

**EVALUATION OF PARLIAMENTARY  
LIBRARY SERVICES:  
OPTIMISING CLIENT SERVICE DELIVERY**

**Research Report  
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**Prepared for:**

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# 1.0 EXECUTIVE SUMMARY

## 1.1 Introduction

The Parliamentary Library conducts a review of the needs of clients once in every Parliament. The research findings provide data that enables the Library:

- To gain insights into the use of its services,
- To measure levels of satisfaction with its services, and to
- Assist in determining the direction of potential future information delivery.

This report presents the findings of the 2012 review. This was based on 23 qualitative interviews with Senators and Members and their staff and an online survey of clients' usage and attitudes. 154 clients responded to the survey consisting of 18 Senators or Members and 136 staff of Senators or Members.

## 1.2 Key Findings

- As may be expected, Parliamentary Library clients with longer experience in Parliament are using services more frequently and using a greater range of Library services compared with less experienced clients. They have developed greater trust and are more aware of the range of information and analytical services available and the benefits of their use.

Those newer to Parliament have less confidence in the use of and lower awareness of the range of Library services. Not all avail themselves of the services due to their busy schedule and lack of familiarity with the Library and its' systems.

- There are three levels of usage of the Parliamentary Library: Heavy usage by 'Zealots', 'Habitual' usage or medium usage and 'Periodic' or intermittent light usage. Usage of the Library is heavier when Parliament is sitting.
  - A substantial 40% of respondents, including both Parliamentarians and their staff, are 'Zealots', frequent daily users or use the services several times a week during sitting periods; only 8% of respondents are 'Zealots' during non-sitting periods.
  - Over 75% of respondents are 'Zealots' or 'Habitual' users, taking advantage of the services at least once a fortnight during sitting periods. Far fewer respondents are 'Zealots' and 'Habitual' users during non-sitting periods, at those times 44% of respondents use them daily or weekly.

Nearly 23% of respondents, however, are 'Periodic' users using services they attribute to the Parliamentary Library only intermittently, from once every few weeks to several times a year.

- Satisfaction with the Parliamentary Library services is very high:
  - 80% 'extremely' or 'very satisfied' with the services.
  - 93% express satisfaction with Library services in this study whilst in 2007 satisfaction measures showed that 89% either 'strongly agree' or 'agree' that 'they are satisfied with Library services'; and in the 2009 DPS Customer Survey a 93% level of satisfaction was recorded.
- The Library delivers very well on a number of performance measures. The majority of respondents consider it to be 'accurate', 'confidential' and 'providing a high quality of response'.

The performance of Library staff is strong and clients value their interaction with them. There is widespread agreement that Library staff are 'readily available', 'respond professionally to contact', 'treat clients impartially', and 'display initiative and understanding of needs'. Although still substantially positive, fewer respondents agree that orientation sessions build sufficient skills.

- The Library is well set up to engage and provide services a greater number of clients as it is very highly regarded. Indicative of the appeal and usefulness of the services is that 98.5% of survey respondents said they would be likely to recommend the services to colleagues. Library services are regarded with greater trust and authority than other more regularly used online services.
- The core services used by respondents most regularly are central to clients' needs and highly valued by those using them. These include Internal research services, electronic newspaper clippings, Electronic Monitoring Service (EMMS) and Bills Digest as well as the electronic Parliamentary Library newsletter 'What's New', Research Papers and Background Notes. All are used heavily or frequently by over 50% of respondents. These services deliver to the standards many experienced users expect of the Library services. Any lapse in the quality of the services dilutes clients' trust in the services and affects the relationship with the Library.
- There are two main factors that can lead to an increased use of Library services, changes in clients' roles and duties, or an increased awareness of services. Clients may increase usage by seeking more in-depth or specialist research to assist them in new roles or with increasing awareness of services some begin to use additional Library services.

Two important mechanisms providing a trigger to increased usage of services are the 'What's New' electronic newsletter and the Parlinfo site, both containing information about the latest research reports and links to topical information and analysis. Both these sources play an important role in building awareness of services and encouraging usage.

- Electronic availability of information is critical for users. The majority of respondents now see access to the Parliamentary Library through mobile devices as essential. It is also critical for the Library portal to be easy to access and use. The majority of respondents think it does provide easy access, however, 25% of respondents have either not yet been to the portal or do not find access to what they need easy.

### **1.3 Recommendations**

Since the level of user satisfaction is so high any recommendations are only indications of some trends, or matters, that the Library needs to be aware of and be responsive to. There are no recommendations for any substantive changes.

- Inductions and education of available services and facilities need to be ongoing and especially targeted at new users. Non-sitting periods offer opportunities to build awareness of services and their benefits amongst clients through the use of electronic presentations or webinars.
- Promote the Central Enquiry Point as the first point of contact, particularly to new clients as this verbal contact represents an opportunity to build awareness of services.
- Focus on developing a relationship with new clients in order to assist them in the early stages of parliamentary work, through heightened exposure to contact details and access to the Library's core services.
- Library staff should be encouraged to take time to promote Library services. This will assist, new users in particular, in becoming familiar with Library services.

