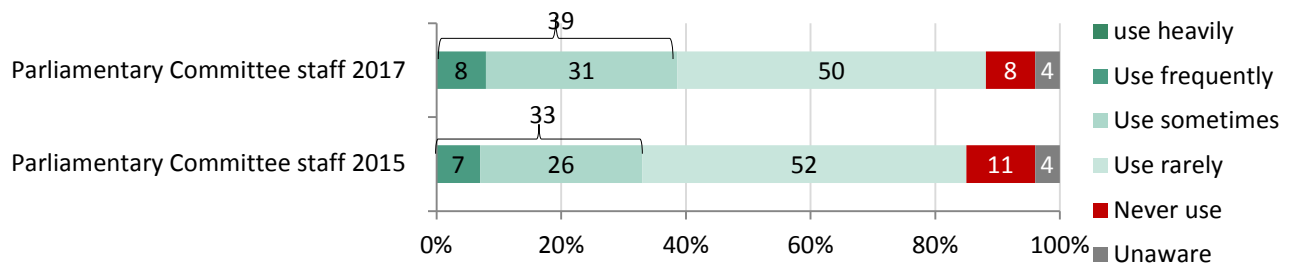


Figure 31: Use of research services
 Q10: How often do you use the following Library services?
 Base: Parliamentary committee staff respondents 2017—n=26; 2015—n=27

News and media services

In 2017 news and media services were used ‘sometimes, frequently and heavily’ by 40% of Parliamentary committee staff compared with 78% in 2015, a significant drop of -38%. If ‘use rarely’ is factored in, news and media services were used by 76% of respondents compared with 93% in 2015. In 2017, the number who responded ‘use rarely’ (36%, +21%), ‘never use’ (16%, +9%) and ‘unaware’ (8%, +8%) all rose.

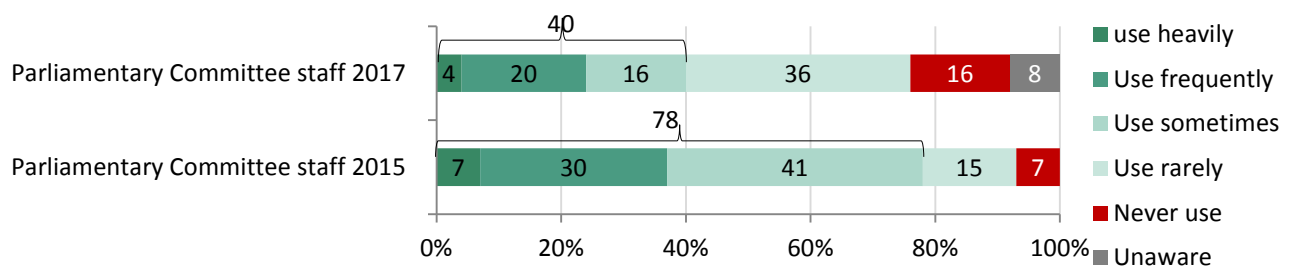


Figure 32: Use of news and media services
 Q10: How often do you use the following Library services?
 Base: Parliamentary committee staff respondents 2017—n=26; 2015-n=27

Mapping services

No respondents reported using mapping services ‘heavily or frequently’ in either 2015 or 2017. In 2017 one-third of respondents said they never used the service (-24%) and more than one-third of respondents (36%) reported being unaware of the service (+29%).

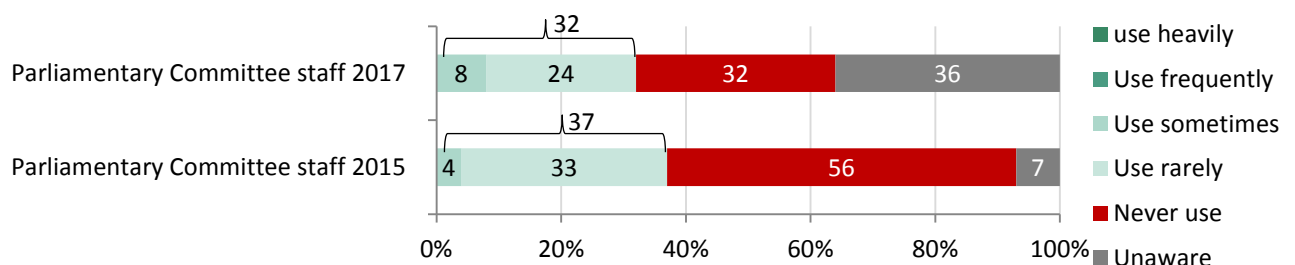


Figure 33: Use of mapping services
 Q10: How often do you use the following Library services?
 Base: Parliamentary committee staff respondents 2017—n=26; 2015—n=27

Library publications (including Bills Digest)

Total use of Library publications (including Bills Digest) is at 89%, although 27% is 'rarely'. More respondents (27%) reported that they used the services frequently in 2017 than in 2015 (19%).

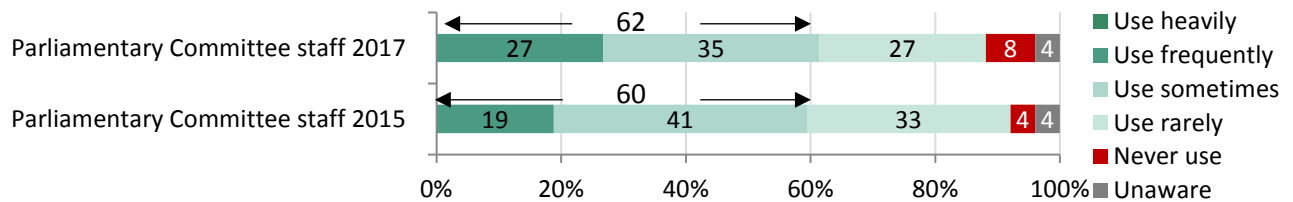


Figure 34: Use of Library publications (including Bills Digest) services
Q10: How often do you use the following Library services?
Base: Parliamentary committee staff respondents 2017—n=26; 2015-n=27

Other online resources

Around half (52%) Parliamentary committee staff respondents reported using online services 'sometimes, frequently or heavily'. If 'rarely use' is included, 93% of Parliamentary committee staff respondents use the online resources. There has been a decrease in the number who said they never used the services (-13%).

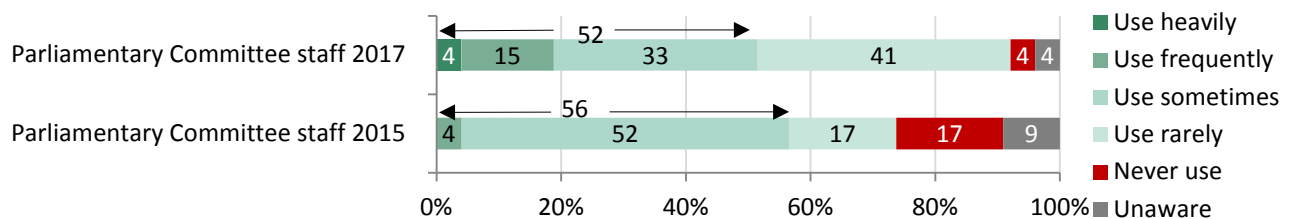


Figure 35: Use of online resources
Q10: How often do you use the following Library services?
Base: Parliamentary committee staff respondents 2017—n=26; 2015—n=27

Print collection

Sixty-three per cent of Parliamentary committee staff use the print collection 'heavily, frequently or sometimes' making it their most often used service, as it also was in 2015. The number who said they never used the collection dropped to 7% in 2017 (-8%).

