

Part 3—Parliamentary Library

Part 3—Parliamentary Library

Parliamentary Librarian's review

Introduction

164 The Australian Parliamentary Library's services are established under the statutory office of the Parliamentary Librarian which has the following functions⁷:

- (a) to provide high quality information, analysis and advice to Senators and Members of the House of Representatives in support of their parliamentary and representational roles; and
- (b) to undertake such other responsibilities within the joint Department, consistent with the function set out in paragraph (a), as are conferred in writing on the Parliamentary Librarian by the Secretary of the joint Department with the approval of the Presiding Officers.

165 The Parliamentary Library is composed of the Parliamentary Librarian and the employees of the Department of Parliamentary Services (**DPS**) assisting the Parliamentary Librarian.

166 The Parliamentary Library Executive was in place for the reporting year. The Executive comprises Ms Roxanne Missingham, Parliamentary Librarian, Dr Jane Romeyn, Assistant Secretary, Research Branch (**RB**) and Ms Nola Adcock, Assistant Secretary, Information Access Branch (**IAB**).

167 During the year the Library consolidated its new governance and operational arrangements. A major evaluation of client needs was conducted.

Joint Standing Committee on the Parliamentary Library

168 An important governance arrangement for the Parliamentary Library is the Joint Standing Committee on the Parliamentary Library (the **Library Committee**).

169 The Library Committee membership is:

The Hon Dick Adams MP (Joint Chair)

⁷ *Parliamentary Service Act 1999*, subsection 38B(1).

Part 3—Parliamentary Library

Senator Russell Trood (Joint Chair)

Senator Lyn Allison

The Hon John Anderson MP

Senator the Hon George Brandis (to 12 March 2007)

Mr Russell Broadbent MP

Mr Petro Georgiou MP

Mr Michael Hatton MP

Senator Steve Hutchins

Senator Julian McGauran (from 23 March 2007)

Senator Fiona Nash

Mr Brendan O'Connor MP

Mr Barry Wakelin MP

Senator Ruth Webber



Joint Chairs of the Library Committee and the Parliamentary Librarian:
Senator Russell Trood, Ms Roxanne Missingham, The Hon Dick Adams MP.

Part 3—Parliamentary Library

- 170 The terms of reference of the Library Committee are to:
- (i) consider and report to the Presiding Officers on any matters relating to the Parliamentary Library referred to it by the President or the Speaker;
 - (ii) provide advice to the President and the Speaker on matters relating to the Parliamentary Library;
 - (iii) provide advice to the President and the Speaker on an annual Resource Agreement between the Parliamentary Librarian and the Secretary of the Department of Parliamentary Services; and
 - (iv) receive advice and reports, including an annual report, directly from the Parliamentary Librarian on matters relating to the Parliamentary Library.

171 The Library Committee met on 13 September 2006, 6 December 2006, 28 February 2007 and 20 June 2007. It approved the 2007 Australian Parliamentary Fellowship. The committee also discussed collection development, particularly the need to increase the range of electronic resources directly available to Senators and Members; oral histories of Parliamentarians; access to regional newspapers; the Continuous Improvement Review of the Research Branch; policies on *Copyright, confidentiality and attribution, Communication by Parliamentary Library staff with Government agencies* and *Accessing child pornography or child abuse material by Library staff*; providing access to the Electronic Media Monitoring Service (**EMMS**) to Electorate Offices of Senators and Members; changes to services on sitting nights; and the Library's client survey (see paragraph 178).

172 The Committee considered the Resource Agreement and resolved that the Joint Chairs write to the Presiding Officers recommending the adoption of the draft Resource Agreement as the agreement for 2007-08.

Resource Agreement

173 The Parliamentary Librarian and Secretary of the Department of Parliamentary Services (**DPS**) developed a Resource Agreement (the **Agreement**) as required under the *Parliamentary Service Act 1999*.

Part 3—Parliamentary Library

174 The Agreement identifies the resources provided to the Parliamentary Librarian by DPS to enable the provision of Library services to clients. It also details the services provided by DPS to the Librarian. In addition it describes the resources in terms of services provided by the Library to the rest of DPS.

175 It has been developed in light of the DPS budget, the relationship between the Library and the rest of DPS in delivering services to clients, and the *Department of Parliamentary Services Certified Agreement 2005-2008* (the **DPS CA**).

176 The major budget pressures are the need for additional resources to increase the electronic resources available to Library clients, and increases in salary costs. The review of the staffing of the Research Branch has provided an opportunity to explore greater efficiencies through a structure which better reflects the work requirements.

177 The budget contained in the agreement is a 4.75% increase on the Library's expenditure in 2005-06. It includes a mid-term review of the budget by the Parliamentary Librarian and the Secretary of DPS to establish whether any variation is required.

Assessment of clients' needs and Library performance

178 The Parliamentary Library reviews the needs of clients once in each Parliament. The information gathered enables the Library to review existing services, assess changes in information needs and consider planning for any new services in its role of providing information, analysis and advice to the Parliament.

179 The 2007 review was based on a survey of clients, focus groups and an analysis of the use of services delivered by the Library, including the collection. The full report is available online at http://www.aph.gov.au/library/pubs/survey_report.doc.

180 Overall, clients who responded to the survey were very satisfied with Library services. The satisfaction rate increased slightly compared to the previous client survey (89% as compared to 85%). Most significantly, 99% of those who responded expressed the view that they would recommend the service to colleagues.