- Ensure clients are given the contact details of Library staff they are passed on to when enquiries are made;
- Continue to strive for a high and consistent quality of response from all researchers. Minimise the use of general references to further information sites.
- Promote the timeliness of all core services, as this is integral to the value of the services.
- Promote the quality and accuracy of research papers and analysis to new users.
- Promote past research papers and how to access them. Heightened profiling of the quality of past papers would enhance the perceived standing of research and increase usage.

## 2.0 INTRODUCTION

The Parliamentary Library regularly conducts a review of the services it offers to Parliament to assist in the development of services and to enable services to be delivered to the highest possible standard.

Past reviews have been conducted in a variety of ways to explore and understand attitudes to the services offered. Senators and Members and their staff were the focus of the current review.

The Parliamentary Library, Department of Parliamentary Services engaged Leapfrog Research to conduct the evaluation research study.

The study was designed to be an objective and independent understanding of current satisfaction with the services received and the degree to which current needs are being met. Past research evaluation of Parliamentary Library services has delivered largely positive results and high levels of satisfaction with services. To this end this research study is considered integral to the ongoing provision of quality services and high standards. It will enable satisfaction, usage and attitude measures to be established against which future reviews could be compared.

This report presents the findings of the study, conducted by Leapfrog Research.

## 3.0 RESEARCH OBJECTIVES

The overall objective of the review was to evaluate the services provided by the Parliamentary Library amongst its user segment of Senators, Members of the House of Representatives and their staff.

The main aim of the study was to gain feedback on behaviour and attitudes towards the Library and to gain insight into changing behaviour and future needs of users. An integral part of the study was to determine if any needs of Senators, Members and staff were not being met.

### ***3.1 Specific Research Objectives:***

The specific objectives of this research were to conduct an assessment with a representative sample of Senators, Members and their staff to determine:

- The overall levels of satisfaction with the Parliamentary Library services;
- The extent to which balanced, impartial, confidential and consistent and timely services are being provided;
- Where the information and research needs of the 43rd parliament are not adequately being met by the Library;
- Any changing information needs of clients.

## 4.0 RESEARCH DESIGN

The research design was exploratory in nature; it entailed a qualitative stage followed by a quantitative study. The qualitative stage consisted of a series of face-to-face interviews, which were conducted amongst different client types. The qualitative phase allowed for exploration of all aspects of service delivery and gained insight into levels of satisfaction with the services and improvements and strategic direction for new service delivery. Barriers and issues that emerged were fed into subsequent interviews until an overall picture emerged.

It was important that as broad a sample of this segment as was possible was consulted on their views. This entailed using methodology that was flexible and that made the most of the limited available time of all clients.

The quantitative stage consisted of an internal online survey conducted to obtain a measure of the overall levels of satisfaction and attitudes to particular aspects of service delivery.<sup>1</sup>

This analysis draws on the data gathered in interviews and the online survey.

### ***4.1 Stage 1 – Development and Design of the Assessment***

Key performance measures and areas of enquiry were determined following a discussion with the Parliamentary Library Executive and in reference to past research. A questionnaire design incorporating the measure of satisfaction with services, the usage of services and client needs was developed.

### ***4.2 Stage 2 – Assessment of Attitudes of Senators and Members and their Staff***

#### **Part 1: Qualitative Face-to-Face Interviews**

Interviews were conducted over two days of a parliamentary sitting period at an appropriate time and a small number of follow up telephone interviews were conducted with those who had to cancel appointments. The Parliamentary Library set up interviews in the offices of Parliament House and Leapfrog Research conducted the interviews.

A selection of Senators and Members and their staff was sought:

- Both using Parliamentary Library services regularly and those using the services occasionally;
- Those serving metropolitan areas and those serving regional and rural areas;
- Those with limited experience and length of time in the position and those with longer-term experience.

The final selection was dependent on the clients' availability to schedule a meeting during the interview period.



A total of 23 interviews were conducted, the majority were face-to-face interviews held on site in Parliamentary offices, in some cases an interview with a Senator or Member also included input from staff members who joined the interview. A small number of follow up telephone interviews were also conducted.

Qualitative	Total	ALP	Lib./NLP	Ind./Min.
Senators	4		3	1
Members	10	3	5	2
Staff of Senators	3		3	
Staff of Members	6	1	3	2
	23	4	14	5

## **Part 2: Quantitative Assessment of Behaviour and Attitudes**

As there are a large number of Senators and Members and their staff using the Parliamentary Library it was considered important to gain some measure of satisfaction and attitudes across the range of users or clients. This was undertaken through an internal online survey with responses kept confidential. The questionnaire utilised the information and insights from the qualitative stage to measure overall attitudes.

An email advising of a proposed study, stating the purpose of the study and asking for assistance was sent by the Parliamentary Librarian to all 226 Senators and Members and their staff. Two follow-up emails were sent, and the study was also promoted in the enewsletter, *What's new from the Parliamentary Library*.

Of the 226 Senators and Members who were sent the email link, 18 responded and completed the online survey. There were 136 responses from the staff of Senators and Members.

Quantitative	Total	ALP	Lib/NLP	Min./Ind.
Senators	9	7	2	
Members	9	4	5	
Staff of Senators	48	10	27	11
Staff of Members	88	31	53	4
	154	52	87	15

## DETAILED FINDINGS

This report presents an overview of the findings from the qualitative interviews and the quantitative study conducted. The qualitative and quantitative results are presented together with tables and analysis supporting information derived from interviews.

