

Senate Finance and Public Administration Committee— Additional Budget Estimates February 2009

Parliament Portfolio, Department of Parliamentary Services

Answers to Questions on Notice

Topic: Parlinfo feedback emails.

Question P3, Hansard reference F&PA 11, 12

Senator FIFIELD—Were the Parliamentary Library staff, the research staff, asked to email evidence of deficiencies that were revealed in the trialling to directors and managers?

Ms Missingham—Every person who uses ParlInfo is asked, at the bottom of the page, if they have any comments or any issues, to communicate with ParlInfoSearch. There is a mailbox set up and we have provided phone numbers. Ever since it was introduced, we have asked every user for feedback.

Senator FIFIELD—Would it be possible for those emails—obviously with the identifier of who sent them removed—to be tabled?

...

Senator FIFIELD—I am just talking about the emails from the Parliamentary Library research staff.

Ms Missingham—We will give you information on those.

...

Senator FIFIELD—Sure. Okay. You are no doubt aware, but we are getting feedback that there is quite some discontent amongst the research staff of the Parliamentary Library about how user-friendly the system is and some of the old features not being transferred across to the new system. These are concerns of experienced researchers. I am also aware of a number of colleagues and other users of the system who have similar concerns. I am really just endeavouring to get a handle on the degree of concern and the extent to which those concerns are being addressed. It would be helpful if you could provide that information.

Ms Missingham—Certainly.

Answer

1 Research Branch staff raised 137 issues since the ParlInfo system was released into production. They have been logged and used to improve Help pages, training and make system improvements.

2 All issues raised in emails from the Research Branch since the system went into production are listed below. Note that the emails are **not all “problems”**, but include suggestions, advice on searching and data issues.

Date	Broad issue	Subject	Resolved
10/09/2008	Display	Text not readable - html	Yes
11/09/2008	Display	Problem logged #366 - more metadata in search results please. Implemented in subsequent release	Yes
11/09/2008	Guidance	Copying links - advised person how to copy links	Yes
12/09/2008	Bills	Duplicate entries in Current Bills file - again using Old Bills system	Yes

Date	Broad issue	Subject	Resolved
12/09/2008	Error	Link does not work - relates to ParInfo Web link – working in ParInfo Search	Yes
12/09/2008	Printing	Print facility problem - printed blank page - fixed	Yes
15/09/2008	Hansard	Link to Senate transcript not functioning - Hansard issue fixed	Yes
16/09/2008	Display	House Hansard - wants link only to excerpt not whole day - implemented in subsequent release	Yes
16/09/2008	Display	ParInfo question - html display. Explained that issue with data supplied by external vendor	Yes
17/09/2008	Bills	Bills homepages text of bills missing - explained that new Bills system needed to go live – was in test	Yes
17/09/2008	Display	Text illegible in parts of the following items from the Library journal articles database - explained html issue from scanning	Yes
17/09/2008	Searching	problems using thesaurus terms in ParInfo search - implemented select from thesaurus	Yes
18/09/2008	Comment	Comments re search facility in Acrobat and Estimates	Noted
18/09/2008	Display	comment - separation of urls in catalogue	Yes
18/09/2008	Guidance	amendments to bills - where to find	Yes
19/09/2008	Guidance	Problems finding Senate Estimates transcripts – advice provided	Yes
22/09/2008	Comment	Google access to ParInfo	Yes
23/09/2008	Searching	False positives - fixed	Yes
24/09/2008	Comment	New ParInfo - comment re keyboard shortcuts – shortcut keys fully implemented	Yes
25/09/2008	Display	Display of Date Newest First for search = Defence spending China - explained date related to crawled date	Yes
25/09/2008	Error	ParInfo search internal server error.- special characters. Fixed	Yes
26/09/2008	Comment	PDF display for Hansard - only wanted segment, didn't like Acrobat opening up - explained how to access fragment	Yes
26/09/2008	Bills	PUBLIC SERVICE BILL 1997 - will there be reloading of data related to old Bills - Table Office says yes	Yes
26/09/2008	Display	Questions and hopes - clear button, facet displays, print just speech - as far as possible has been implemented	Yes
29/09/2008	Bills	old bills - explained old bills system data	Yes
29/09/2008	Display	searching budget papers - go to first hit? - fixed	Yes
30/09/2008	Display	database selection on advanced search page - expand and collapse fixed by My Profile change	Yes
30/09/2008	Display	Feedback - Hansard extracts - request for fragment downloads in addition to whole day's – implemented in subsequent release	Yes
1/10/2008	Bills	Defence Legislation Amendment Bill 2008 - again explained that problem is with old Bills System	Yes
3/10/2008	Error	Internal Server Error - caused by special characters - fixed	Yes
3/10/2008	Bills	Tax Laws Amendment (Luxury Car Tax) Bill 2008: any final version - solved by Table Office	Yes
7/10/2008	Error/guidance	Permalink, My List, Estimates category not working - fixed	Yes
7/10/2008	Hansard	Hansard missing - fixed by Hansard	Yes
7/10/2008	Bills	Logged SARMS #347714 - Permalink problem for Bills List - fixed	Yes
7/10/2008	Bills	Permalink problem for Bills List - fixed	Yes