181 Despite the high level of satisfaction, areas for improvement were identified by many clients through both the survey and the focus groups. The key areas to address were identified as:

Part 3—Parliamentary Library

- (a) achieving greater consistency and quality of service in responses to individual client requests;
- (b) improving, if possible, the timeliness of Library publications, particularly *Bills Digests*;
- (c) reviewing and establishing communication activities to improve the understanding of Library services available to clients;
- (d) improving online services—extending access to the Electronic Media Monitoring Service to Electorate Offices and replacing the ParlInfo system;
- (e) continuing to improve the online resources available to clients at their desktop (or devices), particularly regional newspapers; and
- (f) improving means of alerting clients to new relevant resources available from the Library.

182 Some insights were obtained into the information collection and research behaviour and expectations of clients in this increasingly online world. The Library's key advantages were identified by our clients as:

- (a) saving the client time in information-seeking and analysis;
- (b) providing high quality information, research and analysis that is tailored to client needs, in a form that can be readily understood and used by the client; and
- (c) enabling access to information resources (particularly through ParlInfo, EMMS and the Library's web site), which can be accessed at any time directly by clients.

183 The client survey has been discussed with the Library Committee and has been a key document in shaping Library business planning for 2007–08.

184 In addition to the review of Library services, DPS conducted a customer survey in 2007 which covered a number of DPS services and included a small number of questions relating to the Library. The DPS Customer Survey 2007 attracted 493 individual respondents of whom 139 were primary clients of the Library (Ministers, other Senators and Members, and their staff). However, not all respondents answered all questions.

Part 3—Parliamentary Library

185 Preliminary results from the DPS survey confirm the generally favourable results of the Library review. Findings included the following:

- (a) The Library was the DPS service most used by Senators and Members and their staff in the past 12 months (76, or 55% of respondents). It was the equal second most used service by Chamber department staff in this period (the most used was the Pass Office, by 52 respondents or 48%, with the Library and the 2020 Client Support help desk equal at 50 respondents or 46%).
- (b) Senators, Members and their staff were highly satisfied with the Library service. 94% of respondents in this category were "very satisfied" or "satisfied".
- (c) The service was considered important. To the question "Which DPS services are most important to you (please identify up to 5)?", Senators, Members and their staff rated the 2020 Client Support help desk first at 88%, with the Library second at 81%.
- (d) To the question "Which DPS services are least important to you (please identify up to 5)?", the Library received the lowest proportion of "least important" rankings from Senators, Members and their staff (less than 2%).

Continuous Improvement Review of the Research Branch

186 Continuous improvement reviews (**CIRs**) have been established for all areas in DPS under the two DPS certified agreements, including the DPS CA which covers Library staff.

187 The objective of the CIRs is to "find more cost-effective and efficient means of delivering services provided by DPS". CIRs are conducted using a two-tier structure, including a Review Group and a Steering Committee.

188 The Research Branch CIR was conducted by staff volunteers from both the Branch and other parts of DPS (including advisers from the human resources area), and a union representative.

189 The CIR of the Research Branch was completed in February 2007. The Review Group made 29 recommendations. The Steering Committee accepted 27 recommendations in principle, and did not agree to two recommendations. The recommendations that were not agreed to related to the broadbanding of Support Assistants, and the

Part 3—Parliamentary Library

relocation of the Central Enquiry Point (**CEP**). However, the Steering Committee did agree to revisit the CEP issue in 18 months.

190 The Review Group recommended that efficiencies could be achieved by moving from a “flat” to an “inverted pyramid” structure. It was considered that the revised structure would enable the delivery of the same high-quality services in a more efficient and cost effective manner, because:

- (a) the portion of lower-level work required of the Research Branch would be done by staff at those levels and not by staff at higher levels; and
- (b) as a result, staff at higher levels would be free to undertake more work at their own level.

191 The Review Group also recommended that the Branch adopt uniform job titles for all client service positions at each level—discontinuing the parallel streams of Information Specialist and Research Specialist positions.

192 The Report confirmed the continuing need for staff specialisation, but also noted the need for the Research Branch to be able to respond flexibly to new issues and subjects as they emerge.

193 The Report was provided to the Library Committee, together with the implementation plan approved by the Steering Committee.

194 As part of the implementation process, consistent selection criteria and duty statements have been developed in consultation with staff and the People Management and Strategy Section to reflect the positions in the new structure. Performance agreement documents have been revised and implemented. A proposal for broadbanded PSL4/5 positions was approved by the Secretary after consultation with all staff in the Library and the relevant union. A review of the classification level for some staff has commenced, after consultation with the Community and Public Sector Union. Training needs are being reviewed in the context of the CIR and the Library’s draft Workforce Plan. Coaching training was trialled for five Research Branch PEL1s during May, and leadership training was undertaken for SES, Directors, around 20 Senior Researchers and senior staff from IAB during June 2007.

195 No staff will be made excess in implementing the CIR recommendations. New positions will be created by taking advantage of vacancies that arise, not by creating involuntary redundancies. The overall number of funded positions classified as senior Research

Part 3—Parliamentary Library

Specialist prior to the restructure will not be reduced in implementing the new PSL4/PSL5 positions.

196 The review resulted in some delays to recruitment to Research Branch vacancies. This arose because implementation could not take place until the report, including the Steering Committee response, was finalised, new selection criteria and duty statements were in place, and discussions focusing on the work requirements of specific sections were undertaken.