### ***Definitions:***

The functions of the Parliamentary Librarian are defined in the Parliamentary Services Act 1999. It describes the function as:

*- 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.*

The Act determines that the functions must be performed:

- 'In a timely, impartial and confidential manner';
- Maintaining the highest standards of scholarship and integrity;
- On the basis of equality of access for all Senators and Members parliamentary committees and staff acting on behalf of Senators Members and Parliamentary committees;
- Having regard to the independence of Parliament from the Executive Government.'

The Parliamentary Library is defined as:

*- The Parliamentary Librarian and the employees of the joint Department assisting the Parliamentary Librarian.*

The nature of the service is further defined in the Statement of Client Services, approved by the Joint Standing Committee on the Parliamentary Library. This statement identifies the clients of the Parliamentary Library as:

- Senators and Members
- Staff of Senators and Members when undertaking work on behalf of a Senator or Member
- Staff of parliamentary committees when undertaking work on behalf of their committee
- Staff of parliamentary departments when undertaking official duties
- The Governor-General

## 5.0 LIBRARY USAGE AND CLIENT WORK PRACTICES

### 5.1 Current Usage of Parliamentary Library

Respondents' usage of the Parliamentary Library varies with their length of experience in Parliament. Those who have used the Parliamentary Library services over many years have come to rely on it for a range of important information functions.

*"The Library is the main resource, the first place you go to."*

Unsurprisingly, usage of the Parliamentary Library tends to be heavier during periods when Parliament is sitting compared with non-sitting periods. During sitting periods information needs are at critical highs with many using the Parliamentary Library services to gather information on issues being debated in Parliament. Many believe that Library resources are essential to managing information needs during these busy times.

Clients are likely to develop a more efficient pattern of usage and to gain greater support from a range of Library services with increasing awareness of services. Those new to Parliament House can take some time to become familiar and comfortable with the use of the Library services. Not all attend orientation workshops or take in material introducing them to the services available. Some parliamentarians are insistent that their staff attends orientation training, whilst others are less involved. It very often takes a personal contact or recommendation from another colleague to initiate contact and encourage first usage of the resources available.

*"Barely used services 3 years ago."*

*"A lot of it is making time to see what is available."*

*"I threw staff into the Library for initiation, it is critical to get a relationship going. I know so I point my staff in the right direction."*

Amongst new users of the Library services, any setbacks in service delivery or communication barriers can reduce confidence and impede the development of a good working relationship with the Library.

Instances such as seeking internal research from the wrong research contact and not receiving guidance, or being unable to get information that has been asked for create a deterrent. Some do not realise that the Central Enquiry Point can help determine which area to address enquiries to and time can be wasted developing research enquiries, and attempting to determine to whom each must be addressed. The development of a relationship with the staff of the Parliamentary Library encourages usage and helps to overcome such difficulties. The ready access to staff with whom one can discuss a need, find a clearer focus for research, and be pointed in the direction of past research impacts greatly on future use.

There is a need for this early learning curve to be fast tracked by focussing on building a relationship in the early stages and assisting clients to maximise efficient use of the Library.<sup>1</sup>

This is best done by:

- Promoting the Central Enquiry Point as the personal contact for all queries;

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<sup>1</sup> A diagram showing the likely lifecycle of usage of the Parliamentary Library services is attached in appendix.

- Ensuring clients are given the contact details of Library staff they are passed on to when enquiries are made;
- Giving clear personal direction on how to find most frequently used core services, namely, Bills Digest, Research Papers and newspaper clippings, the delivery times and an explanation of each.
- Promoting the quality and accuracy of Research Papers and analysis to new users.

## 5.2 Frequency of Usage of Parliamentary Library

There are three main levels of frequency of use of the Parliamentary Library:

- **“Zealots”** or Heavy users can be seen to represent nearly 40% of respondents during sitting times. 12% of ‘Zealots’ are ‘daily’ users, using the services once, or several times a day and 27% are ‘multiple week users’ using the services several times a week.

The proportion of Heavy users diminishes during non- sitting periods when only 8% of respondents use the services daily.

- **“Habitual”** or Medium users can be seen to represent a similar sized segment as heavy users during sitting times, 37% use the services: 20% use them ‘weekly’ and 16% use them ‘fortnightly’.

Many respondents during non-sitting times have dropped back to being Medium users. Respondents using the services weekly represent 36% of users during non-sitting periods.

- **“Periodic”** or Light Users use the services less often than fortnightly during sitting periods and represent 23% of respondents.

Many more clients use the services less frequently during non-sitting periods, 28% use them monthly and 26% only every few months or less often.

**Occasional-users** represent 2% of respondents and are those who make limited use of the services either during sitting or non-sitting times.

