



**Report of the Parliamentary Librarian to the Joint  
Standing Committee on the Parliamentary Library  
2009-10**

PARLIAMENTARY  
**LIBRARY**  
INFORMATION ANALYSIS ADVICE





Parliament of Australia  
Department of Parliamentary Services

6 October 2010

Mr Harry Jenkins MP  
Speaker of the House of Representatives  
Parliament House  
CANBERRA ACT 2600

Senator the Hon. John Hogg  
President of the Senate  
Parliament House  
CANBERRA ACT 2600

Dear Mr Speaker and Mr President

**Parliamentary Librarian Annual Report 2009–10**

I have pleasure in submitting the annual report of the Parliamentary Librarian for the year ending 30 June 2010, as required by subsection 65(3) of the *Parliamentary Service Act 1999*.

That provision requires the report to be presented to the Presiding Officers after the end of each financial year, and be included in the annual report on the activities of the Department of Parliamentary Services made under paragraph 65(1)(c) of the *Parliamentary Service Act 1999*.

Section 38H of the *Parliamentary Service Act 1999* requires that the Parliamentary Librarian give a report on the performance of the functions of the Parliamentary Librarian to the Joint Standing Committee on the Parliamentary Library at least once every financial year. I confirm that this report has been provided to the Joint Standing Committee on the Parliamentary Library.

Yours sincerely

A handwritten signature in cursive script that reads 'Roxanne Missingham'.

Roxanne Missingham  
Parliamentary Librarian

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## Parliamentary Librarian's review

### Introduction

The Australian Parliamentary Library's services are established under the statutory office of the Parliamentary Librarian with the following functions<sup>1</sup>:

- ◆ 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
- ◆ 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.

The Library's primary clients include Senators and Members and their staff, committee staff and the Governor General. These clients are entitled to use the full range of the Library's services. Service entitlements for all clients are outlined in the Parliamentary Library Statement of Client Services.

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

The Parliamentary Library Executive comprises Ms Roxanne Missingham, Parliamentary Librarian, Ms Nola Adcock, Assistant Secretary, Research Branch (RB), and Ms Judy Hutchinson, acting Assistant Secretary, Information Access Branch (IAB).

## Joint Standing Committee on the Parliamentary Library

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

The Library Committee membership at 30 June 2010 was:

The Hon. Dick Adams MP (Joint Chair)

Senator Russell Trood (Joint Chair)

Senator Guy Barnett

Senator Catryna Bilyk

Senator Doug Cameron

Senator Steve Fielding

Senator Steve Hutchins

Mr Russell Broadbent MP

The Hon. Mark Butler MP (to September 2009)

Ms Sharryn Jackson MP

The Hon. David Hawker MP

Mrs Sophie Mirabella MP (to May 2010)

Mr Daryl Melham MP (from March 2010)

Mr Robert Oakeshott MP (from June 2010)

Mr Graham Perrett MP

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<sup>1</sup> *Parliamentary Service Act 1999* section 38B (1).

The terms of reference of the Committee are to:

- ◆ consider and report to the President of the Senate and the Speaker of the House of Representatives on any matters relating to the Parliamentary Library referred to it by the President or the Speaker;
- ◆ provide advice to the President and the Speaker on matters relating to the Parliamentary Library;
- ◆ provide advice to the President and the Speaker on an annual resource agreement between the Parliamentary Librarian and the Secretary of the Department of Parliamentary Services; and
- ◆ receive advice and reports, including an annual report, directly from the Parliamentary Librarian on matters relating to the Parliamentary Library.

The Library Committee met on 10 September and 19 November 2009, and 11 March and 17 June 2010. The Committee discussed:

- ◆ additional funding of \$500,000 in the 2010–11 Budget, and again in 2013–14, “to enhance the capacity of the Parliamentary Library to assist non-Government parties in developing policies in the lead-up to Federal elections”<sup>2</sup>;
- ◆ models for a Parliamentary Budget Office which could provide Senators and Members with information, analysis and advice to support scrutiny of government expenditure;
- ◆ client confidentiality;

- ◆ the 42nd Parliament Parliamentary Library client assessment undertaken by Uncommon Knowledge based on interviews with a sample of Senators and Members;
- ◆ online mapping services including interactive PDFs and files for use with Google Earth;
- ◆ the Australian Parliamentary Fellowship;
- ◆ digitisation of Hansard; and
- ◆ the revised Parliamentary Library’s Statement of Client Service and Operating Policy and Procedures No 13.3—Parliamentary Library Electronic Media Monitoring Service.

The Library Committee considered the *Resource Agreement 2010–11* and, noting that it was prepared in the context of departmental budget constraint and the new Budget measure, resolved to write to the Presiding Officers recommending the adoption of the agreement.

### Resource Agreement

The Parliamentary Librarian and the Secretary, DPS, developed a *Resource Agreement* (the Agreement) for 2010–11 as required under the *Parliamentary Service Act 1999*.

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 notes the resources in terms of services provided by the Library to the rest of DPS.

The Agreement 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 *Union Collective Agreement 2008–2011* (the DPS CA).

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<sup>2</sup> Australian Government, ‘Part 2: Expense measures’, *Budget measures: budget paper no. 2: 2010–2011*, Commonwealth of Australia, Canberra, 2010, p.282

## Strategic priorities

The Library's approach and strategic priorities for the year were as follows:

**Our Vision: An informed Parliament supported by a Library that delivers services to meet client needs.**

**Our priorities:**

- ◆ create the 21st century parliamentary library and research services;
- ◆ knowledge transfer to the parliament;
- ◆ connect clients with information;
- ◆ support the Parliament's engagement with the community and democracy; and
- ◆ use technology to support better services.

## Achievements 2009-10

### Create the 21st century parliamentary library and research services

*Key activities*

- *Client assessment and feedback from clients*
- *Policy and Budget analysis support*
- *Communications program focused on web2.0*
- *Accommodation planning*

The Parliamentary Library assesses the needs of clients once in each parliament. This enables existing services to be reviewed, changes in information needs to be identified and planning for any new services to provide information, analysis and advice to the Parliament.