Continuous Improvement Review of the Information Access Branch

197 The Review Group and Steering Committee for the Information Access Branch CIR were established in late 2006. Considerable work has occurred with extensive staff consultation and a discussion paper prepared for further consultation. A report and implementation plan will be prepared in 2007-08.

Australian Parliamentary Fellowship

198 The Library has, on behalf of the Parliament, managed the Australian Parliamentary Fellowship since 1970. The Fellowship provides support for 12 months to undertake a research project, prepare a monograph on the project and undertake client work in the Library.

199 In April 2007 the monograph of the 2002 fellow, Dr Maurice Rickard, was published; *Principle and pragmatism: a study of competition between Australia's major parties at the 2004 and other recent Federal elections*.

200 The monograph of the 2005 Fellowship holder, Dr Sophia Dimitriadis, *Water recycling: a national perspective of choice and perception*, remains to be completed.

201 Dr Timothy Kendall is the recipient of the 2007 Fellowship. His topic is *Australia's China—China through the eyes of Parliament*. His research includes a survey of Senators and Members and in-depth interviews.

Significant improvement in services and systems

202 During the year the most significant changes to services have been changes to the access to Library information services and the development of an index to the bound volumes of Hansard.

Part 3—Parliamentary Library

203 Senators and Members can now access radio and television news and current affairs programs through the Library's EMMS in their Electorate Offices. An extensive pilot was conducted from December 2006 and the evaluation found no significant issues associated with providing the service to these offices. The service became accessible to Electorate Offices on 14 June 2007.

204 Access to EMMS in Electorate Offices was one of the major requirements identified in the client survey. Achieving this access has significantly improved the usefulness of the service.

205 Indexes for bound volumes of Hansard recommenced in 2007, filling a gap created when indexing ceased in late 2004. A fully automated approach was adopted, with programming and some manual editing producing indexes for late 2004, 2005 and 2006. The indexes, which will now enable users to find speeches on a topic listed together, rather than under the type of parliamentary speech, should be distributed to recipients of the bound volumes early in 2007-08. Further improvements have been identified for future indexes.

Accommodation

206 The Parliamentary Library released space in the Ground and Second Floor libraries towards the end of 2006-07 to enable the accommodation of DPS staff relocated from West Block and elsewhere in the Parliament. The space was provided with some reorganisation and a small reduction in the reading area in the Ground Floor Reading Room.

207 The redesigned reading area in the Ground Floor Reading Room is able to accommodate clients without inconvenience. The accommodation changes contributed to the ability of DPS to cease renting space in West Block, leading to a considerable saving to the Department.

Assistance to parliamentary libraries in the region

208 The Library is committed to supporting parliamentary libraries in the region, particularly in Pacific countries and those in emerging democracies. This year the Library provided:

- (a) support for visits organised by the Parliamentary Relations Office and the Inter-Parliamentary Study Program;

Part 3—Parliamentary Library

- (b) information and training for visitors—the Library hosted a two-week visit by five staff from the Sri Lankan Parliamentary Library, as well as shorter visits by librarians from the Vanuatu and Fiji Islands parliaments;
- (c) resources to increase the collections of these libraries (during the financial year the Library donated or purchased material for the Solomon Islands, Timor and Samoa with support from the Commonwealth Parliamentary Association);
- (d) support for reference/research services by encouraging libraries to pass on any relevant questions to us (during the year the Library answered a small number of enquiries from libraries in the region);
- (e) support for staff in regional parliamentary libraries with skills for specific tasks such as assisting the Kiribati Parliament to set up their web site; and
- (f) support for libraries by providing free access to material on the Library’s web site and free Parliamentary Library publications such as the Parliamentary Handbook.

209 During the year *Strengthening the Research and Information Capacity of Pacific Island Countries' Parliamentary Libraries—a basic manual* prepared by a Library staff member, Michael Ong, with support by AusAID and the United Nations Development Programme, continued to be used by Pacific parliamentary libraries as a manual for service development and delivery.

Strategic Planning

210 The Senior Management Group of the Library met to develop the Library plan for 2007–08. Initiatives identified for particular action in the year include:

- (a) implementing the recommendations of the Research Branch Continuous Improvement Review;
- (b) improving the process for forecasting emerging issues;
- (c) increasing cross-Library communication;
- (d) ensuring the Library concentrates on “adding value”, particularly by conducting effective client communication and concentrating on the analysis component of client responses;

Part 3—Parliamentary Library

- (e) exploring the opportunities of Library 2.0 technologies including shared work spaces—such as wikis and social tagging;
- (f) improving the ease of access to Library collections, reducing duplication of program notes and transcripts and enhancing access to the Electronic Media Monitoring Service by means of the new ParlInfo;
- (g) developing and reviewing policies, including developing a new policy on the digital collection;
- (h) reviewing newspaper access online and implementing the outcomes of the news tender;
- (i) using technology more efficiently; and
- (j) promoting the Library's collection and services.

211 Another important strategic initiative for the Library during this period was the development of a workforce plan. The plan introduces a number of strategies and activities to ensure the Library is best prepared to attract, recruit, develop and retain an appropriately skilled workforce now and into the future.

212 The research highlighted that the Library has a staff age profile which is significantly older than that of many organisations, in particular the Australian Public Service (**APS**). Using for comparison the "mature aged" category in the Australian Public Service Commission's *State of the Service Report 2005-06*⁸ of staff 45 years and over who are eligible to retire in the next ten years, the Library has 71% of its workforce in this category. The APS has 40.8%. This potentially exposes the Library to a significant loss of corporate knowledge and expertise within a short period of time.