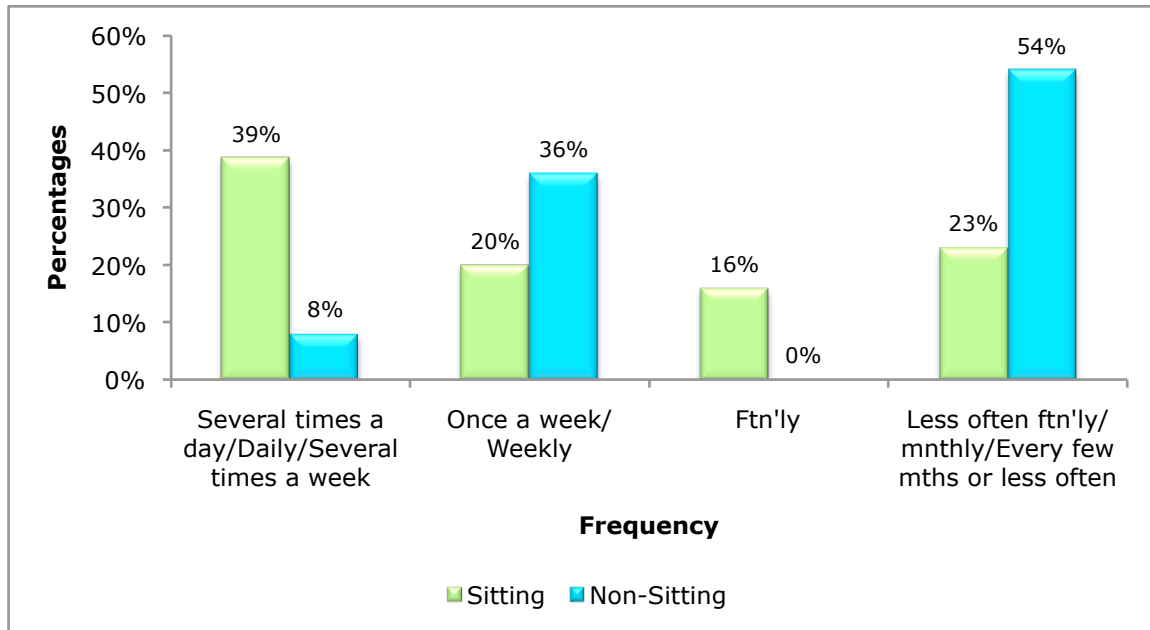
A comparison of use during sitting and non-sitting periods shows the heavier use of Parliamentary Library services during sitting periods. There is more frequent use both daily and weekly.<sup>2</sup>

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<sup>2</sup> Charts showing usage of Library services both during sitting and non-sitting periods are shown in the Appendices.

**Figure 1: Comparison of Frequency of Respondent's Use of Parliamentary Library Services during Sitting and Non-Sitting Periods**

Total Sample n=128



**Frequency of Usage by Parliamentarians and Staff**

According to those surveyed, Senators tend to rely on Parliamentary Library services and use services more heavily compared with Members and particularly during sitting times.

Overall, staff working for Senators tend to be heavier users of Parliamentary Library services during sitting periods compared with staff of Members:

- 39% of respondents indicated they are heavy users, using the services at least once a day or several times a week;
- 34% use the services weekly or fortnightly.

Heavy usage drops significantly during non-sitting periods with only 8% of respondents who indicated they are heavy users (using the services daily) and 36% medium (weekly) usage.

*"We have become better at using the library's resources - knowing when to seek specific advice as opposed to using resources ourselves."*

*"I used the library myself more when I started a couple of years ago; now I do some research myself but am more likely to call on help from the advisers as this is more productive use of time and leads to better results."*

**5.3 Change in Usage of Parliamentary Library**

Overall, one third of respondents have changed their use of the Parliamentary Library in the past three years. Two thirds of Members have changed their usage and nearly 30% of Senators. 34% of Members staff and 30% of the staff of Senators have also changed their usage of the Parliamentary Library.<sup>3</sup>

<sup>3</sup> See Appendices for chart of change in usage by different segments.

Respondents are motivated to change their usage of Parliamentary Library services for a range of reasons but largely due to a change in the client's role, or a change in awareness or attitudes towards the services.

*"More frequent as my knowledge of services and access to information has grown."*

*"More comfortable with library services - happy to come to library regularly with research questions."*

Of those who have changed their usage, respondents specify they are using the services more for the following reasons:

- Greater depth of research;
- Use of broader range of services for different purposes, such as stats and maps;
- Increased use of online services;
- Increased confidence in using the Library services;
- Increased trust in the Library;
- Increased awareness of services;

*"Tend to try to locate research or papers on website or portal first then ask for assistance."*

*"Initially I chose to research the issue myself, but now I am more willing to go to the Library as well as I have learnt of the great help the staff offers."*

*"More in-depth research, it is the first point of research."*

*"Going deeper into same subject matter."*

*"I often use online services but call the Library when I can't find an answer or if I need an answer urgently."*

Some triggers to increased usage of research services can be due to:

- Advice from colleagues or other staff;
- Increased aptitude in discovering information on Parlinfo;
- Information in the 'What's New' newsletter triggering awareness of new reports or services.

Six respondents indicated they are using the services less due to developing negative perceptions of the Library, either a lack of confidence that the Parliamentary Library information will satisfy their needs or that the perceived timeliness of information will not meet their expectations.