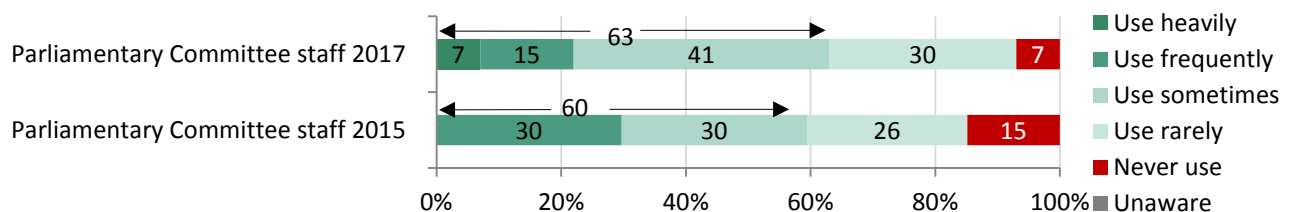
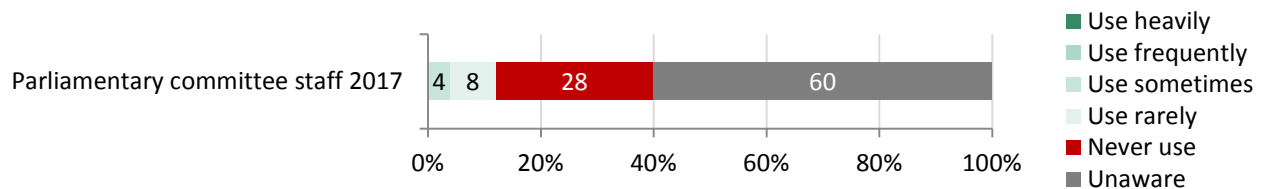


Figure 36: Use of Library print collection
Q10: How often do you use the following Library services?
Base: Parliamentary committee staff respondents 2017—n=26; 2015-n=27

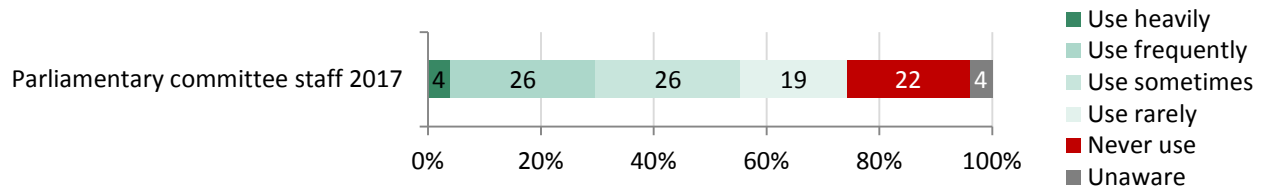
Buzznumbers, Newspaper clippings, Daily chamber clips

As a new service, Buzznumbers is not well known nor heavily used. EMMS is also not used or unknown by around three-quarters of respondents (77%). Newspaper clippings are used more widely with only 22% saying they never use the service. Daily chamber clips are unknown by 40% of respondents.

Buzznumbers



Newspaper clippings



Daily chamber clips

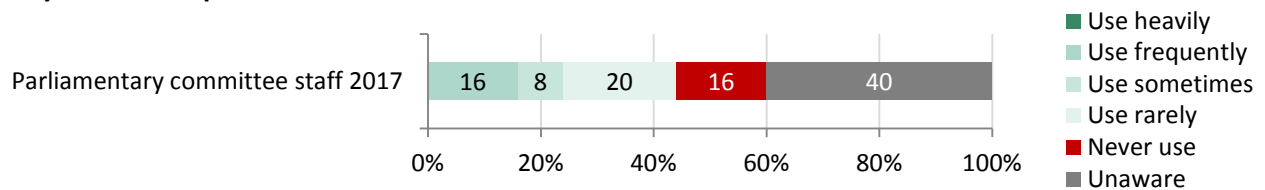


Figure 37 Use of Buzznumbers, EMMS, Newspapers clippings, Daily chamber clips

Q10: How often do you use the following Library services?
Parliamentary committee staff respondents 2017—n=26

A number of reasons were offered for why particular services were not used, most citing having no need for the service, not knowing how to use the service, or being unaware of the service. This indicates that there is an ongoing need to try to address knowledge gaps and this is likely to be ongoing as staff changes occur.

6. Information sources and preferences

Key Points

Trust in Library resources remains very high with most movement being recorded in a shift from ‘average’ to ‘very reliable’.

High trust in research services was stable at 82% for parliamentarians and their staff and had increased notably to 71% for committee staff (+15%). Parliamentarians and their staff did however record a 1% ‘don’t trust’ in 2017.

High trust in online resources also increased for both groups—+8% among parliamentarians and their staff and a noteworthy +35% among committee staff.

High trust in the print collection also increased for both groups—+7% among parliamentarians and their staff and a noteworthy +33% among committee staff.

Trust in publications was asked for the first time in 2017 with parliamentarians and their staff giving a ‘very reliable’ score of 78% and committee staff 85%.

Senators, Members and their staff and Parliamentary committee staff

Bills Digests

In 2017 the research conducted a ‘deep dive’ into use of Bills Digests and other ways in which information could be provided about the bills coming before the Parliament.

Bills Digests are used by 81% of parliamentarians and their staff and 83% of committee staff. They are used more frequently by parliamentarians and their staff with 44% claiming to use them at least once a week. In contrast only 11% of committee staff uses them at least weekly.

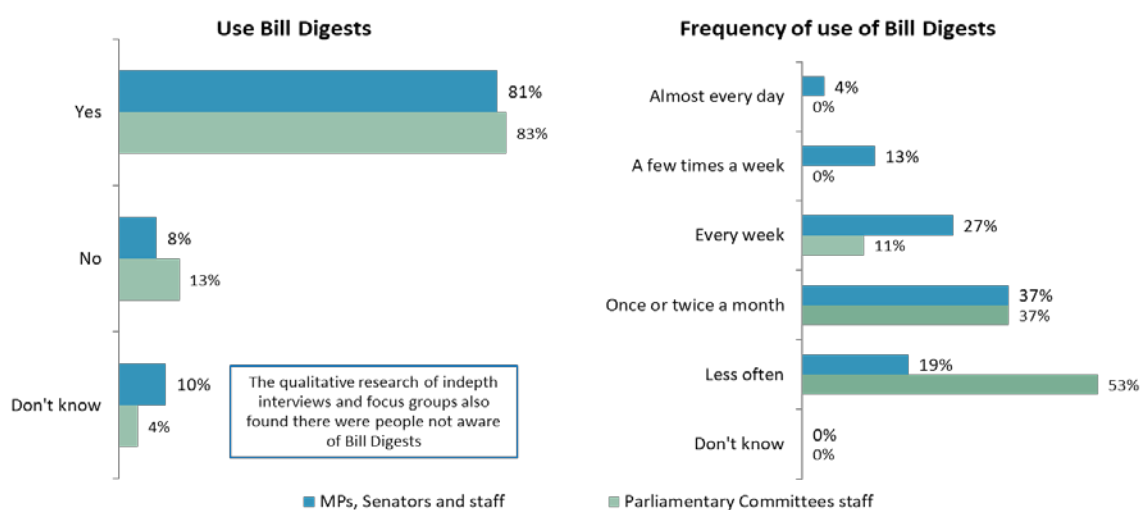


Figure 38 Use of Bills Digests by Members, Senators and their staff and by Parliamentary committee staff

Q25. Do you ever use Bill Digests?

Base: MPs, Senators and staff n=118; Parliamentary committee staff n=23

Q26a. How often do you use Bill Digests?

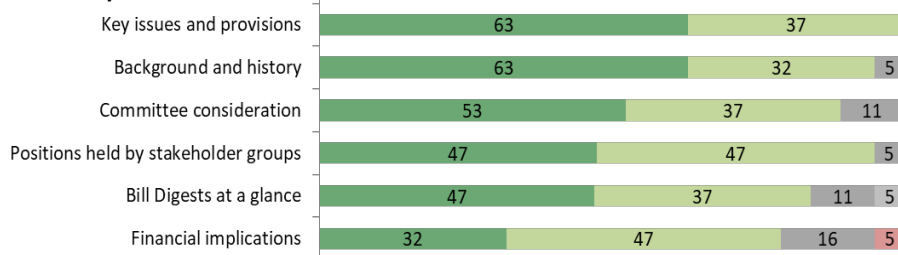
Base: MPs, Senators and staff n=94; Parliamentary committee staff n=19

There were some differences in the way Members, Senators and their staff and Parliamentary committee staff used Bills Digests. For Members, Senators and their staff, ‘Key issues and provisions’, ‘At a Glance’, ‘Background and history’ and ‘Stakeholder positions’ were the most popular sections. For Parliamentary committee staff the most popular sections were ‘Key issues and provisions’ and ‘Background and history’. ‘Financial implications’ is still seen as useful by many but has the lowest rating. This is shown in [Figure 39](#) below.

MPs, Senators and staff



Parliamentary Committees staff



“Everything about the Bills Digests are very useful. However over the years where once there would be a Bills Digest for every bill introduced, this is no longer a given. I understand funding has a lot to do with this however for some of the larger and more contentious bills it is often a shame there is no Bills Digest available.”

“The detailed analysis of every facet of a bill, whilst professional, in the role I perform is less useful than obtaining advice on the key components of the bill.”

“Impartiality.”