For the 42nd Parliament, an independent consultant was engaged to undertake a study based on interviews with a sample of Senators and Members. The report was provided to the Library Committee and Library staff in early 2010.

The study found that clients highly value the Library's services. Despite this high level of regard and satisfaction, the assessment identified some areas for improvement. The key areas to address were identified as:

- ◆ achieving greater consistency and quality of service in responses to individual client requests;
- ◆ improving, if possible, the timeliness of Library publications;
- ◆ responding more effectively to all three stages of the life cycle of Members of Parliament – new, medium and long-term;
- ◆ continuing to improve the resources available to clients at their desktop (or mobile devices);
- ◆ improving the availability of transcripts and broadcast material via the Electronic Media Monitoring Service; and
- ◆ improving communication mechanisms bearing in mind the pressures on the time of clients.

The client survey is a key document to shape Library business planning. As part of that process, initiatives to address the findings are being developed in consultation with all staff at Library, branch and section level.

Parliament is responsible for approval and scrutiny of government expenditure of more than \$71 billion in 2009-10 (Appropriation Bill No 1 2009). The Parliament scrutinises expenditure through review of Budget legislation, Senate Estimates committees, reviews of particular areas of expenditure and specific enquiries, parliamentary questions and by seeking information, analysis and advice through the Parliamentary Library.

While the Parliamentary Library has provided advice on the Commonwealth Budget and government expenditure for many years, only a relatively small amount of resources have been available for this activity. In this reporting period many client enquiries again focussed on the economy and analysis of trends and policy directions. Specialised services offered to Senators and Members in the context of preparing for examination of the Commonwealth Budget for 2010–11 included seminar presentations and analytical Budget Review briefs.

The Library has regularly received feedback that Senators and Members do not receive sufficient independent analysis and advice on Budget and expenditure issues.

The Library has been allocated additional funding of \$500,000 in the 2010–11 Budget, and again in 2013–14, 'to enhance the capacity of the Parliamentary Library to assist non-Government parties in developing policies in the lead-up to Federal elections'<sup>3</sup>

Providing policy and Budget analysis is an important issue that the Library has been considering in 2009–10 and the establishment of a Pre-Election Policy Unit with the additional funding will enable development of services to clients that fill this gap in the pre-election period. The post-election evaluation of this new service will provide an opportunity to discuss future directions with the Library Committee.

Communication with clients is important to ensure that clients are aware of all services in order for the Library to provide relevant quality analysis and advice. This year the Library implemented a number of web2.0 services for improved communication with clients. A Twitter feed was launched in October 2009 to provide short, immediate notification of new Library general briefs and

publications. The Library has 634 followers and 277 tweets have been published. A Facebook page was launched in June 2010 also to provide information about new publications. Both were created using the Library's RSS feed. *What's new from the Parliamentary Library* was launched in February 2010, replacing *This sitting week* with shorter, more succinct content that can be read immediately on the screen within an email.

Accommodation in the Library's Ground Floor Reading Room and second floor location has been reviewed. Three major options for the second floor and one for the ground floor were presented to all Library staff for consideration. In the coming year a preferred option will be agreed and detailed planning will proceed.

## Knowledge transfer to parliament

### Key activities

- *High quality, impartial, timely information for clients wherever they are*
- *Publications and client briefs that meet client needs*

Analysis and advice to support the Parliament fluctuate in demand according to the parliamentary cycle. Long term changes in demand have been apparent as more services and content are provided to the desktop on a self help basis and use of these services continues to rise each year. Individual client requests for information, research and analysis saw approximately a 13 per cent reduction in the number of enquiries in comparison to the previous year, with a 7.5% increase in use of the Library's publications by Senators and Members and their staff.

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<sup>3</sup> Australian Government, 'Part 2: Expense measures', *Budget measures: budget paper no. 2: 2010-2011*, Commonwealth of Australia, Canberra, 2010, p.282

Overall the number of publications has remained at approximately the same level as in the previous year, with a small increase in the number of Bills Digests (5 per cent) and a small decrease in other publications (less than 2 per cent). 2009–10 saw a full legislative program which placed considerable demands upon staff for policy advice and Bills Digests.

The research service focused on delivering consistent high quality advice and continued to seek feedback from clients on the usefulness of responses. The Government's legislative program has a direct impact on the work of all sections and determines the focus and range of analysis provided by Bills Digests and other analytical briefs. Substantial Digests produced in major areas of government reform included the Fair Work suite of bills and bills relating to trade practices and criminal law.

Climate change continued as an area of significant parliamentary and community debate. Eleven Bills Digests were produced to cover the legislative package relating to the carbon emissions trading scheme. The Library's special website covering climate change issues required frequent updating to cover national and international developments including the lead-up, debates and results of the Copenhagen Conference in December 2009.

Other prominent areas of debate and review generating a significant number of requests included health related issues, hospitals, social security and immigration.

Research staff maintain close associations with academics and professional colleagues in their fields of expertise. The contacts are used as external readers for refereeing papers intended for general distribution and for background assistance with some client requests. As part of strategic planning, an internal working group reported upon possible additional initiatives to increase engagement with external experts. A

number of the recommendations will be trialled in the coming year.

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

Dr Scott Brenton, the 2009 Fellow, undertook a project on contemporary bicameralism in Australia, focusing on the differences between Senators and Members of the House of Representatives. His monograph, *What lies beneath: the work of senators and members in the Australian Parliament*, was published in June 2010.

The study compares Senators as a group of political representatives with Members of the House of Representatives as another group to assess the similarities and differences between their work, their roles and responsibilities, and their perceptions of representation. Drawing on surveys of 233 current and former parliamentarians and 29 interviews with prominent politicians, this study found that the profession has changed with technology and communication developments, increased media intrusions and challenges to balance work and family. It found that the stature of the Senate has grown from out of the shadow of the House of Representatives, with Senators raising their profiles and becoming important campaign agents.