*"My use has probably declined slightly as the responses I got were becoming less useful and less timely."*

*"I use it less. Information is unreliable and takes too long."*

## **5.4 Changes in Work Practices**

The survey enquired about change in work practices as well as changes in usage of the Parliamentary Library in order to measure the impact of increasing online services or other factors that may indicate service needs. Overall, 34% of respondents have changed their work practices in the past three years. Changes in work practice are due to increased complexity of roles, increased familiarity with Parliamentary services and increased use of electronic resources.

*"Larger volume of electronic information and emails to constituents."*

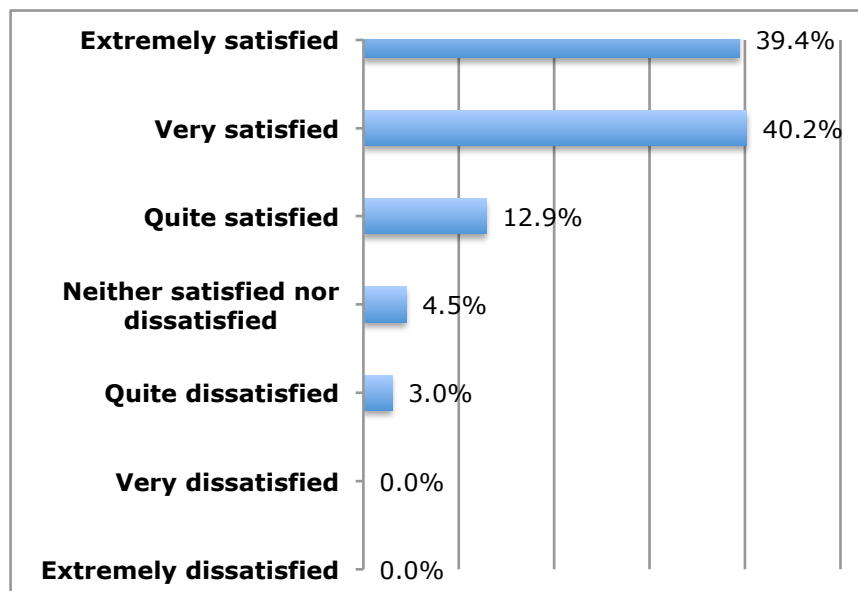
## 6.0 SATISFACTION WITH PARLIAMENTARY LIBRARY SERVICES

The Parliamentary Library is judged favourably and levels of overall satisfaction are very high. Overall satisfaction with the Library services is strong with 93% satisfied and 80% of respondents either 'extremely satisfied' or 'very satisfied' with the services offered.

This level of satisfaction is comparable with the 93% level of satisfaction indicated in the 2009 DPS Survey, and the level recorded in 2007 in which 89% 'strongly agreed' or 'agreed' that they were satisfied with the services of the Library.<sup>4</sup>

**Figure 2: Satisfaction with Library Services**

Total Sample n=132



Aspects of the services that prompt positive comment include:

- Expertise of researchers to provide great depth of research;
- Breadth of response to requests;
- Accuracy of information;
- Balanced reporting;
- Prompt turnaround time;
- Professional, friendly, willing and courteous staff;
- Flexibility of access – email, 'phone, in person.

<sup>4</sup> Department of Parliamentary Services (DPS), *2009 DPS Customer Survey*, DPS, Canberra, 2009 and Parliamentary Library, *Client-based assessment*, Parliamentary Library, Canberra, 2007. Note: The 2009 DPS Customer Survey was made available to Senators, Members, their staff, staff of the Departments of the Senate, House of Representatives and Parliamentary Services. There were 399 respondents to the question on satisfaction with Library services. The 2007 Client Survey was made available to Senators, Members, their staff, Department of the Senate staff and Department of the House of Representatives staff. There were 223 respondents to the 2007 survey. In-depth interviews of 38 Senators, Members and their staff were undertaken for the *2010 Parliamentary Library Customer Service Research Evaluation*. The 2010 Evaluation did not include a survey component.

*“What’s New’ in the Library is a very useful information tool.”*

*“The Library’s research papers are topical and well researched. Lectures are great!”*

*“Librarians have extensive knowledge in their chosen areas, always helpful.”*

Including new services into the repertoire of services used enhances clients’ satisfaction with Library services. In particular, some clients have recently added the use of statistical data and mapping services to their range of services used and find them to be of great value. There is evidence that greater awareness of this service, and their use in relation to electorate profiles, would drive usage further. Lectures or electronic seminars on the use of such services would assist in building awareness. The clients most likely to respond to promotion of these services are the ‘Focussed’ type of user.<sup>5</sup>

The importance of the analysis and research offered by the Library is also well recognised. In particular, services mentioned are: the value of the regular electronic newsletter, ‘What’s New’ as a disseminator of information and a reminder of existing and past analysis and reports; and the quality and content of Research Papers and Lectures.

Verbal contact is also highly valued. A number of respondents expressed appreciation of the reference interview process, which clarifies requests at the Central Enquiry Point.

Library services are regarded with greater trust and authority than other more regularly used online services. Increased referencing and building awareness of access and quality of past research papers would enhance the perceived standing of research and increase use.

Three per cent of respondents are ‘quite dissatisfied’ with Parliamentary Library services, and 4.5% are ‘neither satisfied nor dissatisfied’.