Figure 39 Ratings of the various sections of Bills Digests
Q26b. How useful do you find the following content in Bill Digests...
Base: MPs, Senators and staff n=83; Parliamentary Committees staff n=19

The verbatim comments about the usefulness of Bills Digests (see [Table 11](#) below) were consistent with the feedback received in the qualitative research. Parliamentary committee staff find them very useful but their timing means that they often do not get used in a meaningful way. Senators, Members and their staff also find them useful particularly those from small parties or independents. For that group, the Bills Digests are essential for their understanding of the Bill and its implications.

Table 11 Reasons for finding different sections of Bills Digests useful

Why do you find this useful?
“It is a quick and efficient way of getting across the key details of bills.”
“As an adviser, being able to quickly read independent and non-partisan information about a piece of legislation is vital as a first step.”
“Gives a really good summary on legislation that I may not necessarily need to know too much about but still want to be informed on.”
“The Bills Digest is a crucial tool to assist us getting across legislation in our portfolio, particularly while in Opposition. Departmental briefings may serve some purposes, but they are completely inadequate and generally more like sales pitches than critical analyses.”
“Often constituent enquiries ask for detail.”
“It's interesting to know what the background is around a particular bill.”
“Important to help explain context particular the political debate or process that led to the creation of the bill.”
“From our standpoint we care about how much taxpayer money will be spent on an initiative, or how much will be saved. Also is a useful shorthand for the fiscal gravity of the bill.”
“As an independent, we need to know all positions.”
“Provides information on the bill you are unable to find in the EM.”

Q26c. Why do you find this useful? *Base: Those who found content useful*

Respondents were also asked about how Bills Digests could be improved. [Table 12](#) below shows the verbatim comments typical of those received.

Table 12 How Bills Digests could be improved

How do you think the Bills Digests could be made more useful?
“Timeliness - an early version for the house containing the key aspects of the bill; followed by an updated version which includes the committee discussion and stakeholder positions.”
“More Digests please on key bills. However not at the capacity expense of our wonderful library staff. The format of the BD is good already.”
“The number one problem with bills digests is that they're too slow. Generally we need to form party positions quickly, and if the bills digest doesn't come out for weeks then it's not going to be helpful, we'll already have formed positions by then. I think that erring more on the side of timeliness than comprehensiveness would make them more helpful. In the end we just rely on the explanatory memoranda, which is just the governments view but at least it's done.”
“If Library or the Senate clerks office could link directly from the Notice Paper to the Digest either in supplement to the Home Page of the Bill on ParInfo, or in an alternative, this would be arguably of greater value than the present arrangements - however it is acknowledged it would also put pressure on Library to have up-to-date summaries on all bills.”
“It is not timely enough - by the time the bills digest had been released for the piece of legislation I was working on, it had already been through the House and I had already prepared briefs recommending the party position. By the time the Bills digest came out it was virtually irrelevant as we had already gone through all the internal processes and had to undertake all the analysis ourselves.”
“Something on whether the proposed legislation was an election commitment or followed a review etc.”
“Come out earlier maybe as drafts or embargoed.”
“They could be sent out on email as they are published.”

Q27. How do you think the Bill Digests could be made more useful?
Base: Members, Senators and their staff 2017 n=160; Parliamentary committee staff 2017 n=34

The timeliness of Bills Digests will always be impacted by the amount of work involved and the need for careful research and checking. Members, Senators and their staff and Parliamentary committee staff were asked about other tools which could help their consideration of legislation. Many parliamentarians and their staff as well as committee staff were supportive of ideas on how the Library could help in the consideration of legislation. As shown in [Figure 40](#) below, a compilation of key media articles (38% and 44% respectively) as well as oral briefings to help their consideration of legislation (26% and 32% respectively) both had the strongest support followed by information via FlagPost, group briefings and other library papers. Just under one in ten felt there were no ways the Library could help and almost a third indicated ‘don’t know’.

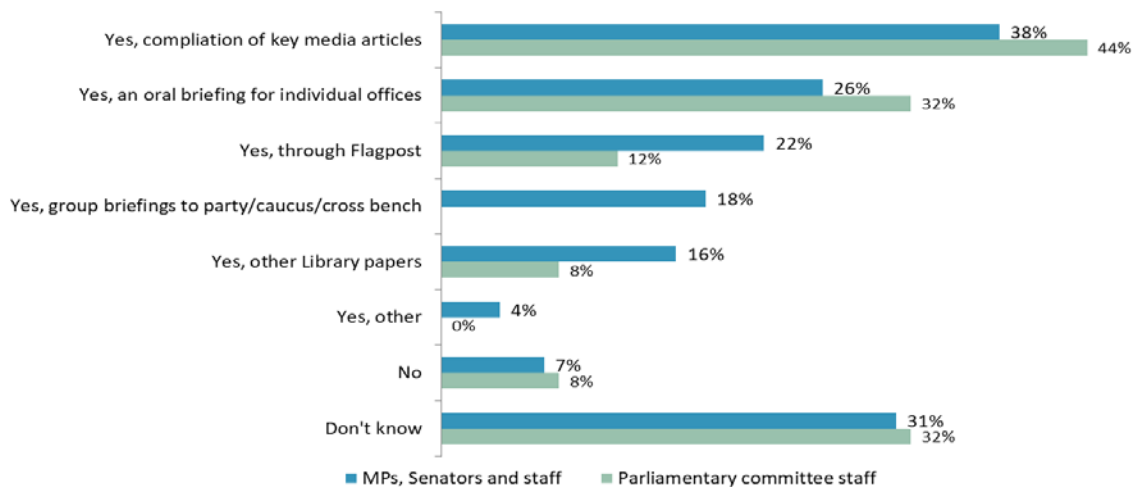


Figure 40 Tools to improve consideration of legislation

Q28. Are there any other ways the Library could help your consideration of legislation?
Base: MPs, Senators and staff n=140; Parliamentary committee staff n=25

Trust in Library services

Despite some individual examples being given of poorer quality or poor service, there continues to be high levels of trust with still more than 80% saying it is very reliable and approximately a further one in ten saying it is average. Only 1% (essentially two people, the same number as indicated they had received incorrect information from the Library) doesn't trust the research services of the Library.

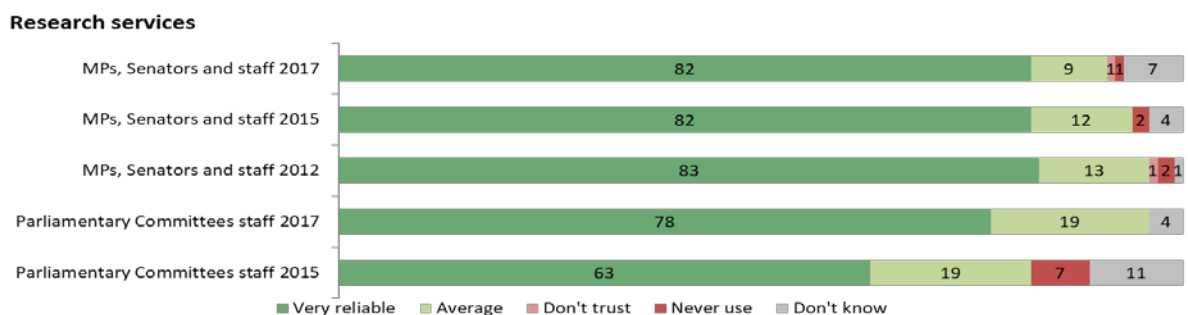


Figure 41: Level of trust in Library research services as a source of information

Q17: Please rank the following sources in terms of your overall level of trust in the information source?
Base: Senators, Members and their staff 2017—n=154; Parliamentary committee staff 2017—n=27
Senators, Members and their staff 2015—n=148; Parliamentary committee staff 2015 n=27

There are also high and growing proportions indicating the Library’s online resources are very reliable—71% among parliamentarians and their staff (up from 63% in 2015) and 89% among committee staff (up from 52% in 2015). There were none who indicated ‘don’t trust’.

Online resources

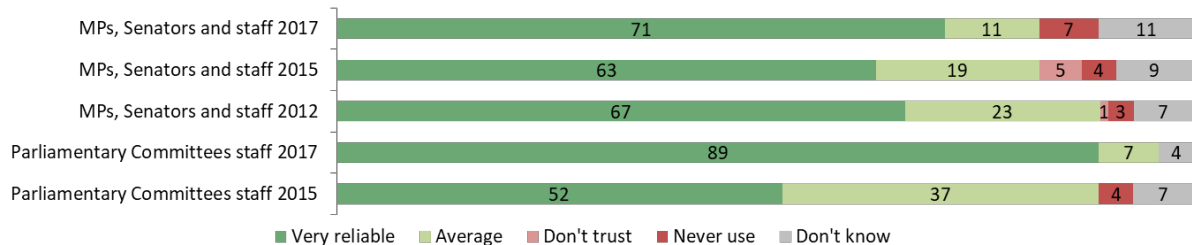


Figure 42: Level of trust in Library online services as a source of information

Q17: Please rank the following sources in terms of your overall level of trust in the information source?
 Base: Senators, Members and their staff 2017—n=154; Parliamentary committee staff 2017-n=27
 Senators, Members and their staff 2015—n=148; Parliamentary committee staff 2015 n=27

While there was an increase in those who indicated ‘don’t know’ in terms of the trust overall in the information provided in the Library’s print collection, there continued to be significant increases in both parliamentarians and their staff and particularly committee staff who indicated ‘very reliable’. When you take out those who have never used the printed collection or who indicated ‘don’t know’ the levels of trust are high like the other services.