Dr Peter Brent was selected as the 2010 Parliamentary Fellow. His project will explore the use of 'new media' in Australian federal politics by both federal politicians and the press gallery.

The Parliamentary Library is committed to constantly improving its service delivery. Feedback from clients, including compliments, complaints, suggestions and information requests about services, are vital to enable the Library to:

- ◆ improve services and products;
- ◆ prevent problems from occurring in the future;
- ◆ ensure consistent service delivery; and
- ◆ communicate with clients about Library services.

No complaints were received by the Library in 2009-10.

### Connect clients with information

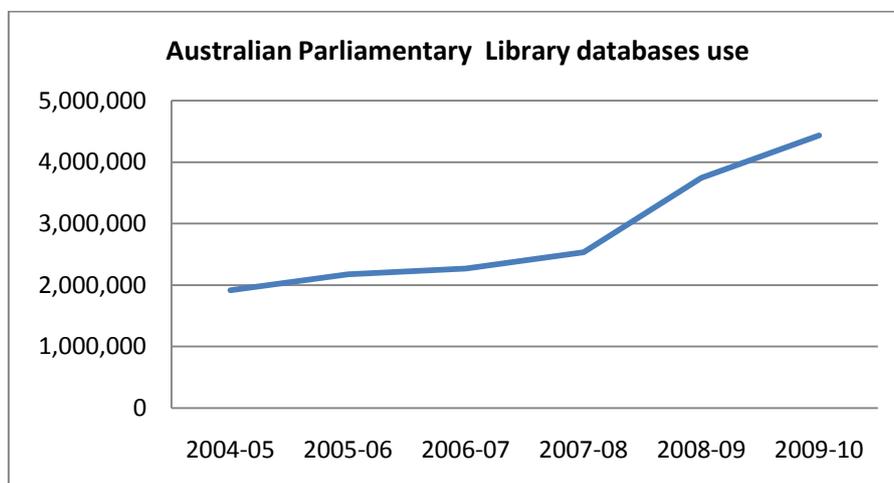
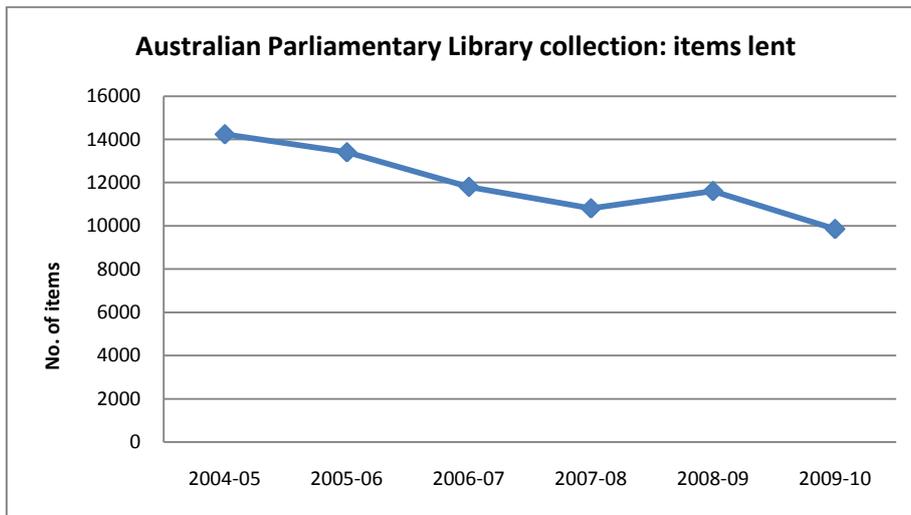
#### Key activities

- Increase content directly available to clients

- Ensure collection meets client needs
- Review products for better access to enable clients to more easily use the Library's information resources

A major service strategy is to increase the amount of the Library's collection available online, including content created by the Library's researchers, to meet the changing needs of Senators and Members. Resources need to be easily accessible to those in electorate offices as well as those in Parliament House.

Use of the print collection decreased by more than 15% this year compared to the previous year. However the use of the digital collections continues to grow with a steady trend upwards continuing in 2009-10.



Digitisation of material in the Library's collection, both contemporary and historic collections, remains a priority, although it must be managed within available resources. *Battlelines* by The Hon. Tony Abbott, MP was digitised to provide access to meet demand and also for preservation purposes (as a back-up for potential loss of heavily used material). This was the first book from the Parliamentary Authors collection to be digitised. The Parliamentary Authors collection commenced in 1971 and comprises works written by current and former members of Parliament.

In addition, the Library has commenced digitising some individual works that are important sources of historic statistics. For example, source material on Aboriginal and Torres Strait Islander historic wages in the Defence Forces, available in a Department of Defence 1985 publication, *Report: employment of Aborigines and Torres Strait Islanders by the Defence Force during the Second World War* and the only known compilation of this archival material, was digitised.

A major feature of Library operations has been continued collaboration with other libraries. The Library is a member of Electronic Resources Australia, a national consortia approach of libraries in all sectors, which has achieved cost effective purchasing for a range of products. The Library also participates in a purchasing consortium with government libraries.

## Support the Parliament's engagement with the community and democracy

### Key activities

- *Contribute to the delivery of parliamentary records online*
- *Contribute to improving the Parliament's web presence*
- *Strengthen parliamentary library and research services through supporting emerging democracies and international parliamentary library and research centres*

Access to the record of the Parliament is vital for community awareness and engagement with the Parliament. The Library has assisted in a project to digitise Hansard from 1901 to 1980 to make the complete record of the Parliament available on the Parliament's website. Digitising this material enables the community to access parliamentary materials regardless of time or location, and Senators and Members to access additional documents for their parliamentary work. All Hansards have been made available in Portable Document Format (PDF) and html display.