213 During 2006–07, 26 staff left the Library, a separation rate of 18.7%, which is just below the DPS rate of 19.8% for the same period. The main reasons for separation from the Library were:

- (a) resignation (eight staff, 31% of separations);
- (b) permanent transfer (eight staff, 31% of separations); and
- (c) voluntary retirement (six staff, 23% of separations).

⁸ Australian Public Service Commission, *State of the Service Report 2005-06*, <http://www.apsc.gov.au/stateoftheservice/index.html>

Part 3—Parliamentary Library

214 The category of “resignations” includes those who elected to leave employment shortly before they turned 55. Staff who are members of the Commonwealth Superannuation Scheme may have a financial advantage if they retire just before their 55th birthday. Resignations also included staff who had been on extended periods of leave without pay, usually working for other organisations, who elected to resign rather than return to the Library when their period of discretionary leave expired.

Parliamentary Library overview

Office of the Parliamentary Librarian

215 The Office of the Parliamentary Librarian comprises the Parliamentary Librarian, an Executive Assistant and the Director, Client Relations.

216 Relations with clients are managed by the Director, Client Relations, who provides orientation and training services for Senators, Members, their staff and other parliamentary staff. The Vital Issues Seminar series, a program for visitors, and oversight of the editorial and promotional processes for Library publications are also managed by this officer.

217 Administrative support to the Parliamentary Librarian, including support for the Library Committee, is also provided from the Office.

Research Branch

218 The Research Branch (**RB**) provides information, research and analytical services to Senators and Members and their staff, parliamentary committees and the parliamentary departments, to support parliamentary or representational duties (services are not provided to constituents or for commercial purposes).

219 These services are provided by the staff in seven subject sections:

- (a) Economics;
- (b) Foreign Affairs, Defence and Trade;
- (c) Law and Bills Digest;
- (d) Politics and Public Administration;

Part 3—Parliamentary Library

- (e) Science, Technology, Environment and Resources;
- (f) Social Policy; and
- (g) Statistics and Mapping.

220 The range of services provided includes commissioned information, research and advisory services, and the production of research publications.

221 Commissioned information and research services involve responses to individual requests for information, research and/or critical analysis on subjects, issues and policies of interest to parliamentarians. Responses may be delivered as oral or written briefs or as documentation from source materials.

Information Access Branch

222 The Information Access Branch (**IAB**) develops and manages access to print and electronic resources. These resources include monographs⁹, serials, information databases, electronic publications developed both within the Department of Parliamentary Services and acquired externally, off-air recordings, transcripts and related materials.

223 Access to services is also provided through the Parliamentary Library's Central Enquiry Point. Staff in this area provide services through the Ground Floor Reading Room and the inquiry desk in the Main Library, and also obtain inter-library loans for clients. This function transferred from RB to IAB in February 2006.

224 IAB selects, acquires and provides access to monographs, serials, electronic publications and external databases through the Library's catalogue. IAB maintains the Library's physical collection of approximately 115,000 titles and an up-to-date electronic index to the Parliamentary Papers Series.

225 In addition to managing the physical and electronic collection, IAB also selects and indexes material for the Library's information databases available through ParlInfo. The databases provided by the Library include:

- (a) selected news clippings from newspapers;

⁹ "Monographs" are non-journal publications complete in one volume or a finite number of volumes.

Part 3—Parliamentary Library

- (b) selected journal articles relevant to the interests of the Parliament from journals acquired by the Library;
- (c) political party documents;
- (d) press releases from the Governor General, Ministers, Senators and Members, political parties and selectively from other organisations;
- (e) the Library's own publications; and
- (f) radio and television transcripts.

226 IAB produces *It's New*, which advertises print and electronic material recently added to the Library's collections.

227 Access to radio and television news and current affairs programs is provided through the Electronic Media Monitoring Service. It gives Senators, Members and parliamentary staff immediate online access to these programs.

228 IAB is responsible for publishing DPS materials both in print and electronically on the Parliamentary web site (<http://www.aph.gov.au/>) and on the parliamentary and DPS intranets. This includes Hansard and Library publications.

Report on performance

Introduction—Output 1—Library Services

229 Output 1 aims to provide an effective knowledge centre for the Parliament through the provision of information, analysis and advice. These services are provided through two sub-outputs:

- (a) Sub-output 1.1—Research services. These services include responding to requests from individual Parliamentary clients for information and research, and the production of general distribution briefs and publications.
- (b) Sub-output 1.2—Information access services. Information services are provided to the Library's clients by acquiring and providing access to information resources in the collection and Library catalogue, through the selection, processing and indexing of

Part 3—Parliamentary Library

material for Library and media databases in ParlInfo, and by publishing print and electronic works.

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

Sub-output 1.1—Research services

231 The services contributing to this sub-output are as follows:

- (a) Commissioned information, research and advisory services—these are tailored responses prepared following requests from individual Senators, Members and their staff, and other parliamentary clients.
- (b) Research publications (**Publications**)—these are prepared where strong client demand is anticipated for briefing on specific policy issues. Publications include Bills Digests, Research Briefs, Research Notes, Chronologies, Electronic Briefs, Background Notes and internet Resource Guides. Publications are generally available to clients and to the public, through the internet. A small number of publications are not available through the internet because they contain content which the Library is only licensed to make available to members of Parliament.