Date	Broad issue	Subject	Resolved
9/10/2008	Bills	Bills questions - why difference between Bills before Parl and Other Bills - explained	Yes
9/10/2008	Alerts	Clippings alert query – information provided	Yes
9/10/2008	Alerts	Logged SARMS #347659 - Alerts - email but no results found - fixed	Yes
9/10/2008	Display	Logged: Library Press Display - fixed	Yes
14/10/2008	Bills	Bills homepage query text of amendments - resolved: depended on what was in old Bills system	Yes
14/10/2008	Searching	Search History - fixed in subsequent release	Yes
15/10/2008	Display	estimates committee Hansards - explained location and guide published	Yes
15/10/2008	Display	Estimates search - same as one above	Yes
15/10/2008	Bills/Hansard	Hansard query difference between Bill and Bills in metadata - explained it's Hansard data	Yes
16/10/2008	Display	Estimates not visible - explained that in Senate Committees and guide to searching Estimates issued	Yes
16/10/2008	Hansard	Hansard query - inconsistency in facets - explained that data is from HPS and not under ParlInfo Search control	Yes
17/10/2008	Collection	1890 federal convention debates – explained where located	Yes
17/10/2008	Searching	Searching committee Hansards - want to have separate folders for committee data – suggestion for future enhancement	Noted
22/10/2008	Searching	Problems with subject searching - subject expand not yet implemented when issue raised – implemented in subsequent release	Yes
22/10/2008	Searching	Problems with subject searching using subject expand - subject expand not yet implemented when issue raised – implemented in subsequent release	Yes
22/10/2008	Bills	Safe Work ... Bill - explained that summary info etc will not be populated until new Bills system goes live	Yes
22/10/2008	Error	Unable to find this article in ParlInfo although it is in 'old' ParlInfo - internal server error - fixed	Yes
23/10/2008	Bills	Bill problem - not understanding why bill still before parliament. Not assented - explained	Yes
23/10/2008	Error	Record Error: Document missing - fixed	Yes
28/10/2008	Display	HTML snippet html display - explained data supplied by external vendor	Yes
29/10/2008	Printing	print options – explained options	Yes
29/10/2008	Searching	searching political party material - provided advice on how to search	Yes
30/10/2008	Searching	Bottom search bar doesn't work properly - rechecked and all ok	Yes
30/10/2008	Error	email list link doesn't work - fixed in subsequent release	Yes
30/10/2008	Hansard	Missing Hansard - resubmitted by Hansard	Yes
30/10/2008	Hansard	Odd results - discrepancy between old and new ParlInfo - Hansard metadata issue – advice provided	Yes
30/10/2008	Error	Old v New: missing data - 'text online' metadata missing - fixed	Yes
31/10/2008	Searching	Divisions in Votes and Proceedings - resolved as change request	Yes
31/10/2008	Bills	Missing Bill – Table office fixed	Yes
31/10/2008	Searching	Votes and proceedings and Journals - titles fixed	Yes
3/11/2008	Searching	Meaning of Content v Title in Old bills searching - explained	Yes