The Library has been playing a major role as sponsor of the replacement of the Parliament of Australia website with a modern system that will better meet the needs of Australians. The first stages of design and system selection were completed during the year. Considerable research into the needs of the community, Senators and Members and parliamentary departments was undertaken to provide a basis for the project. Discussions with the United Kingdom Hansard Society and overseas parliamentary libraries were valuable to review international trends in democracies and learn from the experiences of other parliaments in implementing new online services.

The Library is committed to supporting parliamentary libraries in the region, particularly in Pacific countries and, in emerging democracies. This year the Library provided support for visits including:

- ◆ Mr Viengtavisone, Secretariat of the National Assembly of Laos;
- ◆ a study tour by Elesallah Matatier, Parliament of Papua New Guinea Librarian;
- ◆ Mr Mahdi Ahmed Gadid, Director General at the Ethiopian Foreign Ministry responsible for Middle East, Asia and Oceania;
- ◆ a delegation from the National People's Congress of the People's Republic of China;
- ◆ support for the Inter Parliamentary Study Program 2010 (Senior Parliamentary Staff Study Program) hosted by the Parliamentary Relations Office, through presentations to participants; and
- ◆ presentations to Centre for Democratic Institutions courses including the Political Party Development Course and Development Course for Indonesian & Timor-Leste Parliamentary Research Staff.

The Library also provided support for neighbouring parliaments:

- ◆ Mr Angus Martyn provided support to the new Timor-Leste Parliament Research Centre through providing a one week legislative analysis training at the centre. The course was funded by the Centre for Democratic Institutions;

- ◆ Margaret Cazabon, Parliamentary Web Manager, provided significant assistance to the Parliaments of Vanuatu and Nauru through spending a week with each parliament to establish its website and to assist local staff to develop their skills;
- ◆ selected subscriptions were provided to the Library of the Papua New Guinea Parliament. Approximately 19 titles of reference material from the collection were donated to Pacific libraries with the assistance of the Parliamentary Relations Office. These were mainly dictionaries, encyclopaedias (including two copies of the 22-volume World Book Encyclopedia) and atlases;
- ◆ support for reference/research services by encouraging libraries to pass on any relevant questions; and
- ◆ (support for libraries by providing free access to material on the Library's website and Parliamentary Library publications.

The Library will be hosting an international symposium, 'Fundamental to Democracy: Parliamentary library and research services', in March 2011. Contact with all Pacific parliaments, potential sponsors and the international parliamentary library and research community occurred to ensure that the symposium will provide a valuable opportunity for participants. It is intended to strengthen parliaments and assist in the development of parliamentary libraries and research services by providing an opportunity for sharing information, knowledge and experiences.

The symposium's sponsors are the International Federation of Library Associations Section on Library and Research Services for Parliaments, the Association of Parliamentary Libraries of Australasia and the Centre for Democratic Institutions (CDI), Australian National University.

## Use technology to support better services

### Key activities

- *Replace systems with services that provide efficiencies*
- *Provide quicker access to information for clients wherever they are located*
- *Manage all library systems well*

Developments occurred with the following major systems in 2009–10:

- ◆ the authoring system for the Library's databases in ParlInfo Search for press clippings, press releases, Library publications, articles and political party documents was redeveloped. The new system, which will automatically select and categorise material, is in production. It results in press clippings being available by 8.30 am to all clients and result in efficiencies;
- ◆ the Electronic Media Monitoring System will be replaced in 2011 with a system that will store and manage access to digitised parliamentary records and radio and television programs. Specifications were finalised and a vendor selected for the new system; and
- ◆ the Library's client information system, Time and activity recording data information system (TARDIS) will also be

replaced in the coming year. The software which is to be implemented to replace the system is also being used for the IT Help Desk and Security Incident Management systems.

The Library is piloting acquisition and use of e-books and has acquired a Kindle e-book reader and its first title. The first title was only available electronically and could not be purchased in print. The Kindle is available for use by clients.

## Strategic and Workforce Planning

The Senior Management Group of the Library, which comprises all Directors, Assistant Secretaries and the Parliamentary Librarian, met regularly to review and plan the Library's activities during the year.

The number of ongoing staff leaving the Library showed a slight increase on the previous year. Eleven ongoing staff left in 2009–10, a separation rate of 7.3%. This compares well with the separation rate of ongoing Library staff for the previous two years—7.2% of ongoing staff left the Library in 2008–09 and 11.6% in 2007–08. Greater use of part time work in some work areas, such as the Law and Bills Digest section, has helped to reduce turnover.

The main reasons for separation from the Library during 2009–10 were transfer/promotion (5 staff, 45% of separations), age retirements (3 staff, 27% of separations) and resignation (2 staff, 18% of separations). One staff member retired on invalidity grounds.

## Parliamentary Library overview

### Office of the Parliamentary Librarian

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

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.

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

### Research Branch

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).

The range of services provided includes individually commissioned information, research and advisory services for clients and research publications.

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.

### Information Access Branch

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

Access to services is also provided through the Parliamentary Library's Central Enquiry Point and Ground Floor Reading Room (GFRR). The GFRR collections and floor space were reorganised in 2009–10 as a result of the building of the adjacent Parliament House Briefing Room. For the future, the Library plans to open the GFRR to Senators and Members 24 hours a day, 7 days a week.

IAB staff select, acquire and provide access to monographs, serials, electronic publications and external databases through the Library's Catalogue. Access to radio and television news and current affairs programs is provided through the Electronic Media Monitoring Service (EMMS). Material for the Library's information databases, available through ParlInfo Search, are selected and indexed.

IAB manages resources and client access to electronic services efficiently and effectively in part by negotiating (in conjunction with the Chief Finance Officer) the best possible licence and contracts with vendors. IAB is responsible for publishing DPS materials both in print and electronically on the parliamentary website (<http://www.aph.gov.au/>) and on the DPS intranet. This includes Hansard and Library publications.