232 During the year, Library induction and orientation sessions were held for clients. These continued to be successful in providing, through individual and small group sessions, a timely and detailed introduction to Library services. *This Sitting Week*, provided to all clients electronically on the first day of each sitting week, was revamped and used to more effectively promote specific Library services, events and publications.

233 A communications and marketing plan was prepared in February 2007 to more effectively promote Library use to clients. It will be reviewed in the light of the findings of the client survey and new promotional activities will be initiated in 2007-08.

Part 3—Parliamentary Library

Figure 2—Sub-output 1.1—Research services—quality indicators

Quality indicator	Measure	Performance	
		2005-06	2006-07
Client satisfaction with requests, publications and media services	High level of client satisfaction (target 90%)	85% ¹⁰	89% ¹¹
	Client service delivered to timeliness service standard (target 90%)	Not available ¹²	97%
	Number of complaints from clients	10	5

Indicator—Client satisfaction with requests, publications and media services

234 Three key quality indicators measure satisfaction with requests for client services:

- (a) an overall measure of client satisfaction with requests, publications and media services derived from the client survey;
- (b) a timeliness measure introduced in 2006-07, which measures the responses to individual client requests completed to the originally agreed or renegotiated deadline; and
- (c) the number of complaints made by clients.

235 Overall client satisfaction with requests, publications and media services at 89% for 2006-07 was just below the target of 90%, but above the 85% achieved in 2003.

236 The new timeliness target of 90% was exceeded, with 97% of individual requests being provided by the originally agreed or renegotiated deadline.

¹⁰ The previous client satisfaction survey was conducted in 2003 by Maitland Tanner and Library scored 8-9 on a 10 point scale, which has been converted here to 85%.

¹¹ Source: 2007 Library client survey (see paragraph 179).

¹² This is a new measure. Comparative data is not available for the 2005-06 year.

Part 3—Parliamentary Library

237 There were five complaints made by clients during 2006-07, compared with ten for the previous year. Each of these complaints was investigated and followed through with the client, as required. In some cases modifications were made to publications, or other action was taken to improve services.

238 In addition, feedback from clients was provided by email and telephone. Issues which aroused considerable feedback this year included the Vital Issues Seminars on particular topics, particularly in relation to the prohibition of human cloning for reproduction and the regulation of associated research. Some feedback was also provided by officials of government agencies and members of State Parliaments in relation to the content of publications. Such feedback was considered and in some cases modifications were made to publications.

239 Feedback from clients (received through the client survey and other means) was taken into account in the reviews during the year of policies and procedures on publications and responses to client requests. These reviews resulted in the redevelopment of the relevant policies. Further action will be taken in 2007-08 to embed the changed practices, including through business planning, workshops and client service training.

Figure 3—Sub-output 1.1—Research services—quantity indicators

Quantity indicator	Measure	Performance	
		2005-06	2006-07
Client requests	Percentage of primary clients (Senators' and Members' offices, including Ministers' offices) using the service (target: 98%)	100%	100%
	Number of individual client requests (target: 19,000)	20,346	19,819

Part 3—Parliamentary Library

Quantity indicator	Measure	Performance	
		2005-06	2006-07
	Number of online uses of the Parliamentary Library's publications, including the Parliamentary Handbook and General Briefs and Publications, through ParlInfo and the internet (target: 4,500,000)	3,983,981	4,349,240
Publications	Number of Publications produced (target: 190)	262	275
Client training and seminars	Attendance at training courses and events (eg Vital Issues seminars) (target: 380)	345	448

Indicator—Client requests

240 As Figure 3 shows, during 2006-07, consistent with 2005-06, all of the Library's primary clients (Senators' and Members' offices, including Ministers' offices) used the client request service at least once—exceeding the target of 98%.

241 For 2006-07 there was a small decrease (2.6%) in the total number of individual client requests¹³, but the target for this measure (19,000) was exceeded. For 2006-07 there was also a decrease (9.4%) in the number of hours spent meeting client requests.

242 The small reduction in client requests probably resulted from changes in both demand and supply. A reduction in demand could have been due to the increased availability of electronic resources, and changes in parliamentary work, such as a reduction in the number and duration of Parliamentary committee inquiries. The retirement during the year of a number of longstanding staff with

¹³ Note that the number of "client requests" referred to here and in Figure 3 includes all requests by Senators and Members and their staff, Ministers and their staff, House of Representative and Senate Committees and Parliamentary departments.

Part 3—Parliamentary Library

established client relationships, and delays in filling some vacancies due to the implementation of the Research Branch CIR, may have led to some requests not being made.

Indicator—Publications

243 The number of publications (which include Bills Digests, Research Briefs, Research Notes, Monthly Economic and Social Indicators, E-Briefs and Chronologies) produced was 5% higher than the previous year, although the number of hours spent on publications decreased (by around 4,000 hours). The increase in the number of publications in part reflects the fact that the number of Bills Digests published increased from 164 in 2005-06 to 191 in 2006-07.

244 The number of online uses of the Parliamentary Library's publications through ParlInfo and the internet reached 4,349,240. This was only slightly below the target set for 2006-07, and is a 9% increase on the use achieved in the previous year.

Bills Digests

245 During 2006-07, an increase in the number of Bills tabled in Parliament, combined with a number of cases where there were relatively short periods between tabling and debate, created significant challenges for staff involved in the production of digests. In this context, it was sometimes necessary to prioritise Bills Digests for production.