Print collection

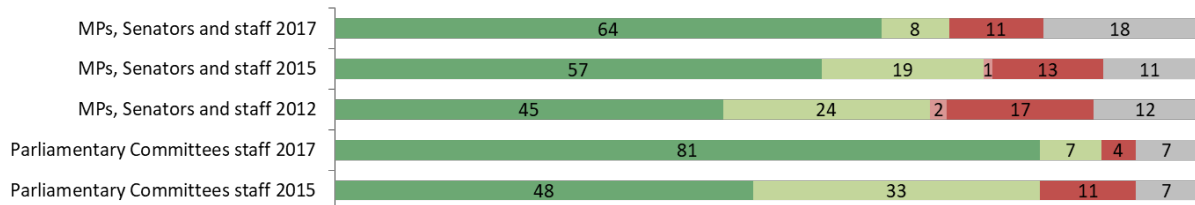


Figure 43: Level of trust in Library print collection as a source of information

Q17: Please rank the following sources in terms of your overall level of trust in the information source?
 Base: Senators, Members and their staff 2017—n=154; Parliamentary committee staff 2017-n=27
 Senators, Members and their staff 2015—n=148; Parliamentary committee staff 2015 n=27

Trust in the Library’s publications (e.g. Research Papers, Bills Digest, FlagPost) is also high with none indicating they don’t trust the information from these sources.

Publications

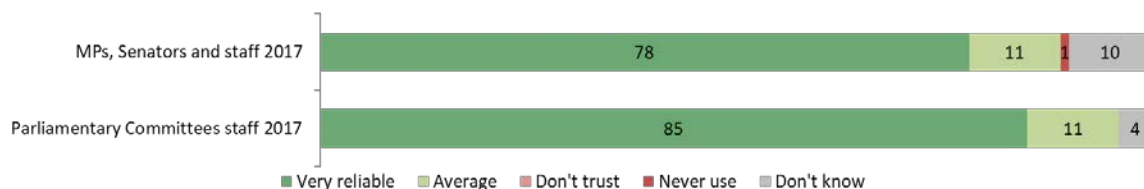


Figure 44: Level of trust in Library publications as a source of information

Q17: Please rank the following sources in terms of your overall level of trust in the information source?
 Base: Senators, Members and their staff 2017—n=154; Parliamentary committee staff 2017-n=27
 Senators, Members and their staff 2015—n=148; Parliamentary committee staff 2015 n=27

7. Communication and access

Key points

What's New remains the most used channel for finding out about Library services although it fell by -8% among parliamentarians and their staff and -19% among committee staff.

Almost one-third (30%) of parliamentarians and their staff said they learnt about services via colleagues (+6%) and 28% said via Library staff (-4%). Similarly, 26% of committee staff (+19%) said via colleagues and 12% (-10%) said via Library staff.

Around three-quarters (76%) of parliamentarians and their staff and 78% of committee staff said they read *What's New*. Of these, 81% of parliamentarians and their staff and 90% of committee staff found it 'quite useful' or better.

Just over one in ten (12%) parliamentarians and their staff followed the Library on Twitter, but no committee staff. Of those who don't, 58% of parliamentarians and their staff and 70% of committee staff don't use Twitter at all. Almost three-quarters (73%) of parliamentarians and their staff who do follow the Library on Twitter find it quite useful or better.

The eNewsletter continues to be the most common way for over half the parliamentarians and their staff and for 81% of committee staff to find out about the Library's publications and services (and so it remains important), although there has been a decline since 2015. Library staff and colleagues are also key ways for around a quarter (with colleagues being an increasingly key channel). The indepth interviews and focus groups indicated there was interest in personal contact, visits and follow-up visits by Library staff for updates, refresher training and training of new people. Having a well-defined and easily identifiable audience and (for those in Parliament House) that is geographically central provides the Library a valuable opportunity to provide direct and targeted engagement—balanced against resource limits and the time poor and changing nature of the audience.

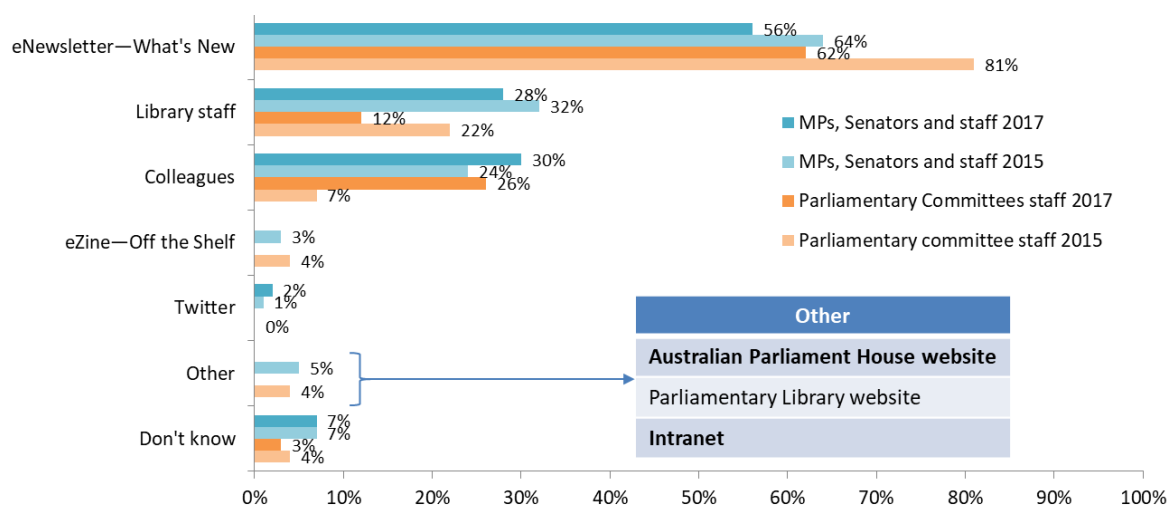


Figure 45: Where do people start when looking for information?

Q18c: How do you mainly find out about the Parliamentary Library's publications and services? (Multiple responses)

Base: Senators, Members and their staff 2017—n=160; Parliamentary committee staff respondents—n=34
Senators, Members and their staff 2015—n=148; Parliamentary committee staff—n=67

More than three-quarters read the Library’s eNewsletter *What’s New*, however many only get to skim it. Around a quarter of parliamentarians and their staff and around a third of committee staff find it very or extremely useful. This increases to 81% and 90% respectively when including quite useful. It is a key and valuable channel but not a sole solution. The more personalised and concise it can be in any future further enhancements the better its impact will be. The qualitative research identified that releasing the eNewsletter on Thursday or Friday for the week to come would potentially improve readership and impact.

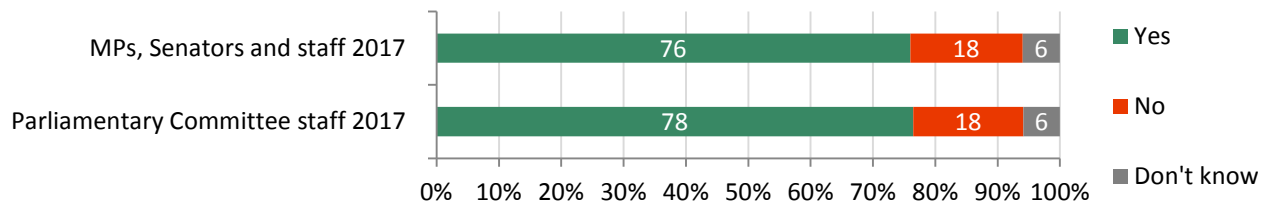


Figure 46 What’s New readership

Q37. Do you ever read the *What’s New* newsletter?

Base: MPs, Senators and staff 2017 n=141; Parliamentary committee staff n=27

Of those who read *What’s New*, few said it wasn’t useful. [Table 13](#) below shows the ratings given to its usefulness by parliamentarians and their staff and committee staff members.