## Parliamentary handbook



Martin Lumb's time with the Parliamentary Library stretches back to 1983, and his integral role in the production of the Parliamentary Handbook began 3 years later.

Regarded as an institution within the institution, the Handbook is used as a reference source for those seeking biographical details on parliamentarians, and historical information on the Parliament. It is also an evolving publication, with the first electronic version in 1988 followed by a partial version on the World Wide Web in 1995 and the full edition in 1999. There are now two versions; the hard copy edition, incorporating information provided by parliamentarians and distributed around a year after each parliament is formed; and the online version, which is being regularly updated by Library staff.

One aspect of the publication Martin looks back upon with amazement is the constant technological change.

When he began, the use of microfiche was cutting-edge, and he has seen the rise and fall of five-inch floppy disks as preferred media. 'Technology is now moving so quickly that no two handbooks are now produced the same way', he comments.

Martin also notes the expectations of timeliness have changed considerably, often driven by the dynamics of an electronic environment. A link to the online version of the handbook is available at <http://www.aph.gov.au/Library/handbook/index.htm>

## Report on performance

### Output 1—Library Services

#### Introduction

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; and
- (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, through the selection, processing and indexing of material for library and media data bases in ParlInfo, and by publishing print and electronic works.

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

Sub-output 1.1—Research services to meet clients' needs. 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; and
- (b) Research publications (Publications)—these are prepared where strong client demand is anticipated for briefing on specific policy issues. Publications include Bills Digests, Research Papers, Background Notes and internet Resource Guides. Publications are generally available to clients and to the public, through the internet.

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.

Figure 1—Sub-output 1.1—Research services—Deliverables

Deliverable	Measure	Performance		
		2007-08	2008-09	2009-10
Individual client requests	Percentage of primary clients (Senators' and Members' offices, including Ministers' offices) using the service (target: 98%)	100%	100%	100%
	Number of individual client requests (target: 16,000)	14,907	17,772	15,476
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the <i>Parliamentary Handbook</i> and General Briefs and Publications, through ParlInfo and the Internet (target: 6,000,000)	4,956,922	5,990,657	5,555,192*
General briefs and publications	Number of general briefs and publications produced (target: 220)		280	285
Client training and seminars	Attendance at training courses and events (eg Vital Issues seminars) (target: 500 attendees).		594	550

\* The Denial of Service attack in February resulted in problems for the statistical reports on use of web services

Figure 1—Sub-output 1.1—Research services—Deliverables

Deliverable	Measure	Performance		
		2007-08	2008-09	2009-10
Cost of research services	Average cost per individual client request	\$446	\$462	\$442
	Average direct cost per self-service client request (staff time only)	\$0.60	\$0.53	\$0.61
	Total cost of sub-output 1.1	\$11.272m	\$11.6m	\$12.16m

**Indicator—Client requests**

During 2009–10, consistent with the previous years, 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%.

While there was a significant decrease in the number of direct client requests—approximately 13%, compared to the previous year, use of library publications by clients increased by around 7.5%.

**Indicator—General briefs and publications**

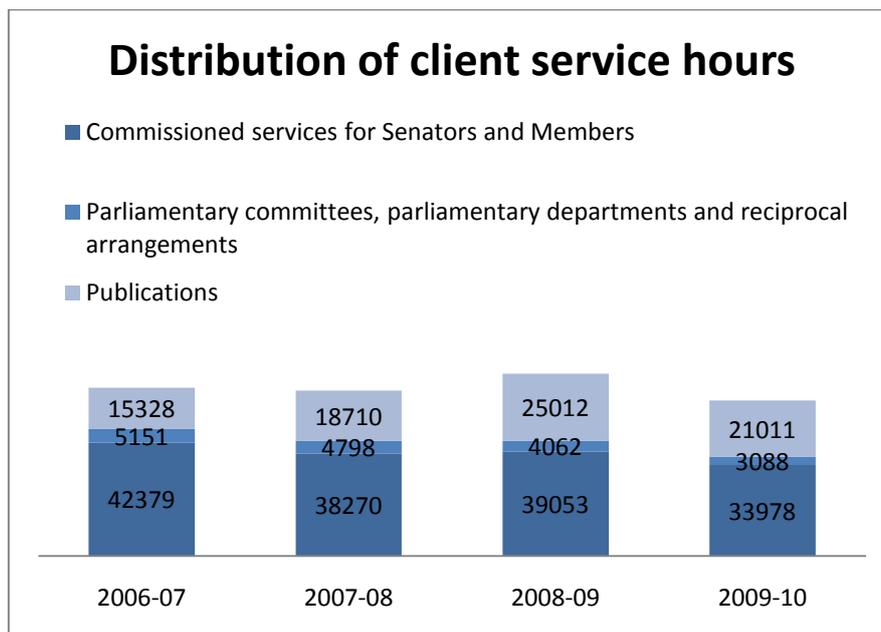
The number of Library publications this year was within 2% of the previous year with a small increase in total numbers. The legislative program for the Parliament was significantly higher than in the previous two years, leading to a 5% increase in the number of Bills Digests published. Publications produced, other than Digests, reduced in number from 97 last year to 94 in 2009–10.

*Bills Digests*

During 2009–10, 191 Bills Digests were published. Digests were produced on a number of significant and complex Bills including the 11 Bills that made up the legislative package for the proposed Carbon Pollution Reduction Scheme.

In common with past years, a significant number of Bills were first debated relatively soon after introduction into Parliament. This continues to create substantial challenges for staff involved in the production of Digests. Digests were not produced for nine of the Government Bills introduced in 2009–10 (compared to five in 2008–09). Digests were not produced for these Bills for reasons including the shortness of time between introduction and debate in the second chamber, resourcing issues and the non-contentious nature of some Bills. A small number of Digests, three in total, were not completed in time for the start of parliamentary debate on the relevant Bill in the second chamber (compared to 18 in 2008–09). Where it was not possible to complete Digests in time for parliamentary debates, clients were provided with draft Digests or other briefing material on request.