246 Bills are received by the Library after they have been tabled in Parliament. Scheduling of parliamentary debate on a Bill can follow quickly after tabling, and a significant number of Bills can be considered in any sitting period. Bills Digests are prioritised taking into account:

- (a) the expected parliamentary interest in the Bill;
- (b) the complexity of the Bill and the need for explanatory information to assist the debate;
- (c) whether the explanatory memorandum and second reading speech give a balanced view of the Bill and associated issues;
- (d) whether the bill is part of a suite of Bills—in which case the parent Bill may be given priority;
- (e) the availability of resources; and

Part 3—Parliamentary Library

- (f) the time between introduction and debate in the second chamber.

247 Digests were not produced for 13 of the Government Bills introduced in 2006–07, and a further 14 digests were not completed in time for parliamentary debate on the bill concerned. However, where it was not possible to produce digests in time for debates, clients were generally provided with draft digests or other briefing material on request.

248 During the year, staff across the Research Branch discussed areas for improvement in the content and production of publications, including Bills Digests. Two documents in the DPS Operating Policies and Procedures series were developed to implement the outcomes of these reviews. The changes to workflows, the structure and content of publications, and clearance and quality control processes aim to address issues relating to the quality, consistency and timeliness of publications. The need to improve the timeliness of digests, in particular, was an issue identified in the client survey. Further work will occur in 2007–08, including a workshop on Bills Digest processes.

Budget 2007–08

249 In 2007 the Library focused on publishing rapid accessible analytic information on the 2007–08 Budget. The publication *Budget Review 2007–08* was published as Research Brief No. 12, 2006–07 on 21 May 2007.

250 The themes chosen for analysis in 2007 reflected the structure of the budget and included the following:

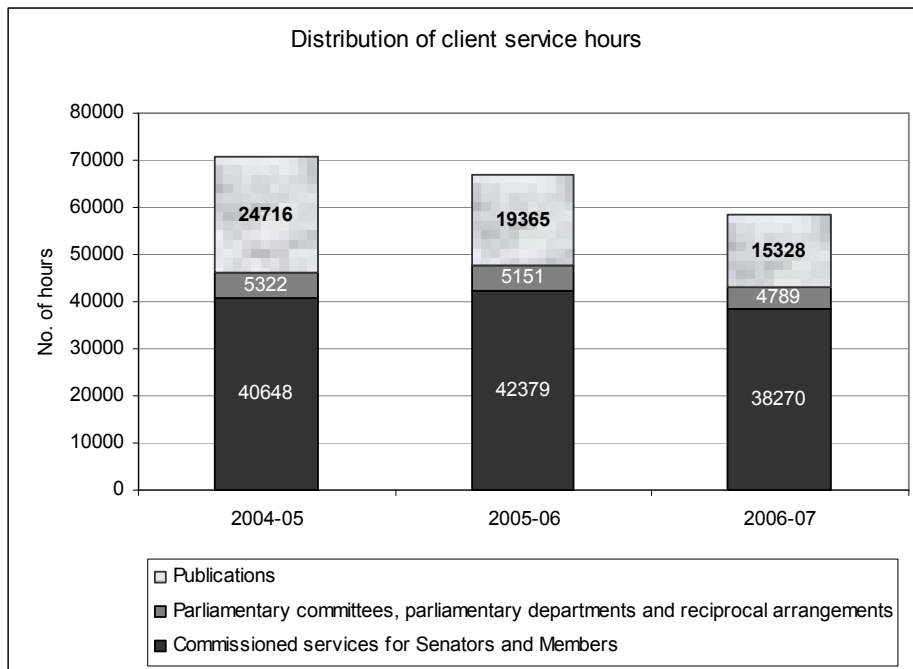
- (a) Industry Statement—re-commitment to current policy settings.
- (b) Personal income tax and superannuation.
- (c) GST concessions for business in the 2007-08 Budget.
- (d) Income Support and Family Assistance.
- (e) Film, Arts and Culture.
- (f) National Plan for Water Security.
- (g) Funding measures to protect national security and combat serious and organised crime.

Part 3—Parliamentary Library

251 In addition to the brief, newspaper articles including editorials, opinion pieces, and media releases were selected from the Library’s media collection and made available through the internet to clients, with an introduction by a Senior Researcher from the Economics Section.

Hours spent on research services

Figure 4—Distribution of client service hours by service type



252 Figure 4 shows the distribution of client service hours for each of the three major service categories over the last three years. The total hours spent on client service has fallen over the three-year period by 17%. The largest decrease in client service hours, however, affected the time spent producing Publications, which fell by 38% from 2004-05 to 2006-07. The time spent on commissioned services for Senators and Members has fluctuated—increasing in 2005-06, but for 2006-07 falling below the levels reached in either of the two previous years. The relatively small proportion of hours spent on Parliamentary committee and Parliamentary department work decreased in 2005-06 and 2006-07. Possible explanations for the decrease in hours spent meeting client requests are outlined in paragraph 242.

Part 3—Parliamentary Library

Indicator—Client training and seminars

253 Attendance at Parliamentary Library lectures, Vital Issues Seminars and orientation training increased this year by 30%. A series of three Parliamentary Library lectures on stem cell issues was very well attended, with an audience of approximately 150 in total for the three lectures. Approximately 85% of those attending events were clients (Senators and Members, their staff and staff from the chamber departments).