Dissatisfaction can often relate to a perceived decrease in the quality of responses. The negative perceptions of Library services mentioned by some clients include:

- Lack of quality of response. A few instances of not getting questions answered, where needs were not fully understood or where the research question was regarded as too broad;
- Use of general referencing. Some instances of research in which website references were incorporated into research for further information search material. This is regarded as inappropriate either as a source reference or as direction to seek further information. Clients regarded it as important that a website reference would include an abstract of the content, or a specific source reference.

These incidences appear to be limited in number but do cause a diminishing of the relationship with the Parliamentary Library.

*“On one occasion, I asked for something and was told to ‘Google it.’”*

*“The lack of clear subject specialists is a major concern. The erosion over some years now of expertise in the library, of researchers with real experience in both the public service and academia is of real concern.”*

Expectations of a high standard of research, timeliness, and the utmost care in attention to presentation detail build over time as the Parliamentary Library continues to deliver to these high standards. Any lapse in these high standards is judged harshly and the occasional inability to deliver to expectations, or a lapse in standards can lower trust and perceptions of high standards.

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<sup>5</sup> ‘Focussed’ users are one of four user types emerging in discussions. See Appendix for chart describing different user types.



## Improvement to Services

High levels of satisfaction with the Library services mean that client perspective on areas of improvement in services is on strengthening already strong delivery of services.

The key areas in which any improvement of services is perceived as necessary are:

- Ongoing building of awareness of the range of services available;
- Online electronic delivery of training modules or webinars on access and usage of particular services;
- Promoting the timeliness of research delivery of all core services to encourage usage;
- Ensuring details of the library staff that are dealing with a request are passed on to the client making the request;
- Ensuring knowledge of and ease of access to current and past research papers, seminars and lectures;
- Encouraging and maintaining high standards of research presentation with use of specific source references and minimal use of website references as primary response;
- Building stronger personal links through promotion of library staff specializations, particularly in relation to portfolio areas.

*“Without creating a watershed of work, perhaps send a brief email to staff (not senators and members) with examples of types of work Library staff are able to assist with.”*

*“I would like to look at how to integrate requests for library information into the work flow of my office for speeches and other research demands. Often we don’t ask soon enough when we should.”*

*“More online service delivery such as training modules for Parlinfo.”*

*“More information with regard to specific electorates, so that data is region-specific.”*

## 7.0 USAGE OF THE RANGE OF LIBRARY SERVICES

There is substantial usage of a number of core services. Overall, the most frequently used services used heavily and frequently are:

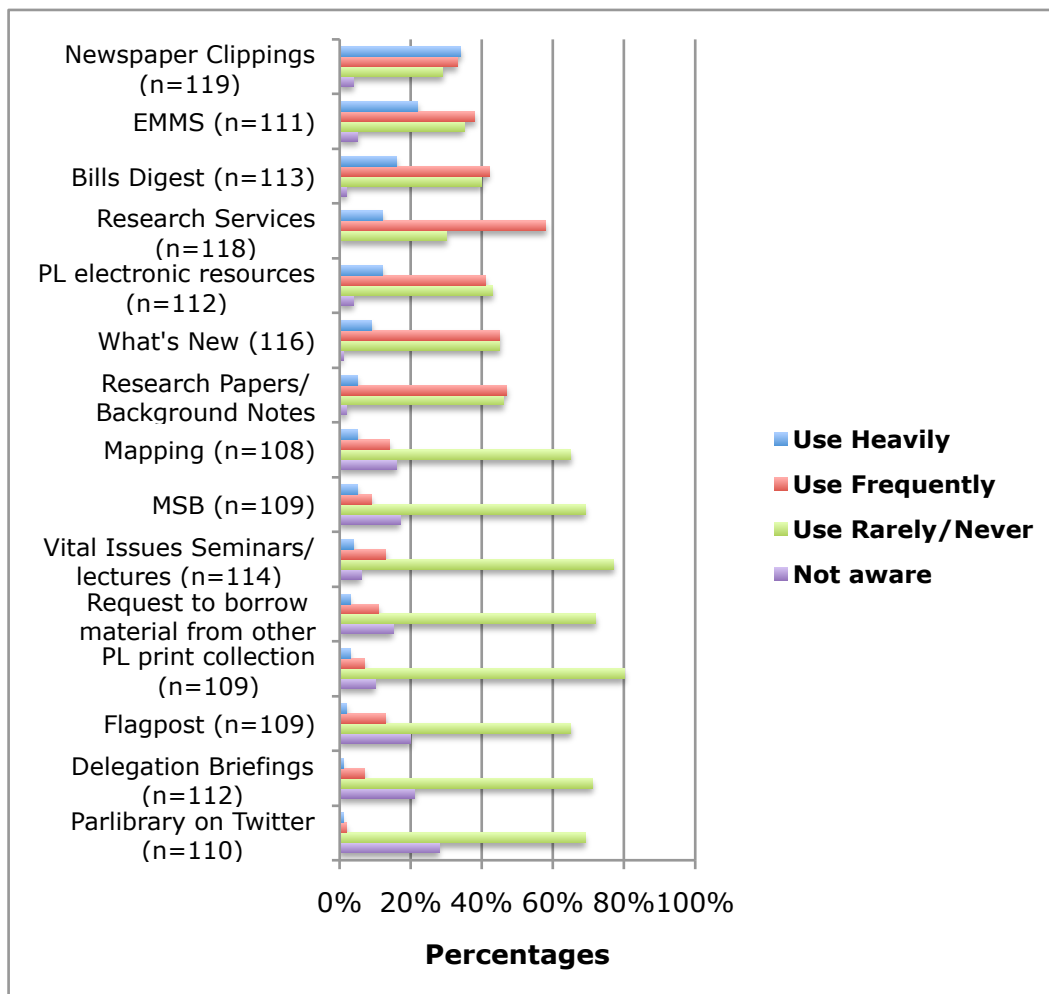
- Research Services used by 70% of respondents;
- Newspaper Clippings by 67%;
- EMMS and Bills Digest by 60% and 58% respectively;
- 'What's New' by 54%;
- Research Papers and Background Notes by 52% and Parliamentary Library's electronic resources by 53%.