Figure 3—Distribution of client service hours by service type



The time that can be spent on general publications reflects the priorities of the parliamentary cycle and the staff resources available. Bills Digests and the Commonwealth Budget analysis were again major areas of work with an overall increase in the numbers of Digests produced. Bills Digests continued to be a publication priority involving staff from a number of the research branch sections. Significant effort has gone into ensuring that publications are produced on issues where strong client demand is anticipated. Such publications not only assist clients directly, but provide Library staff with resources that enable client requests to be answered more quickly.

#### **Indicator—Client training and seminars**

Lectures and seminars were held, with papers, PowerPoint and audio files published on the Library's web page. Attendance at Parliamentary Library lectures, Vital Issues seminars and orientation training decreased this year (7.5%). The target of 500 was exceeded, primarily because of attendance at seminars and lectures. The Budget briefing was very well attended.

The following lectures and seminars were held, with papers, PowerPoint and audio files published on the Library's web page:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>(a) Engaging with the community using social media<br/>Speaker: James Dellow<br/>Chair: Senator Kate Lundy</li> <li>(b) Understanding the Budget<br/>Speakers: Scott Kompo-Harms, Garth Day and Richard Webb<br/>Chair: Roxanne Missingham</li> </ul> | <ul style="list-style-type: none"> <li>(c) 'Twitter election': use of new media by political players in election year 2010<br/>Speaker: Dr Peter Brent<br/>Chair: The Hon. Dick Adams MP</li> <li>(a) Gov 2.0 Taskforce Report<br/>Speaker: Dr Nicholas Gruen<br/>Chair: Nola Adcock</li> <li>(b) Copenhagen negotiations and the CPRS: an industry perspective<br/>Speaker: Michael Hitchens<br/>Chair: Roxanne Missingham</li> <li>(c) The science behind the policy agenda for the Copenhagen talks<br/>Speaker: Dr Janette Lindesay<br/>Chair: Roxanne Missingham</li> <li>(d) The global recession and the future of social policy in Australia<br/>Speakers: Professor Paul Smyth and Professor Bob Gregory<br/>Chair: Senator Rachel Siewert</li> <li>(e) Global policy trends in a financialised economy<br/>Speaker: Professor Michael Hudson<br/>Chair: Roxanne Missingham</li> <li>(f) The state of the working nations: current issues and future prospects for working families in the US and Australia<br/>Speakers: Professor Eileen Appelbaum and Professor Barbara Pocock<br/>Chair: The Hon. Mark Butler MP.</li> </ul> |
|--|---|

Figure 4—Sub-output 1.1—Research services—Key Performance Indicators

Key performance Indicator	Measure	Performance		
		2007–08	2008–09	2009–10
Client satisfaction with requests and general briefs and publications (GBPs)	High level of customer satisfaction (target: 90%)	89%	93%	93%
	Client service delivered to timeliness service standard (target: 95%)	97%	97%	96%
	Number of complaints from clients	1	4	0

### Indicator—Client satisfaction with requests and general briefs and publications (GBPs)

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 of the responses to individual client requests completed to the originally agreed or renegotiated deadline; and
- (c) the number of complaints made by clients.

As reported last year, client satisfaction with the Library's service in the 42nd parliament rose by 4%, based on the 2009 DPS Client survey.

The timeliness target of 95% was exceeded by 1%. There were no complaints from clients.

Feedback from individuals and organisations that were not clients was received by email and telephone calls about Library publications. In two cases, minor

modifications were made to publications to address the issues raised.

### Sub-output 1.2—Information access services

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

- (a) the Library collection—development of the collection to meet users needs and provision of access through the catalogue and ParlInfo Search with an emphasis on continuing to increase the proportion of the collection that is available electronically;
- (b) online full-text content—news clippings; journal articles; political party documents; press releases and Library publications available through ParlInfo Search;
- (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  
 As far as possible, usage rates of all of these services are monitored to ensure that they remain relevant and are of practical assistance to Senators, Members and their staff.
- (e) client services—including the Central Enquiry Point, the Ground Floor Reading Room and electronic self-help services.  
 To help clients use these services effectively, the Library provides orientation and training courses as well as online assistance.

Figure 5—Sub-output 1.2—Information access services—Deliverables

Deliverable	Measure	Performance		
		2007–08	2008–09	2009–10
Material added to Library databases	Number of items added to the Library’s Electronic Media Monitoring Service and to ParlInfo databases (target: 140,000)	167,537	159,129	161,203
Material added to Library collection	Number of new titles (books and serials) added to the Library’s catalogue (target: 4,200).	4,630	4,827	4,275
	Percentage of titles (books and serials) in Library’s collection available to clients online in full text (target: 30%).	22.2%	23.8%	26%
Use of the Library collection and databases	Use of the collections and databases, including loans from the collection, radio and television programs from the Electronic Media Monitoring Service, and from ParlInfo databases (target: 3,800,000 searches)	2,544,500	3,754,064	4,447,977*

\* A Denial of Service attack on ParlInfo Search in February and March resulted in problems for the statistical reports on use of web services for February and March 2010.

Figure 2—Sub-output 1.2—Information access services—Deliverables

Deliverable	Measure	Performance		
		2007-08	2008-09	2009-10
Cost of information access services	Average cost per item added to the Library's collection	\$376	\$273	\$340
	Average cost per item added to the Library's databases	\$20.39	\$17.62	\$18.68
	Average cost per use of the Library's databases and collection	\$1.91	\$1.82	\$1.69
	Total cost of sub-output 1.2	\$10.246m	\$10.48m	\$10.7m

### Indicator—Material added to Library databases

In 2009-10, the Library continued to acquire and make electronic material accessible to clients 24 hours a day, 7 days a week.

The number of media resources added to the Library's databases went up slightly in 2009-10; this is typical of a pre-election year when there is an increase in the volume of press clippings published and selected that reflect press coverage of pre-election issues.