Figure 5—Sub-output 1.1—Research services—price indicator

Price indicator	Measure ¹⁴	Performance	
		2005-06	2006-07
Cost of research services	Average direct cost per request (staff time only)	<i>\$128</i>	\$115
	Average cost per request (total cost including overheads)	<i>\$287</i>	\$296
	Average direct cost per self-service client request (staff time only) ¹⁵	<i>\$0.26</i>	\$0.19
	Average cost per self-service client request (total cost including overheads)	<i>\$0.57</i>	\$0.48
	Total cost of sub-output 1.1	<i>\$11,525m¹⁶</i>	\$10,764m

¹⁴ The basis for calculation of average costs changed in 2006-07 to include in "overheads" only those overheads within the Parliamentary Library and to exclude DPS overheads (such as the cost of people management and governance areas). The recalculated figures for 2005-06 are italicised.

¹⁵ For self-service client requests, staff time is the time taken to put together and provide self-service access to databases and publications.

¹⁶ Revised from the figure reported for 2005-06 to take account of the organisational restructure. The recalculated figures for 2005-06 are italicised.

Part 3—Parliamentary Library

Sub-output 1.2—Information access services

- 254 The services contributing to this sub-output are as follows:
- (a) the Library collection—development of the collection to meet client needs and provision of access through the catalogue and ParlInfo;
 - (b) online full-text content—news clippings; journal articles; political party documents; press releases and Library publications available through ParlInfo;
 - (c) media services—desktop access to television and radio news and current affairs programs broadcast in Canberra, provided to Senators and Members for their parliamentary duties;
 - (d) commercial databases—including online full text journal and newspaper services available through the Library intranet and the Senators' and Members' Services Portal; and
 - (e) client services—including the Central Enquiry Point and self-help services.

255 As far as possible, usage rates of all of these services are monitored to ensure that the services remain relevant and are of practical assistance to Senators, Members and their staff.

256 To help clients use these services effectively, the Library provides orientation and training courses as well as individual tuition and tip sheets.

Part 3—Parliamentary Library

Figure 6—Sub-output 1.2—Information access services—quality indicator

Quality indicator	Measure	Performance	
		2005-06	2006-07
Client satisfaction with information access services	High level of client satisfaction (target: 90%)	85.0% ¹⁷	89.0% ¹⁸
	New resources added to the Library's collection within timeliness service standard (target: 85%)	Not available ¹⁹	70.0%
	Percentage of titles in Library collection available to clients online in full text	15.4%	17.3%
	Number of complaints from clients	0	0

257 For 2006–07, a new timeliness service standard was introduced, measuring the percentage of titles added to the Library's collection within defined turnaround times. There are four categories of priority titles received:

- (a) critically urgent—to be catalogued within one hour;
- (b) urgent—to be catalogued within one day;
- (c) reference books—to be catalogued within two days; and
- (d) requested by clients—to be catalogued within one week.

258 For non-priority items, the performance standard is within two weeks of receipt. The percentage of non-priority titles at the end of each month that had not been catalogued within two weeks after receipt was measured throughout the year. 70% of non-priority titles were catalogued within the response time standard, which was below the 85% target.

¹⁷ The previous client satisfaction survey was conducted in 2003 by Maitland Tanner and the Library scored 8-9 on a 10 point scale, which has been converted here to 85%.

¹⁸ Source: 2007 Library client survey (see paragraph 179).

¹⁹ This is a new measure and comparative data is not available for 2005–06.

Part 3—Parliamentary Library

259 All priority titles were catalogued within their target turnaround times. In 2007–08, the measure will be refined to include the turnaround time for cataloguing priority titles.

260 Increasing the number of electronic resources available to clients through their computers was a priority for collection development. The Library client survey and discussion at Library Committee meetings identified this as an area of collection development which needs to be given a very high priority.

261 The current budget provides limited opportunities to increase electronic resources, but the increases possible through collaborative purchasing with other libraries, such as through the Australian Government Librarians' Information Network, and reallocation of resources used for print serials, have enabled the collection to increase in this area in 2006-07. The total number of electronic monographs and serials in the collection increased from 18,783 to 21,312 at 30 June 2007. The percentage of titles available to clients in electronic full text increased by 2%.

Indicator—Use of the Library's collection and databases

Figure 7—Sub-output 1.2—Information access services—quantity indicator—use of the Library's collection and databases

Quantity indicator	Measure	Performance	
		2005-06	2006-07
Use of the Library's collection and databases	Use of the collections and databases including loans from the collection, use of electronic journals, Electronic Media Monitoring Service and Library contributions to resources in ParlInfo (target: 2,100,000)	2,174,147	2,281,750

Increased use of Library databases

262 Clients can access the Library's databases through ParlInfo either through a Windows-based interface, which is only available to users of the parliamentary computing network, or through the publicly available web interface.

Part 3—Parliamentary Library

263 To measure access, the Library relies on usage data logged whenever ParlInfo or the internet or intranet is accessed. A new web analytic system was implemented in June 2007.

264 While a slight decrease in use was expected due to the number of other news services available through the Senators' and Members' services portal and the Library intranet, the actual result (an increase over the previous year's use) demonstrates that the service continues to be heavily used by clients.

265 The continuing increased use of Library databases in ParlInfo by Senators, Members and their staff indicates that the services are valuable and relevant to their needs, even though the search systems need improvement. The increased use reflects the growing success of the Library's efforts to introduce and promote self-help services at the desktop.

266 The ParlInfo replacement project progressed through a shortlisting of tenderers to a Request for Tender issued on 28 May 2007. It is expected that more efficient and more effective use of ParlInfo will be achieved in the new system. It should also enable greater efficiencies in data entry.

