



Operating Policies and Procedures No. 1—Parliamentary Library Statement of Client Services

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Introduction

1 The Parliamentary Library's *Statement of Client Services* sets out the eligibility of potential clients of the Library to the range of services available.

2 The Statement serves the dual purposes of making clear to clients what they can expect from the Library and ensuring that the Library's resources are allocated as efficiently and effectively as possible.

3 The Statement set out at Attachment A was approved by the Joint Standing Committee on the Parliamentary Library on 10 September 2009. It describes the services to Senators and Members and the need for the Library to ensure that its resources are used for parliamentary or representative purposes only.

Roxanne Missingham
Parliamentary Librarian

Attachment A

Parliamentary Library Statement of Client Services

Introduction

1 The Parliamentary Library supports the parliamentary process by providing Senators and Members with quality information services, analysis and advice.

2 Services are tailored to meet specific needs using the Parliamentary Library's combination of specialists, collections, networks and access to national and international resources and expertise.

3 Services to clients are described below in priority order.

4 The Joint Standing Committee on the Parliamentary Library endorsed the following *Statement of Client Services* in June 2008.

Senators and Members

5 Services are available to all Senators and Members on an equal basis and are provided in confidence and to agreed deadlines. Priority is given to Chamber-related work and deadlines may have to be renegotiated accordingly.

6 To ensure that the Parliamentary Library's resources are used for parliamentary or representational purposes only, Library staff:

- (a) are not able to do work for constituents or for community organisations, nor are they able to respond to requests to support Senators' and Members' private interests or study; and
- (b) may need to clarify or negotiate the nature and scope of requests.

7 Senators and Members are the Library's primary clients and, when engaged in parliamentary or representational duties, have access to:

- (a) the Library's collections, for reference and loans;
- (b) information services;
- (c) tailored analysis and advice (oral or written);
- (d) the Library's publications, lectures and seminars;
- (e) training in and assistance with self-help services;
- (f) library databases through Parlinfo and the web;
- (g) alerting services including *It's New* and Alerts from Parlinfo;
- (h) inter-library loans; and
- (i) the Electronic Media Monitoring Service.

Staff

8 The staff of Senators and Members, when undertaking work on behalf of a Senator or Member, have the same access to services as Senators and Members. Senators and Members will be held responsible for requests and loans made in their name.

9 The staff of parliamentary committees, when undertaking work on behalf of their committee, have the same access to services as the staff of Senators and Members.

10 The staff of parliamentary departments, when undertaking official duties, have the same access to services as the staff of Senators and Members.

11 In the case of conflicting priorities or limited resources, priority will be given to work for Senators and Members.

The Governor-General

12 The Governor-General has the same access to services as Senators and Members.

Former Senators and Members, and Senators elect

13 Former Senators and Members, and Senators elect, when visiting Parliament House, have access to:

- (a) the Library's collections for reference and loans; and
- (b) the Library's publications, lectures and seminars.

14 When not in Canberra, they have access to the Library's publications and online services that are available freely through the Internet.

15 Former Senators and Members, and Senators elect are not provided with:

- (a) copies of articles, books, transcripts or newspaper clippings except those which are freely available through ParlInfo Search;
- (b) access to electronic products including journals and databases to which the Library subscribes;
- (c) access to the Electronic Media Monitoring Service (EMMS); and
- (d) commissioned research services.

16 The limitations on access are because:

- (a) the provisions available to the Parliamentary Library to make copies for members of Parliament (sections 48A and 108A of the *Copyright Act 1968*) only apply to serving Senators and Members; and
- (b) licenses for electronic resources do not cover use by former Senators and Members, and Senators elect.

Parliamentary Interns

17 Parliamentary Interns, for the purpose of their parliamentary study project, only have access to:

- (a) Library staff for advice on their projects;
- (b) the Library's collections, and staff on the Central Enquiry Point, for reference and loans (loans for one week and with a limit of four items); and
- (c) Vital Issues Seminars and Parliamentary Library Lectures.