Table 13 Usefulness of *What’s New*

	MPs, Senators and staff %	Parliamentary Committees staff %
Extremely useful	5	14
Very useful	22	19
Quite useful	54	57
Only slightly useful	19	10
Not at all useful	0	0
Don’t know	1	0

Q38. How useful is it?

Base: MPs, Senators and staff 2017 n=106; Parliamentary Committees staff n=21

Table 14 How to make *What’s New* more useful

Ways to make <i>What’s New</i> newsletter more useful
“Make it a bit shorter, sometimes feels like work to read through everything.”
“Perhaps if it were possible to highlight in a personal profile areas of topical importance to myself, I would pay more attention - maybe if instead it were an Alert service based on chosen topics, it would attract more attention in a busy inbox.”
“Bills Digests up the top!”
“I need the legislative and policy articles upfront - if its about an international issue or research into anything other than the legislative or policy agenda I don’t read any further because I don’t have time.”
“More information and explanations about the services the library provides.”
“Perhaps a rundown of a particular service which many people may not be aware of? Shorter is better than longer.”
“It is interesting. but we receive so many emails that a lot of the time I don’t read the What’s New updates.”

Q38. How useful is it?

Base: MPs, Senators and staff 2017 n=106; Parliamentary Committee staff n=21

Twitter

No committee staff follow the Library on Twitter and only 30% of them (n=8) used Twitter at all. Among Parliamentarians and their staff around only 1 in 10 followed the Library on Twitter (in line with 2015) and only 26% used Twitter at all.

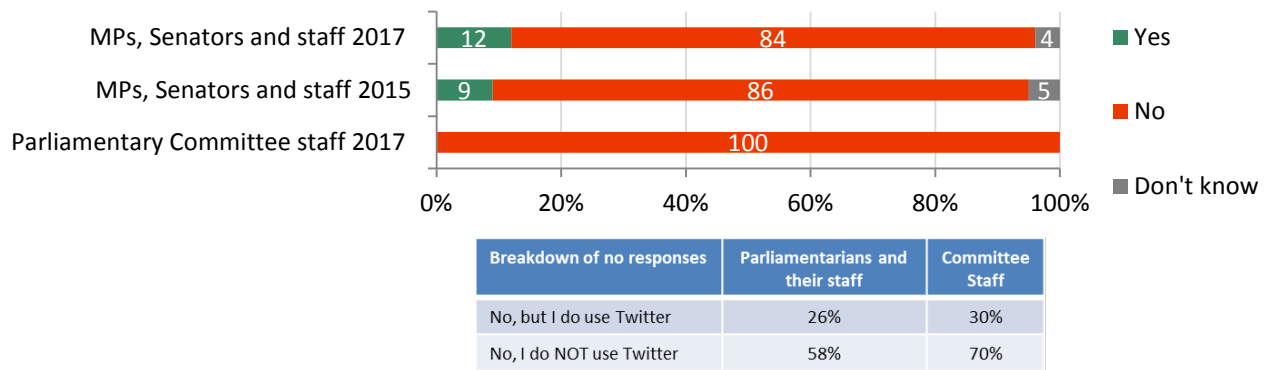


Figure 47 Twitter followers

Q40. Do you follow the Parliamentary Library on Twitter (Parlilibrary)?

Base: MPs, Senators and staff 2017 n=155; 2015 n=148; Parliamentary Committee staff 2017 n=27

Table 15 Usefulness of Twitter

	MPs, Senators and staff - 2017 %	MPs, Senators and staff - 2015 %	Parliamentary Committees staff 2017 %	Parliamentary Committees staff 2015
Extremely useful	-	-	-	-
Very useful	26	3	-	-
Quite useful	47	6	-	-
Only slightly useful	21	1	-	-
Not at all useful	-	-	-	-
Don't know	5	28	-	-

Q41. How useful is it?

Base: MPs, Senators and staff 2017 n=19; Parliamentary Committee staff 2017 n=0; MPs, Senators and staff n= 38; Parliamentary Committee staff 2015 staff n=5

8. Conclusions and recommendations

Conclusions

In 2017 respondents were asked about the one big change the Library could make that would have a positive impact on their work. The following table provides the ideas and themes raised with comments indicative of those provided.

Table 16 Ideas for making a difference

Changes the Library could make over the next 12 months that would have a positive impact on work
"More outreach directly to relevant secretariats at an early stage in inquiries."
"Ability to tailor email alerts according to what is relevant to me."
"Media articles grouped by bills would be very helpful."
"A better explanation of services available and who to call."
"A better, easy to understand guide to what the library does AND how that can be useful for real tasks."
"I found the visit to our electorate office by one of the parliamentary librarians very helpful and informative maybe having two visits a year or at least one visit for an update of services would be great."
"Online training for staffers who can't get to Canberra."
"Significantly expand the selection of electronic journal resources."
"Pre-set alerts on key topics of interest in the portfolio we have."
"More funding so the staff are not stretched."
"More staff and therefore more capacity!"
"Knowing when my request had been allocated and to whom."

The Library is highly valued by Members, Senators and their staff, receiving high ratings against satisfaction and willingness to recommend. There are, however, some clear areas of dissatisfaction which have the capacity to affect resilient trust:

- Varying quality in the research services ranging from excellent to useless.
- Bills Digests not being as frequent or timely as needed or wanted.

The Library is used regularly by most people, although not all.

- Those who don't use it generally believe they have no reason to use it.
- Many don't use the Library to the extent they could because they don't know of the services or how to use them. These people acknowledge that this is despite the Library trying to tell them and help them.

All Library functions are being used:

- The research service is seen as the core and its value-add would be difficult if not impossible to get from elsewhere.
- News and media services are widely used and valued, although not all users are aware the service is provided through the Library and some parliamentarians have no idea where their media officer sources

this information. There continues to be selected media that is felt to be missing and a few mention a desire for additional analytics.

- Mapping service is the least used which is to be expected, BUT it also the least known about.

Library papers are highly valued, particularly when they respond to a current issue and pre-empt questions. This is especially the case for minor parties and independents who do not have party resources to draw on.

At a high level, the Library is performing very well—it is providing the services people need and want through a variety of channels and to a high quality—and the research suggests that demand for key services is increasing with work behaviours and patterns changing in sitting and non-sitting weeks with faster timeframes and higher expectations applying.

As seen in previous years, the issue of inconsistency in quality and timeliness of research services remains, with isolated examples cited of unacceptable service or quality.

Drawing on both the qualitative and quantitative research, there appears to be two types of research requests—specific requests primarily around facts and figures and the broader, more complex, multi-faceted requests that require bringing information together cohesively and drawing conclusions supported by facts and figures. It is this second category where issues of quality are most often raised. Many people felt comfortable ‘Googling’ facts and figures themselves: it was this second step of bringing facts and figures together to tell a cohesive story where customers don’t have either the time or the skills and where the Library can add value. It would be worth understanding if there are generational and/or the online environmental factors that are having an impact on capacity and behaviour in this area (like in work places worldwide).

Tracking of research requests was also raised again in 2017 with some people reporting their requests never being responded to, falling off the radar or just being ignored “because I complained before”. A tracking system that allowed the customer to see that their requests had been allocated and preferably to whom, and when the expected date of completion was, would be appreciated for both peace of mind and transparency.

The desire for a personalised library webpage was raised by a few and tested positively during subsequent qualitative interviews. The webpage would be able to draw together a number of suggestions including tracking research requests, personalising information to be received and providing a library of research requests that had been made by that office since the Member or Senator took office.

Some staff (those working with Members and Senators and particularly committee staff) raised transparency in priority setting as an issue, believing that responses to their requests had received a low priority and not understanding why. Committee staff still felt that they and their needs had a lower priority than everyone else’s, and that Library staff did not understand the nature of the work undertaken by committee staff (despite some Library staff having committee staff experience).

The contact officer program seems to be quickly forgotten about as the pressures of the job build: those staff who attended orientations were very grateful and those who hadn’t vowed they would in the near future.

Many people expressed the need for a ‘refresher’ or for a one-on-one visit to discuss their library use and whether they had other information needs that could be met by the Library. It also provides a valuable opportunity for quality and issue checks and follow-up.

The Library's use of emerging technologies was commented on positively, with some parliamentarians being particularly impressed by this.