Survey data indicates a high level of awareness of most core services, but frequent usage of the following services is more limited:

- Mapping services; Vital issues seminars and lectures; and Monthly Statistical Bulletins;
- The ability to borrow material from other library's collections;
- FlagPost; the Parliamentary Library Blog;
- Delegation briefings; and
- Parlibrary on Twitter.

**Figure 3: Frequency of Use of Specific Parliamentary Library Services**

Total Sample: Those answering each service



Those who do not use the services indicate it is because:

- They are unaware of services;
- They lack the time to find out about or use the services;
- Services seems irrelevant;
- They do not use social media;
- They lack the confidence or do not understand services.

*"Don't have a need for it as it has limited use for my area of research."*

*"I am still not confident of how to find things – time difficulty to learn."*

*"I am afraid to ask the librarians to do work that I feel like should be mine to do (i.e. Passing the buck)."*

Despite some lack of use of Library services, overall reaction to the services is strong with 98.5% likely to recommend the Parliamentary Library services to a colleague. Whilst there were 3% dissatisfied with Library services, it is clear some are still willing to recommend the Library services.

## Reduction in Services

Respondents were hesitant to suggest Parliamentary Library services that could be reduced or removed. Those that did comment felt resources that were difficult to find elsewhere should have priority over other material.

Services not as frequently used were said in interviews to be journals and books, both of which can often be accessed from other libraries. . Many are not yet using electronic media sufficiently to feel a need for the use of FlagPost (the Parliamentary Library Blog) or Parlibrary on Twitter services.

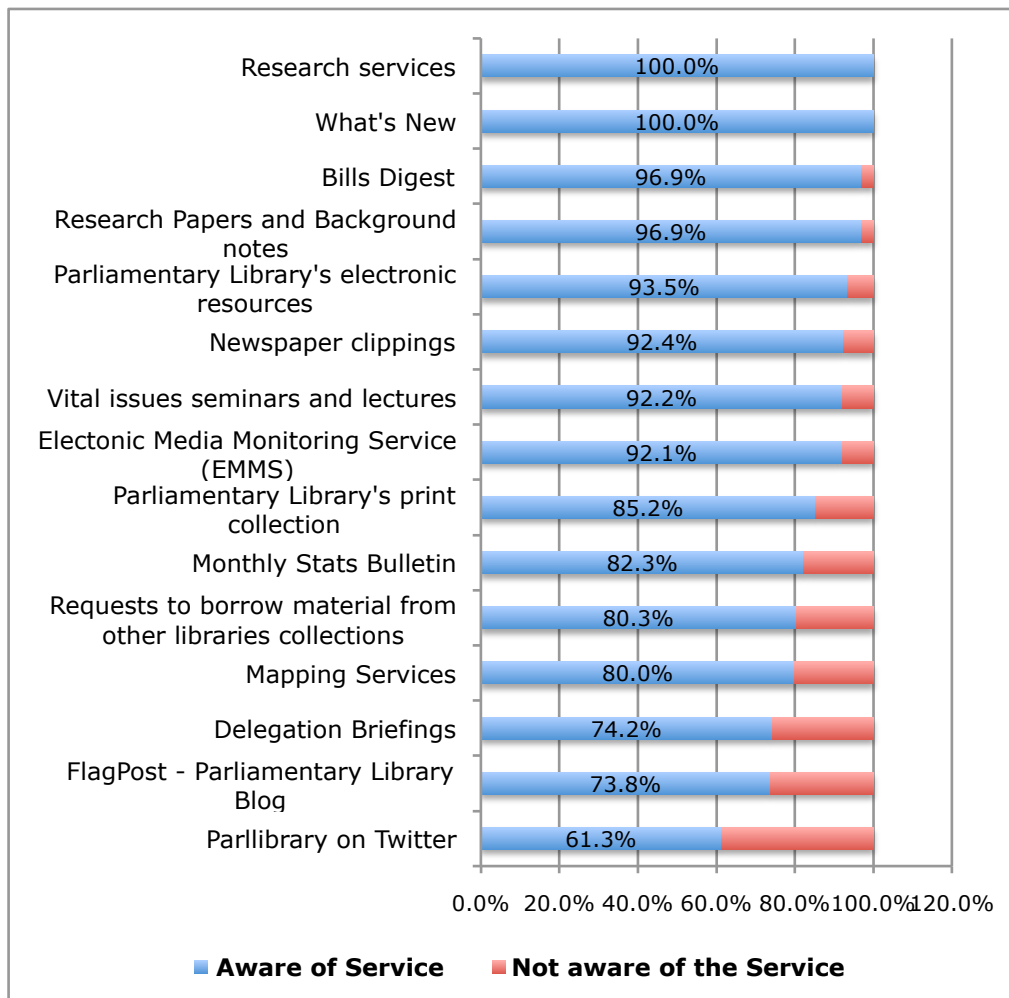
*"Only services I don't use are the ones I don't know about."*