### Indicator—Material added to Library collection

The Library's collection of books and journals is constantly updated in accordance with the Library's *Collection Development Policy*. The Library aims to keep the collection at around 115,000 monograph titles; this includes close to 21,000 that are available electronically. The journal

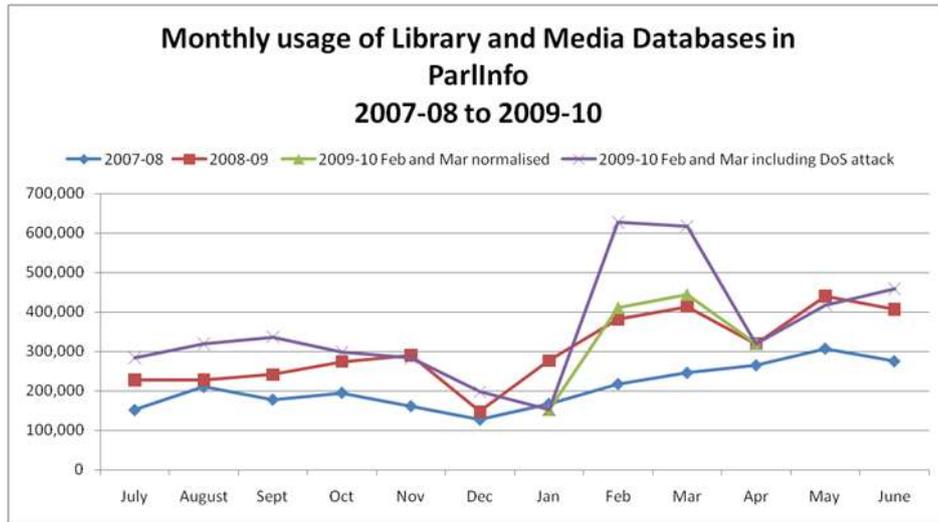
collection comprises 8,000 titles of which 2,800 are electronic. A further 13,000 electronic journals are available from commercial databases to which the Library subscribes.

### Indicator—Use of the Library's collection and databases

#### *Increased use of Library databases*

Clients access the Library's databases through ParlInfo Search. Many external commercial databases to which the Library subscribes are available through the Library's Intranet and the Senators' and Members' Services Portal.

Statistics indicate an 18% increase overall in use of the Library's databases, with a 7.5% increase by Senators, Members and their staff in 2009-10 when compared with 2008-09.



*Electronic Media Monitoring Service*

The Electronic Media Monitoring Service (EMMS) was made available to clients in

2004. In 2009–10, IAB has worked within the broader DPS environment to finalise a contract to replace the EMMS system and to migrate existing digital content.

**Indicator—Client satisfaction with information access services**

Figure 3—Sub-output 1.2—Information access services—Key Performance Indicators

Key Performance Indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Client satisfaction with information access services	High level of client satisfaction (target: 90%)	89%	93%	93%
	New titles (books and serials) added to the Library’s catalogue within timeliness service standard (target: 90%).	90%	82%	75%
	New items added to the Library’s Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard (target: 95%)	90%	94%	98.5%
	Number of complaints from clients	0	0	0

The timeliness service standard for new resources measures the percentage of titles added to the Library's collections and databases, including media resources, within defined times.

In 2009–10, the target for adding media resources to the Library's databases was exceeded while the target for adding material to the Library's catalogue was not met for routine material due to staff shortages. However, despite staff shortages throughout the year in the cataloguing unit,

all urgent titles and titles requested specifically by clients were added to the catalogue within the service level standard for priority items.

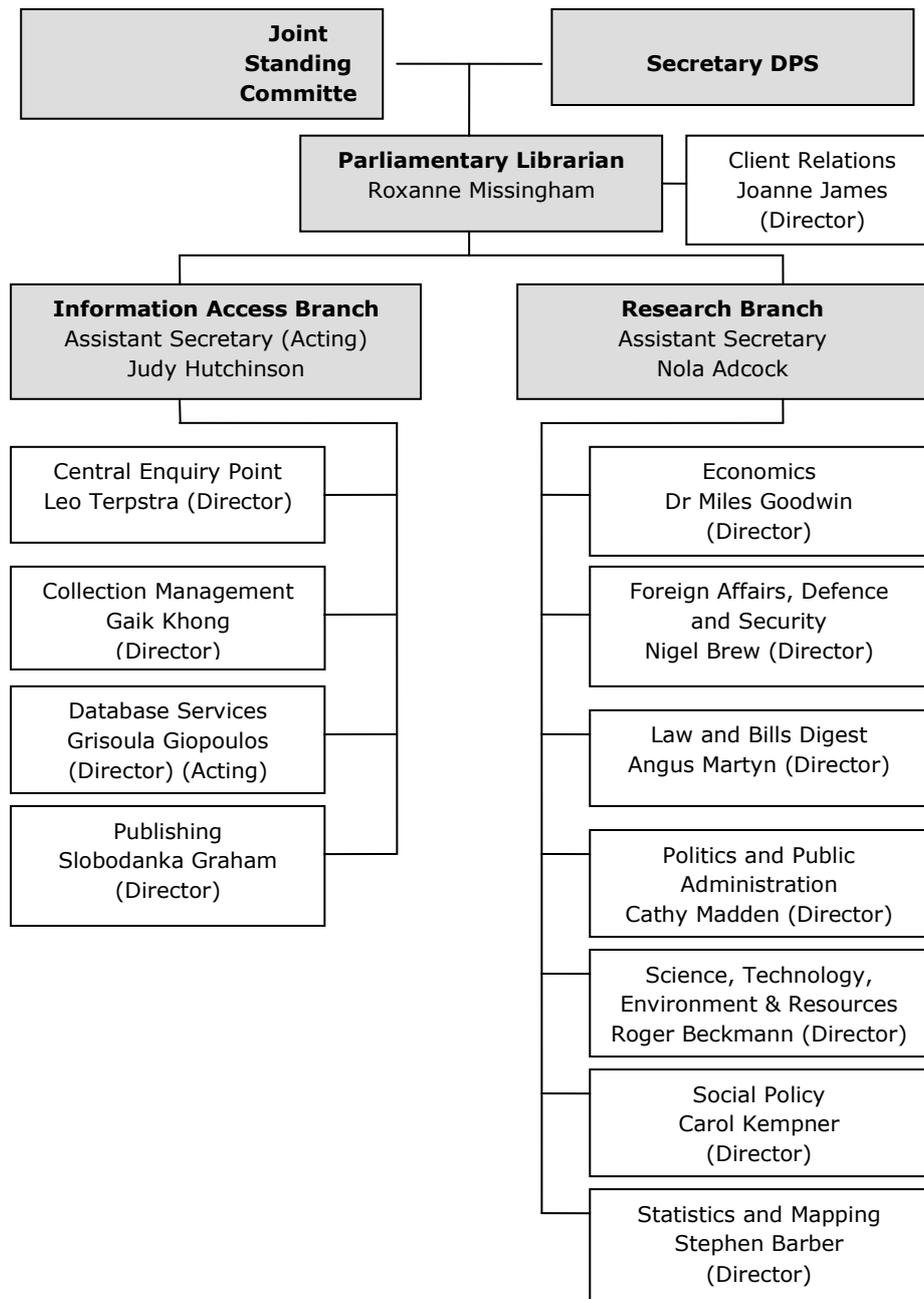
The Library provides access to 26% of its book and journal titles electronically. The target for 2009–10 was to increase this to 30%, and while this was not met, a 2.2% increase over 2008–09 was achieved.