Recommendations

1. Continue to address the quality control issues in research services, particularly where requests are broad, complex or multi-faceted. This has been an emerging issue since at least 2007 and remains. Customers are looking for a narrative that brings the request together in a cohesive response with facts and figures to support and they want it as quickly as possible.
2. Continue to address the issue of committee staff believing their needs are not being addressed or understood by the Library. Activity to date has been appreciated.
3. Use *What's New* strategically: it is well-known and reasonably well-read although not consistently. It will always be a low priority during busy times: keep it short, perhaps with dot points and links to content up front so those who only skim the email at least know what is in it. As adopted during the research period, it is worth issuing the newsletter Thursday or Friday for the week to come.
4. Consider orientation refresher courses and perhaps office visits where the Member or Senator and their staff can learn together about how the office can use the Library more effectively.
5. Promote the idea of a 'power-user'—someone who uses the Library to its full extent but who also uses it effectively and efficiently—with information on what this looks like and how someone can become one.
6. Continue to implement one-on-one visits to Parliament House (and where possible to electorate) offices as a refresher course to orientations or just as an opportunity to look at how they're using the Library and what else they might find useful. Any opportunity to meet the research staff who deal with their requests would be very positively received, as would verbal responses were appropriate (i.e. researcher meet office staff to discuss the response to a request).
7. Consider enhancements to the research request tracking system to improve perceptions of a lack of transparency. This could be a high tech solution which allows clients to track their enquiry (e.g. check who is working on it). Alternatively it could be a simple email acknowledging receipt, confirming any discussions or negotiations that had taken place and the agreed delivery date, and the name of the person working on the enquiry. There were some instances quoted where a request was forwarded to a research officer who was on leave or who claimed to have never received it suggesting that the procedures currently in place are not always followed.
8. Consider creating a personalised library webpage for each Member's or Senator's office for them to log in and see what work has already been undertaken for the office, indicate information interests, subscriptions held by office staff etc. Ideally this functionality would be an enhancement to the tracking system outlined above.
9. Provide a short summary of the 2017 Client Evaluation research findings to all Senators, Members and their staff as well as committee staff to (a) acknowledge the assistance they gave by responding, and (b) to take advantage of the opportunity to promote the breadth of the Library's services.

Appendix 1

Survey questionnaire

Differences between 2015 and 2017 are indicated below, as are any differences between the survey for Members, Senators and their staff, and committee staff. New questions for 2017 are in blue.

PARLIAMENTARY LIBRARY—CLIENT SATISFACTION EVALUATION 2017

ONLINE SURVEY – 10-15 MINUTES

MEMBERS AND SENATORS AND THEIR STAFF

Introduction

Thank you for agreeing to participate in this online survey.

It should only take around 10 to 15 minutes to complete depending on the questions relevant to you.

All Uncommon Knowledge’s research is conducted under the Market and Social Research Privacy Code which ensures your information remains confidential. The results will be aggregated and your individual information will not be able to be identified. The Library only receives a report and does not have access to any individual responses.

When you are completing the survey, please read all the instructions carefully for each question before selecting your answer.

At the end of the survey, click ‘submit’ so your responses are collected.

If you have any questions or comments regarding this survey, please email uncommonknowledge@homemail.com.au

Please click ‘>>’ to start the survey.

To start

We would like to ask few questions about you just to make sure we've got a good mix of people in our survey.

[ASK ALL]

1. With which of the following do you most closely identify?

Please choose one only

[DO NO ROTATE]	S/R	
Male	O ₁	
Female	O ₂	
Other	O ₃	

[ASK ALL]

2. Please indicate your age group.

Please choose one only

[DO NOT ROTATE]	S/R	
24 or younger	O ₁	
25–34	O ₂	
35–44	O ₃	
45–54	O ₄	
55–64	O ₅	
65 or over	O ₆	
Rather not say	O ₉₉	

[ASK ALL]

3. Which of the following describes your role?

Please choose one only

[DO NOT ROTATE]	S/R	Committee staff were asked whether they worked with the House of Representatives or the Senate
Senator	O ₁	
Member	O ₂	
Staff of Senator	O ₃	
Staff of Member	O ₄	

[ASK ALL]

4. Would you describe your electorate/constituency, or that of the member or senator for whom you work, as...?

Please choose one only

[DO NOT ROTATE]	S/R	Not asked of Committee staff
Predominantly urban	O ₁	
Predominantly rural	O ₂	
Equally urban and rural	O ₃	

[ASK THOSE WHO CHOSE 01 OR 02 IN Q3]

5i. Which political party are you a member of?

[ASK THOSE WHO CHOSE 03, 04 IN Q3]

5ii. To which political party does the member or senator you work for belong?

Please choose one only

[ROTATE 1 – 4]	S/R	Not asked of Committee staff
Liberal Party	O ₁	
National Party	O ₂	
ALP	O ₃	
Greens	O ₄	
Other party or an Independent	O ₅	

[ASK ALL]

6. For how long have you worked in the Australian Parliament?

Please choose one only

[DO NOT ROTATE]	S/R	
Less than six months	O ₁	
Between six and less than twelve months	O ₂	
Between one and less than two years	O ₃	
Between two and less than five years	O ₄	
Between five and less than ten years	O ₅	
Between ten and less than twenty years	O ₆	
More than twenty years	O ₇	

Overall performance

[ASK ALL]

7. Which of the following best describes your overall level of satisfaction with the Parliamentary Library services?

Please choose one only

[DO NOT ROTATE]	S/R	
Extremely satisfied	O ₇	
Very satisfied	O ₆	
Quite satisfied	O ₅	
Neither satisfied nor dissatisfied	O ₄	
Quite dissatisfied	O ₃	
Very dissatisfied	O ₂	
Extremely dissatisfied	O ₁	

[ASK THOSE WHO CHOSE 07 OR 06 OR 05 AT Q7]

8. What were the reasons for giving the satisfaction rating you gave? Please give specific examples where possible.

[Free text]

[ASK THOSE WHO CHOSE 04 AT Q7]

9. What were the reasons for indicating you were neither satisfied nor dissatisfied? Please give specific examples where possible.

[Free text]

[ASK THOSE WHO CHOSE 01 OR 02 OR 03 AT Q7]

10. What were the reasons for giving the dissatisfaction rating you gave? Please give specific examples where possible.

[Free text]

[ASK ALL]

11. For the period you have had dealings with the Parliamentary Library, do you believe its overall performance has DECLINED, REMAINED THE SAME or IMPROVED?

Please chose one only

[DO NOT ROTATE]	S/R	
Improved	<input type="radio"/> O ₃	
Remained the same	<input type="radio"/> O ₂	
Declined	<input type="radio"/> O ₁	
Don't know / not applicable	<input type="radio"/> O ₉₈	

[ASK THOSE WHO CHOSE 01 Q11]

12. What do you believe has contributed to the decline in performance?

[Free text]

[ASK THOSE WHO CHOSE 03 Q11]

13. What do you believe has contributed to the improvement in performance?

[Free text]

For the future of the Parliamentary Library and its services

[ASK ALL] [RESPONSE NOT COMPULSORY]

14. How do you think the Parliamentary Library could improve its services? Please be as specific as possible.

[Free text]

[ASK ALL]

15. Would you recommend the Parliamentary Library to a colleague?

Please choose one only

[DO NOT ROTATE]	S/R	
Yes	<input type="radio"/> O ₁	
No	<input type="radio"/> O ₂	

[ASK THOSE WHO CHOSE 01 AT Q15 AND CHOSE 01 OR 02 OR 03 AT Q7]

16. Can you provide the main reasons you would recommend the Parliamentary Library to a colleague, even though you indicated in question 3 that you were dissatisfied with the Library's services?

[Free text]

[ASK THOSE WHO CHOSE 02 AT Q15 AND CHOSE 05 OR 06 OR 07 AT Q7]

17. Can you provide the main reasons you would not recommend the Parliamentary Library to a colleague, even though you indicated in question 3 that you were satisfied with the Library's services?

[Free text]

Use of the Parliamentary Library and its services

[ASK ALL]

18. Which of the following **best** describes how often you use the Parliamentary Library (research, information and online services) during (a) sitting weeks and (b) non-sitting weeks?

Please choose one only from each column

[DO NOT ROTATE]	18a—sitting weeks S/R	18b—non-sitting weeks S/R
Several times a day	<input type="radio"/> O ₁	<input type="radio"/> O ₁
Once a day	<input type="radio"/> O ₂	<input type="radio"/> O ₂
Several times a week	<input type="radio"/> O ₃	<input type="radio"/> O ₃
Once a week	<input type="radio"/> O ₄	<input type="radio"/> O ₄
Once a fortnight	<input type="radio"/> O ₅	<input type="radio"/> O ₅
Once a month	<input type="radio"/> O ₆	<input type="radio"/> O ₆
Every few months	<input type="radio"/> O ₇	<input type="radio"/> O ₇
Less often	<input type="radio"/> O ₈	<input type="radio"/> O ₈
Not at all	<input type="radio"/> O ₉	<input type="radio"/> O ₉
Don't know	<input type="radio"/> O ₉₈	<input type="radio"/> O ₉₈

[ASK THOSE WHO CHOSE 05 OR 06 OR 07 at Q6]

19. Have your work practices changed over the past three years? For example, do you look for information on a more diverse range of topics, use more online services such as media tracking and Google, have shorter timeframes?