Electronic Media Monitoring Service (EMMS)

267 The automated EMMS has been operating since November 2004. In June 2007 access was extended to Electorate Offices of Senators and Members. As a consequence, usage is expected to increase in 2007-08.

Part 3—Parliamentary Library

Figure 8—Sub-output 1.2—Information access services—quantity indicators

Quantity indicator	Measure	Performance	
		2005-06	2006-07
Material added to Library databases	Number of items added to databases created by the Library, including television and radio programs and transcripts in the Electronic Media Monitoring Service, and Library contributions to resources in ParlInfo (target: 205,000) ²⁰	189,391	187,926
Material added to Library collection	Number of new titles (monographs and serials) added to the Library's collection (target: 4,800) ²¹	4,850 ²²	4,418

Indicator—Material added to Library databases

268 Clients of the Library require access to accurate and up-to-date information. Because electronic material can be made accessible to clients 24 hours a day, seven days a week, greater emphasis is being placed on collecting material in an electronic format and making it accessible through easy-to-use interfaces such as the Senators' and Members' Services Portal.

269 The number of newspaper clippings added to the database remained fairly constant (121,882 in 2005-06 compared with 121,672 in 2006-07). The newspaper database is a heavily used database in ParlInfo, which indicates its relevance and usefulness to the Library's clients. Overall, the number of items added to the Library's databases in this period was slightly below the number added in 2005-06.

²⁰ The measure has changed from 2005-06 and now includes EMMS material. The 2005-06 figure has been recalculated and is italicised.

²¹ "Monographs" are non-journal publications complete in one volume or a finite number of volumes.

²² In the 2005-06 Annual Report the higher figure 5,406 was reported for 2005-06. This figure represented the number of copies added, not the number of new titles.

Part 3—Parliamentary Library

270 The Library completed a tender for the purchase of online news services. This resulted in the purchase of subscriptions to Factiva’s news service (with a 30-day archive of over 7,000 leading news and business publications, including selected Australian regional newspapers), and *Newspaper Direct Press Display* (with over 400 newspapers from over 65 countries in over 35 languages) for direct access by clients.

271 The number of items added to the Library’s databases is a consequence of the coverage of issues relevant to the Parliament in newspapers and journals. The slight decline in clippings this year reflects the amount of relevant material published.

Indicator—Material added to Library collection

272 The Library’s physical collection of monographs and journals is constantly updated in accordance with the Library’s *Collection Development Policy*. The Library aims to keep the collection at around 110,000 monograph titles. It has around 8,000 journal titles. New material is acquired; outdated, damaged or redundant material is discarded regularly. Material on Australian politics, legislation and constitutional matters are retained permanently.

273 Increasingly, the collection emphasis is on acquiring current, up-to-date information through serial and other subscriptions, particularly online resources. Fewer print monographs are being requested for purchase by clients and staff.

Figure 9—Sub-output 1.2—Information access services—price indicator

Price indicator	Measure	Performance	
		2005-06	2006-07
Cost of information access services	Average cost per item added to the Library’s collection	\$348	\$362
	Average cost per item added to the Library’s databases	\$23.38	\$19.98
	Average cost per use of the Library’s databases and collection	\$3.72	\$3.36

Part 3—Parliamentary Library

Price indicator	Measure	Performance	
		2005-06	2006-07
	Total cost of sub-output 1.2	<i>\$9.360m²³</i>	\$10.027m

²³ Revised from the figure reported for 2005-06 to take account of the organisational restructure. The recalculated figures are italicised.

Part 3—Parliamentary Library

Parliamentary Library Financial Report²⁴

Income	2005-06	2006-07
	\$	\$
DOFA/DPS	16,288,201	14,751,936
Depreciation	1,784,617	1,784,617
Expenditure	2005-06	2006-07
	\$	\$
Total Salaries	12,137,306	12,220,319
Research Branch	7,685,044	7,498,398
Information Access Branch	4,321,499	4,303,104
Office of the Parliamentary Librarian	130,763	418,817
Other employee expenses	142,759	141,201
Collection (information resources)	856,696	1,499,346
Collection (monographs and reference collection)	505,866	536,368
Other Expenses	636,634	492,402
Asset maintenance (software licenses/maintenance)	255,649	263,314
Total expenditure (including expenditure from depreciation funds)	14,534,910	15,152,950
Total expenditure (excluding expenditure from depreciation funds)	14,029,044	14,616,582
Staffing levels	2005-06	2006-07
Research Branch	79.03 ²⁵	75.25 ²⁶
Information Access Branch	57.97	57.39
Office of the Parliamentary Librarian	2.00	3.00
Total	139.00	132.64

²⁴ The Parliamentary Library Financial Report contains cash figures (as at 30 June 2007) for all expenses except depreciation, which is an estimated accrued expense.

²⁵ 2005-06 figures following restructure. Under the restructure the Client Relations and Central Enquiry Point staff moved from the Information and Research Branch, which became the Research Branch. Client Relations became directly responsible to the Parliamentary Librarian. The Central Enquiry Point function moved to the Information Access Branch.

²⁶ During 2006-07 a number of positions in the Research Branch were held vacant following the draft report of the Continuous Improvement Review of the Branch structure, pending finalisation of the report and implementation plan.

Part 3—Parliamentary Library

Figure 10—Parliamentary Library Organisation Chart