## Parliamentary Library Financial Report

	<b>2008-09 Actuals</b>	<b>2009-10 Actuals</b>
<b>Income</b>		
Appropriations	15,075,541	16,460,724
Depreciation expense	1,259,446	1,472,225
<b>Direct expenditure</b>		
Total Salaries	12,530,196	12,717,466
Research Branch	8,042,101	8,160,929
Information Access Branch	4,160,823	4,180,424
Office of the Parliamentary Librarian	327,272	376,113
Other employee expenses	141,674	312,608
Staff training, travel and related expenses	261,066	205,733
Collection (information resources)	1,642,827	1,733,075
Collection (purchases using depreciation funds)	675,259	575,308
Other expenses	296,952	237,531
Asset maintenance (software licences/maintenance)	226,657	357,569
Total expenditure (including expenditure from asset replacement funds)	15,774,632	16,139,290
Total cash expenditure (excluding expenditure from asset replacement funds)	15,099,372	15,563,982
<b>Summary</b>		
Office of the Parliamentary Librarian	394,106	440,501
Research Branch	8,331,400	8,554,279
Information Access Branch	7,049,125	7,144,510
Total	15,774,632	16,139,290

<b>Staffing</b> (full time equivalents)	<b>2008-09</b>	<b>2009-10</b>
Research Branch	79.5	77.15
Information Access Branch	57.5	55.26
Office of the Parliamentary Librarian	2.3	2.81
Total	139.3	135.22

Figure 8—Parliamentary Library Organisation Chart



## Parliamentary Library key achievements 2007-10

### Information, Analysis and Advice

We provided information innovatively:

- A climate change website was our first complex multi-page continuously updated wikistyle publication.
- Map information was made available for use with Google earth to give information by electorates, and all historic electoral boundary maps were digitised allowing direct online use by clients
- Budget analysis briefs were progressively loaded to the website individually to improve timeliness.



We supported parliamentary library and research services in the Pacific region through:

- Websites which were designed and installed for the parliaments of Cook Islands, Kiribati, Nauru, Tonga and Vanuatu
- Reference materials that were sent to the libraries of Pacific Parliaments
- An in-country training course on legislative analysis was provided to the new Parliamentary Research Service in Timor Leste

We made improvements to:

- The production of Bills Digests to provide for speedier publication while maintaining accuracy
- Library databases authoring and thesaurus systems replaced (2010) with increased automation in selection and indexing processes and more timely delivery of press clippings to clients
- DPS and Library intranets replaced (2009-10) with more efficient system
- Listening to client needs by seeking continuous feedback on library client briefs



We achieved greater access for Australians to their Parliament:

- Over 600 000 pages of Hansard were digitised to make the full record of Parliament from 1901 available online
- ParlInfo was replaced with a modern repository and search function
- The Library contributed to the development of a new website to open up access to Parliament that will be launched in 2010-11



We became more flexible in our approaches to staffing including:

- Establishing a new structure for the Research Branch with a three tier research office structure that incorporates specialist law librarians.
- Rotating staff through units in Information Access Branch to increase their skills and job satisfaction and broadbanding specialist indexer positions
- Setting up a relationship with the National Library of Australia to encourage job exchange and short term placements

We sought client feedback and know that:

- Satisfaction with our services has increased by 4 per cent to 93 per cent
- Our clients want us to deliver high quality services consistently



We used Web 2.0 applications to reach clients including:

- Twitter
- Facebook
- RSS feeds
- in 2010-11 a blog will be trialed



We developed the knowledge and skills of staff through:

- Communication with client courses that helped all staff to assist, refresh and grow the success of our client services.
- 286 days of development activities including conferences and training events.

### Timeline

1901	1915	1968	1971	1976	1988	1994	1996	2000	2004	2005
Library founded	Parliamentary Handbook first edition published	Research service operational	Parliamentary Fellowship commences  Parliamentary Authors collection established	First Bills Digest published	Library moves to new Parliament House	Central Enquiry Point - one access point to all Library services - launched	Library publications launched on the World Wide Web	Newspaper clippings go fully online	Radio and television programs online	Joint Standing Committee and statutory office of Parliamentary Librarian established