Date	Broad issue	Subject	Resolved
3/11/2008	Searching	Problem with "O'Connor"	Logged and vendor to resolve
3/11/2008	Guidance	range operator >> - explained use of range in text as opposed to date	Yes
5/11/2008	Acrobat	PDF search margin - Acrobat issue (not ParlInfo Search issue)	Yes
6/11/2008	Printing	Problems printing PDF - had to install PDF as associated file type (not ParlInfo Search issue)	Yes
6/11/2008	Searching	Total number of records between old and new system are different in Library collections and should be checked – Fixed - Integrity checker implemented	Yes
6/11/2008	Display	Values in fields of a record are different in Catalogue, articles and Newspaper Clippings	DPS to review
6/11/2008	Hansard	In Document View, blank pages in Hansards on title pages and at fragment headings - fix applied where possible based on Hansard data	Yes
6/11/2008	Request	Increase the maximum number of results per page available through "My profile" from 100 to 200 - done	Yes
6/11/2008	Request	Date options to have capability for users to enter the year only - done	Yes
6/11/2008	Request	Date options to have capability for users to enter the exact year in one box only - done	Yes
6/11/2008	Request	Add the date options box to Basic Screen	Review in 6 months
6/11/2008	Searching	Proximity searching functionality - same as NEAR command above	Review in 6 months
6/11/2008	Display	Document View to have same banner on top and bottom of page with Next, Previous etc and also include record # of 256 - partly done with record numbers implemented	Yes and review in 6 months
6/11/2008	Searching	The order of words in the search box not maintained when moving from screens back to Adv Search screen - advice given to use Adv Search/Browse tab instead of Browser back button	Yes
6/11/2008	Display	Underline of Table of Contents headings in Senate and Reps Hansard inconsistent - done	Yes
6/11/2008	Request	Ability to search Senate Estimates using the Search Fields - facets implemented	Review in 6 months
6/11/2008	Request	A new Guided Search called Voting record for individual MP	DPS to develop business rules
6/11/2008	Searching	Department facet is missing for Estimates Hearing for a Department - a Guided Search fix	Yes
6/11/2008	Request	For each search field can only use Thesaurus once and have to open it again for next search field	Yes
6/11/2008	Request	Snippet metadata to be Date, Author, Source and ID – done – implemented metadata in results screen, explained snippets can be turned on or off in "My profile"	Yes
6/11/2008	Request	Stop words applied for Catalogue	Review in 6 months
6/11/2008	Display	PI Search Hansard page numbering - change implemented where page no. displays	Yes
10/11/2008	Guidance	Committee Hansards - no speaker facet - explained that inconsistent metadata (supplied by database owner) and no. of records governs facet display	Yes
10/11/2008	Hansard	Problem finding second reading speech from Bills Home Page - Hansard fixed	Yes