Please choose one only

[DO NOT ROTATE]	S/R
Yes	<input type="radio"/> O ₁
No	<input type="radio"/> O ₂
Don't know / Not applicable	<input type="radio"/> O ₉₈

[ASK THOSE WHO CHOSE 01 IN Q19]

19b How have your work practices changed over the past three years?

[Free text]

[ASK THOSE WHO CHOSE 05 OR 06 OR 07 at Q6]

20. Has your use of the Parliamentary Library changed over the past three years?

Please choose one only

[DO NOT ROTATE]	S/R
Yes	<input type="radio"/> O ₁
No	<input type="radio"/> O ₂
Don't know / Not applicable	<input type="radio"/> O ₉₈

[ASK THOSE WHO CHOSE 01 AT Q20]

21. In what ways has your use of the Parliamentary Library changed and what do you believe has caused or contributed to this change?

[Free text]

[ASK ALL]

22. How often do you use the following Parliamentary Library services?

Choose one response for each row

[DO NOT ROTATE]	Use heavily	Use frequently	Use sometimes	Use rarely	Never use	Not aware of the service
a. Research services (including briefings and requests)	O ₅	O ₄	O ₃	O ₂	O ₁	O ₆
b. Mapping service	O ₅	O ₄	O ₃	O ₂	O ₁	O ₆
c. Publications (specifically Research Papers, Bills Digests and FlagPost)	O ₅	O ₄	O ₃	O ₂	O ₁	O ₆
d. Mediaportal – regional and metropolitan newspaper clips and radio and TV	O ₅	O ₄	O ₃	O ₂	O ₁	O ₆
e. Buzznumbers - social media monitoring <i>New in 2017</i>	O ₅	O ₄	O ₃	O ₂	O ₁	O ₆
f. EMMS – radio and TV <i>Not asked of committee staff</i>	O ₅	O ₄	O ₃	O ₂	O ₁	O ₆
g. Newspaper clippings archive in Parlinfo	O ₅	O ₄	O ₃	O ₂	O ₁	
h. Daily Chamber clips	O ₅	O ₄	O ₃	O ₂	O ₁	O ₆
i. Other Parliamentary Library online resources	O ₅	O ₄	O ₃	O ₂	O ₁	O ₆
j. Library collections (print and electronic books, print and electronic journals, and online databases)	O ₅	O ₄	O ₃	O ₂	O ₁	O ₆

[ASK ALL] [SHOW ON SAME SCREEN AS Q22] [RESPONSE NOT COMPULSORY]

23. Are there any other Parliamentary Library services you have used, not covered above? If so, please indicate how frequently you use any other service on the rating scale indicated in questions 22 above.

[Free text]

[ASK THOSE WHO CHOSE 01 AT Q22a, Q22b, Q22c, Q22d, Q22e, Q22f, Q22g, Q22h, Q22i OR Q22j]

24. Please indicate the main reason/s why you have not used the following service/s?

Choose all that apply for each row

[SHOW ONLY THOSE WHERE 05 WAS CHOSEN AT Q12 – DO NOT	I do not have time to use the service	I do not find the service useful	Other, please specify
--	---------------------------------------	----------------------------------	-----------------------

ROTATE]			
a. Research services (including briefings and requests)	O ₁	O ₂	[Free text]
b. Mapping service	O ₁	O ₂	[Free text]
c. Publications (specifically Research Papers, Bills Digests and FlagPost)	O ₁	O ₂	[Free text]
d. Mediaportal – regional and metropolitan newspaper clips and radio and TV	O ₁	O ₂	[Free text]
e. Buzznumbers - social media monitoring	O ₁	O ₂	[Free text]
f. EMMS – radio and TV	O ₁	O ₂	Not asked of committee staff
g. Newspaper clippings archive in Parlinfo	O ₁	O ₂	[Free text]
h. Daily Chamber clips	O ₁	O ₂	[Free text]
i. Other Parliamentary Library online resources	O ₁	O ₂	[Free text]
j. Library collections (including print and electronic books, print and electronic journals, and online databases)	O ₁	O ₂	[Free text]

[ASK THOSE WHO CHOSE 02 OR 03 OR 04 OR 05 AT Q22c]

25. Do you ever use Bills Digests?

Please choose one only

[DO NOT ROTATE]	S/R	
Yes	O ₁	
No	O ₂	
Don't know / Not applicable	O ₉₈	

[ASK THOSE WHO CHOSE 01 AT Q25]

26a. How often to you use Bills Digest?

Please choose one only

[DO NOT ROTATE]	S/R	
Almost every day	O ₁	
A few times a week	O ₂	
Every week	O ₃	
Once or twice a month	O ₄	
Less often	O ₅	
Don't know / Not applicable	O ₉₈	

[ASK THOSE WHO CHOSE 01 AT Q25]

26b. How useful do you find the following content in Bills Digest?

Please choose all that apply

[ROTATE A-F]	Very useful	Useful	Neutral	Not that useful	Not at all useful	Don't know/ NA
a. Bills Digest at a glance	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
b. Background and history	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
c. Financial implications	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
d. Positions held by stakeholder groups	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
e. Committee consideration	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
f. Key issues and provisions	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
g. Other [Please specify]	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈

[ASK THOSE WHO CHOSE 05 OR 04 IN EACH OF a, b, c, d, or e IN 26b]

26c. Why do you find this useful?

[ASK ALL]

27. How do you think the Bills Digests could be made more useful?

[ASK ALL]

28. Are there any other ways the Library could help your consideration of legislation?

Choose all that apply

[ROTATE A - E]	S/R	
a. Yes, through FlagPost	<input type="radio"/> ₁	
b. Yes, an oral briefing for individual offices	<input type="radio"/> ₂	
c. Yes, group briefings to party/caucus/cross bench	<input type="radio"/> ₃	
d. Yes, other Library papers	<input type="radio"/> ₄	
e. Yes, compilation of key media articles	<input type="radio"/> ₅	
f. Yes, other [please specify]	<input type="radio"/> ₆	
g. No	<input type="radio"/> ₇	
h. Don't know	<input type="radio"/> ₉₈	

Standards and specific performance

[ASK ALL]

29. How does the Parliamentary Library perform against each of the following measures when responding to requests?

Choose one response for each row

[ROTATE A-F]	All the time	Most of the time	Some of the time	Rarely	Never	Don't know/NA
a. High quality of response	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈
b. Consistent standard of response	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈
c. Balanced/impartial response	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈
d. Accurate response	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈
e. Timely response	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈
f. Confidentiality of response	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈

[ASK ALL, SHOW ON SAME SCREEN AS Q29] [RESPONSES NOT COMPULSORY]

30. Please provide comment on and/or clarification for the ratings you provided above. Wherever possible please provide specific examples.

[Free text]

[ASK THOSE WHO CHOSE 01, 02 AT Q3 – I.E. MEMBERS AND SENATORS]

31. In your experience, do Library staff...?

Choose one response for each row

[ROTATE A-G]	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/NA
a. Inform you clearly about the services available	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈
b. Demonstrate an understanding of your needs (including any political context of your work)	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈
c. Answer telephone calls and emails professionally	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈
d. Display initiative in their dealings with you	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈
e. Are readily available to assist you	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈
f. Treat you fairly and impartially	O ₅	O ₄	O ₃	O ₂	O ₁	O ₉₈

[ASK THOSE WHO CHOSE 01, 02 AT Q3] [SHOW ON SAME SCREEN AS Q31] [RESPONSE NOT COMPULSORY]

32. Please provide comment on and/or clarify the ratings you provided above, including suggestions for improvement. Wherever possible please provide specific examples.

[Free text]

[ASK THOSE WHO CHOSE 03 or 04 AT Q3 – STAFF]

33. In your experience, do Library staff

Choose one response for each row

[ROTATE A-G]	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/NA
a. Inform you clearly about the services available	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
b. Demonstrate an understanding of your needs (including any political context of my work)	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
c. Answer telephone calls and emails professionally	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
d. Display initiative in their dealings with you	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
e. Are readily available to assist you	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
f. Treat you fairly and impartially	<input type="radio"/> ₅	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈

[ASK THOSE WHO CHOSE 03 or 04 AT Q3] [SHOW ON SAME SCREEN AS Q33]

34. Please provide comment on and/or clarify the ratings you provided above, including suggestions for improvement. Wherever possible please provide specific examples.