Members of the Press Gallery

18 Members of the Press Gallery have access on a self-help basis only to designated areas of the Library, namely the Central Enquiry Point area and the Ground Floor Reading Room.

19 Services provided are:

- (a) access to the Library's collections (particularly newspapers in the Ground Floor Newspaper Room);
- (b) loans (subject to immediate recall); and
- (c) provision of hard copy Information Files (covering the period until 2000).

Members of other Parliaments

20 Members of other parliaments, when visiting Parliament House, have access to:

- (a) staff at the Central Enquiry Point for basic information enquiries;
- (b) the Library's collections; and
- (c) the Library's publications, lectures and seminars.

Immediate family of serving Senators and Members

21 Immediate family of serving Senators and Members have access to:

- (a) the Library's collection;
- (b) loans; and
- (c) attendance at seminars and lectures.

Other Parliamentary Libraries

22 Parliamentary Libraries, in recognition of reciprocal services, have access to:

- (a) staff at the Central Enquiry Point for basic information enquiries;

- (b) analysis and policy advice (oral briefings and available research papers);
- (c) the *It's New* service, Library publications, lectures and seminars;
- (d) loans;
- (e) copies of material in the Library's databases in Parlinfo (subject to the *Copyright Act 1968*);
- (f) copies of previously prepared or acquired transcripts of radio and television broadcasts; and
- (g) copying of multimedia material recorded by the Electronic Media Monitoring Unit (subject to the *Copyright Act 1968*).

Commonwealth departments and agencies, and Embassies

23 Commonwealth departments and agencies, and Embassies should use their libraries for information and access to material in the Parliamentary Library's collection via inter-library loan. In recognition of reciprocal services, they can submit basic, quick information enquiries.

Other Libraries

24 Other Libraries, in recognition of reciprocal services, have access to loans.

General public

25 Members of the general public have access to the Library's publications through the Internet.

26 Members of the public, including constituents, family or friends of parliamentary staff and temporary or Commonwealth Officer Parliament House passholders, are not clients of the Parliamentary Library and are not entitled to access the collection or research services.

General Conditions of Use of the Collections and Services

27 Except for some inter-library loans and items in high demand, loans are for one month and subject to a limit of 20 items at a time. The Library will suspend borrowing privileges if no response is received to a second phone call requesting the return of overdue items. Some of the Library's collections are not for loan and some inter-library loans must be used, at the request of the lending library, only in the Parliamentary Library.

28 Some client groups have restricted loan privileges and these are noted above. When an individual is no longer a member of one of the client groups outlined above all outstanding loans must be returned. Lost or damaged items must be replaced or repaired (either directly by the client or indirectly through payment to the Parliamentary Library).

29 In responding to client requests, photocopying and multimedia copying will be provided in accordance with section 48A of the *Copyright Act 1968*:

The copyright of a work is not infringed by anything done, for the sole purpose of assisting a person who is a member of a Parliament in the performance of the person's duties as such a member, by an authorized officer of a library, being a library the principal purpose of which is to provide library services for members of that Parliament.

30 An introduction to the Library is available at <http://library>. A print version is issued regularly to all Senators and Members. A list of staff expertise and contact information is also available on the Library's intranet and is updated monthly.

31 The Parliamentary Library may refuse a request:

- (a) if the client is unable to demonstrate that the request is legitimate in the terms of this *Statement of Client Services*;
- (b) if time constraints, staffing or resource considerations preclude the acceptance of the request.

32 The Parliamentary Library encourages feedback from clients. *Operating Policies and Procedures No. 21—Parliamentary Library feedback* outlines the commitment to and process of dealing with feedback.

Enquiries regarding the *Statement* may be made to:

The Parliamentary Librarian
Parliamentary Library
Parliament House
Canberra ACT 2600

Ph: (02) 6277 7102
Fax: (02) 6277 2403