Date	Broad issue	Subject	Resolved
11/11/2008	Alerts	Alert message typo needs changing - fixed	Yes
11/11/2008	Acrobat	Hansard - Acrobat searching for 'yesterday' - fixed	Yes
11/11/2008	Alerts	Over-ride on Alert limit please - limit increased	Yes
12/11/2008	Bills/Hansard	BillsNet link to 2nd reading speech - fixed by Hansard	Yes
12/11/2008	Bills	Permalink for current bills query about permanency – advice provided	Yes
12/11/2008	Bills	Reps List of Disallowable Instruments display problem - fixed by Table Office	Yes
13/11/2008	Comment	Browsing to Old Bills suggestion for intermediate page	Noted
13/11/2008	Display	facet problem - fixed	Yes
14/11/2008	Display	AAP links - only 3 at a time – all that is permitted	Yes
14/11/2008	Searching	first hit icon not visible - explained that it's not visible when browsing	Yes
14/11/2008	Searching	From the Parliamentary Library: Same-Sex Relationships (Equal Treatment in Commonwealth Laws) bills - same issue as one above	Yes
14/11/2008	Printing	problems printing 4 documents from My List	Yes
18/11/2008	Bills	Bills digest - couldn't open (fixed by database owner)	Yes
18/11/2008	Metadata	Mismatch of content and title - metadata problem sent to Database Services	Yes
18/11/2008	Guidance	sending PDFs from ParlInfo - provided advice on how to send	Yes
24/11/2008	Alerts	Alert Notice: 'dental dentist Dataset:hansardr,hansards' alert results since 9am 11 November 2008 - apparent discrepancy between old and new but was not, because Hansard reloaded	Yes
24/11/2008	Alerts	Question about alerts - how to set up new ones for clients	Yes
25/11/2008	Bills/Hansard	Admiralty bill 1988: Minister's Second Reading Speech - type/context facet relates to Hansard data	Yes
25/11/2008	Guidance	Staff Salaries confirmed that client found all the info required...27/11/2008	Yes
26/11/2008	Error	Error message - internal server error due to special characters - record fixed	Yes
27/11/2008	Bills	Dates for bills records	Yes
27/11/2008	Display	Odd html – data supplied by external vendor	Yes
28/11/2008	Error	Missing bills digest doc - SW resubmitted 28/11 6.30 pm	Yes
3/12/2008	Display	When PDF icon is clicked - add text for PDF below icon implemented in subsequent release	Yes
4/12/2008	Searching	Extra QWN for Hale - fixed	Yes
4/12/2008	Alerts	Removal from alerts – explained done by deleting from old alerts	Yes
5/12/2008	Alerts	Alerts - going back a long way for first run - explained	Yes
10/12/2008	Searching	Problems searching under guided search - problem with using speaker id vs. text	Yes
11/12/2008	Alerts	ALERT profiles - comment on number of clicks to open PDF – explained click from results page	Noted
16/12/2008	Searching	Adding to search by using back button - explained	Yes
17/12/2008	Alerts	Alerts - old ones stopped – explained migration	Yes
17/12/2008	Error	ParlInfo full search - Guided search for speeches prior to 1998? – speaker id vs text for searching explained	Yes
18/12/2008	Alerts	Media refs to alerts - advised how to delete these	Yes
19/12/2008	Alerts	Alerts for questions on notice twice? Explained Hansard reloaded.	Yes

Date	Broad issue	Subject	Resolved
22/12/2008	Searching	problems with search of bills - provided the search strategy	Yes
6/01/2009	Searching	Problem searching predefined date field "last year" - Resolved – staff member was searching Abstract field in error	Yes
7/01/2009	Searching	Truncation - provided advice on use of tilde	Yes
14/01/2009	Guidance	Problems with sending email links from Parl Info - advised to use Permalink	Yes
15/01/2009	Bills	bills list - checked and all ok	Yes
16/01/2009	Bills	Private bills - being considered as part of Bills changes	Yes
16/01/2009	Searching	Searching for speeches by a member - Different results in Guided Search - speaker id vs text – advice provided	Yes
20/01/2009	Bills	Private bills - partly resolved and rest to be considered for Bills system changes	Yes
20/01/2009	Comment	Suggestions - added to enhancements	Noted
22/01/2009	Bills	Bills problem on ParlInfo - explained that fragments are displayed	Yes
22/01/2009	Guidance	Query about use of commas rather than vertical bar – advice provided	Yes
28/01/2009	Guidance	Can't find Bills Digest - Resolved: was searching wrong collection	Yes
13/02/2009	Comment	Difficulties with searching ParlInfo – advice provided	Noted