[Free text] Not compulsory

Information sources

[ASK ALL]

35. Please rank the following sources in terms of your **overall** level of **trust** in the information source.

Choose one response for each row

[ROTATE A-C]	Very reliable	Average	Don't trust	Never use	Don't know/NA
a. Parliamentary Library's research service	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
b. Parliamentary Library's publications (Research Papers, Bills Digest, FlagPost)	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
c. Parliamentary Library's online resources	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈
d. Parliamentary Library's print collection	<input type="radio"/> ₄	<input type="radio"/> ₃	<input type="radio"/> ₂	<input type="radio"/> ₁	<input type="radio"/> ₉₈

Communication sources

[ASK ALL]

36. How do you **mainly** find out about the Parliamentary Library’s publications and services?
Please choose *all that apply*

[ROTATE 1-4]	M/R	
Emailed newsletter— <i>What’s new from the Parliamentary Library</i>	<input type="radio"/> O ₁	
Twitter	<input type="radio"/> O ₂	
Colleague	<input type="radio"/> O ₃	
Library staff	<input type="radio"/> O ₄	
Other, please specify____	<input type="radio"/> O ₅	
Don’t know/ Not sure	<input type="radio"/> O ₉₈	

[ASK ALL]

37. Do you ever read the *What’s New* email newsletter from the Parliamentary Library?
Please choose *one only*

[DO NOT ROTATE]	S/R	
Yes	<input type="radio"/> O ₁	
No	<input type="radio"/> O ₂	
Don’t know / Not applicable	<input type="radio"/> O ₉₈	

[ASK IF CODE 01 AT Q38]

38. How useful to you find *What’s New*?
Please choose *one only*

[DO NOT ROTATE]	S/R	
Extremely useful	<input type="radio"/> O ₅	
Very useful	<input type="radio"/> O ₄	
Quite useful	<input type="radio"/> O ₃	
Only slightly useful	<input type="radio"/> O ₂	
Not at all useful	<input type="radio"/> O ₁	
Don’t know/ Not sure	<input type="radio"/> O ₉₈	

[ASK IF 01 OR 02 AT Q38] [SHOW ON SAME SCREEN AS Q38]

39. What would make *What’s New* more useful to you?

[Free text] Not compulsory

[ASK ALL]

40. Do you follow the Parliamentary Library on Twitter (Parllibrary)?
Please choose *one only*

[DO NOT ROTATE]	S/R	
Yes	<input type="radio"/> O ₁	
No, but I do use Twitter	<input type="radio"/> O ₂	
No, I do NOT use Twitter	<input type="radio"/> O ₃	
Don’t know / Not applicable	<input type="radio"/> O ₉₈	

[ASK THOSE WHO CHOSE 01 AT Q40]

41. How useful is the Parliamentary Library's Twitter feed? (twitter/Parllibrary)

Please choose one only

[DO NOT ROTATE]	S/R	
Extremely useful	O ₅	
Very useful	O ₄	
Quite useful	O ₃	
Only slightly useful	O ₂	
Not at all useful	O ₁	
Don't know/ Not sure	O ₉₈	

42. If the Library was to make one change over the next 12 months that would have the most positive impact on your work, what would it be?

[Free text] Not compulsory

[ASK ALL]

43. Have you any further comments on the Library's priorities or services?

[Free text] not compulsory

Thank you very much for your time today.

Do you have any comments in relation to this survey?

Please click 'submit' to send your responses to us.

Questions omitted from the 2015 survey questionnaire.

[ASK ALL]

4b Which of the following do you believe is true? The Parliamentary Library...

Please chose one only

[DO NOT ROTATE]	S/R	
is focusing effectively on the service it needs to provide	O ₁	
is trying to do too much	O ₂	
could expand its focus and activities	O ₃	
Don't know / not applicable	O ₉₈	

[ASK THOSE WHO CHOSE 02 AT Q4b]

4c What do you believe are the areas or activities that the Parliamentary Library could discontinue or change in terms of its involvement?

[Free text]

[ASK THOSE WHO CHOSE 03 AT Q4b]

4d What do you believe are the areas or activities that the Parliamentary Library could provide that it doesn't now, or could expand further?

[Free text]

[ASK ALL]

14. In **most instances** when you are seeking information from the Parliamentary Library research services on a topic or Bill, which of the following is **most useful** to you?

Please choose one only

[DO NOT ROTATE]	S/R	
A two page summary	<input type="radio"/> O ₁	
A longer comprehensive and detailed document	<input type="radio"/> O ₂	
It depends each time on the information required	<input type="radio"/> O ₃	
Don't know / Not sure	<input type="radio"/> O ₉₈	

Information sources

[ASK ALL]

15. Please indicate how often you use the following information sources.

Choose one response for each row

[ROTATE A-H]	Use heavily	Use frequently	Use sometimes	Use rarely	Never use	Don't know/NA
a. External experts such as academics	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
b. Lobby groups	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
c. Think tanks	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
d. Google to locate information	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
e. External news services (not from the Library, e.g. news online, newspaper sites, Google news)	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
f. Government websites	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
g. Social media (e.g. Twitter)	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈
h. Minister's offices or Party resources	<input type="radio"/> O ₁	<input type="radio"/> O ₂	<input type="radio"/> O ₃	<input type="radio"/> O ₄	<input type="radio"/> O ₅	<input type="radio"/> O ₉₈

[ASK ALL] [SHOW ON SAME SCREEN AS Q15]

15b Please provide any other information sources you use that are not covered above. For each please indicate how frequently you use it based on the rating scale indicate in Q15 above.

[Free text] Not compulsory

[ASK ALL]

16. When needing to research a new topic, which sources would you **usually** begin with?

Please choose one only

[ROTATE A-M]	M/R	
a. External experts	<input type="radio"/> ₁	
b. Lobby groups	<input type="radio"/> ₂	
c. Think tanks	<input type="radio"/> ₃	
d. Google	<input type="radio"/> ₄	
e. News services (not the Library, e.g. news online, newspaper sites, Google news)	<input type="radio"/> ₅	
f. Government websites	<input type="radio"/> ₆	
g. Social media (e.g. Twitter)	<input type="radio"/> ₇	
h. Constituents or community groups	<input type="radio"/> ₈	
i. Parliamentary Library research service	<input type="radio"/> ₉	
j. Parliamentary Library online resources	<input type="radio"/> ₁₀	
k. Parliamentary Library's print collection	<input type="radio"/> ₁₁	
l. Parliamentary Library's news monitoring services (including EMMS, iSentia's Mediaportal and the daily clips)	<input type="radio"/> ₁₂	
m. Minister's offices or Party resources	<input type="radio"/> ₁₃	
n. Other, please specify__	<input type="radio"/> ₁₄	

[ASK ALL]

17. Please rank the following sources in terms of your **overall** level of **trust** in the information source.

Choose one response for each row

[ROTATE A-L]	Very reliable	Average	Don't trust	Never use	Don't know/NA
e. External experts	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈
f. Lobby groups	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈
g. Think tanks	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈
h. Google	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈
i. Media sources	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈
j. Government websites	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈
k. Social media (e.g. Twitter)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈
l. Constituents or community groups	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈
m. Parliamentary Library research service	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈
n. Parliamentary Library online resources	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈
o. Parliamentary Library's print collection	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈
p. Minister's offices or Party resources	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₉₈

[ASK ALL] [SHOW ON SAME SCREEN AS Q17]

17b Please provide any other information sources you use that are not covered above. For each please indicate your level of trust in the information they provide based on the rating scale indicate in Q17 above.

[Free text] Not compulsory

Mobile access and communication sources

[ASK ALL]

18. How important is it to you to access Parliamentary Library services using mobile devices (e.g. iPads, tablets, smart phones)?

Please choose one only

[DO NOT ROTATE]	S/R	
It is essential to my role all the time	<input type="radio"/> 6	
It is important to me on many occasions	<input type="radio"/> 5	
It can be important from time to time	<input type="radio"/> 4	
It is not something that I have used to date	<input type="radio"/> 3	
It is currently not important to me at all	<input type="radio"/> 2	
Other, please specify____	<input type="radio"/> 1	

[ASK THOSE WHO RESPONDED 04, 05, or 06 at Q18]

18b. What services of the Parliamentary Library would you like to be able to access from a mobile device?

[Free text]