## 8.0 AWARENESS LEVELS OF LIBRARY SERVICES

There is high level of awareness of the core services offered by the Library. There is potential to build broader awareness of particular services not as well known as indicated in the chart below. Increased promotion of the services most useful to more experienced parliamentarians and heavy users of Library services, such as the Monthly Statistical Bulletin, Mapping services and delegation briefings, would be of benefit to clients.<sup>6</sup>

**Figure 4: Awareness of Parliamentary Library’s Specific Services**

Total Sample n=154



<sup>6</sup> See diagram in Appendix on Library user types and which types it would be most useful to direct promotion of services to.

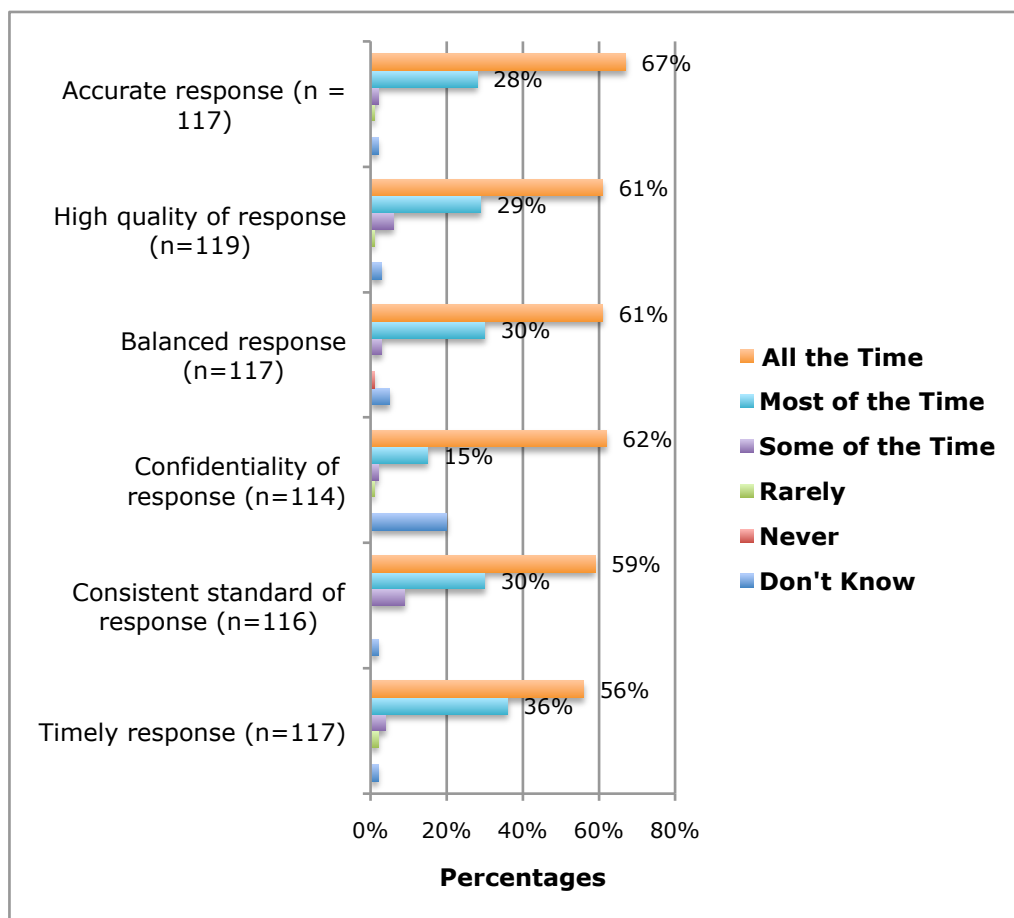
## 9.0 PERFORMANCE OF THE PARLIAMENTARY LIBRARY

The Parliamentary Library is seen to perform very well on all measures of service delivery. Overall, nearly two thirds of respondents believe the Library performs well on all measures all the time. More respondents believe it shows ‘accuracy’, ‘confidentiality’ and a ‘high quality of response’ all the time.

Another nearly 30% believe it performs well on all measures most of the time.

**Figure 5: Perceived Performance of Parliamentary Library**

Total Sample: Those answering each performance measure



In qualitative interviews, the overall quality of response and timeliness of response are considered key aspects of performance delivery particularly those who are using a range of services and are heavier users of the Library. The form of delivery of the information is generally seen as of a high standard apart from some exceptions with referencing.

*“I am very impressed with both calibre and helpfulness of PL staff.”*

*“Would be helpful for staff to have more resources to handle urgent inquiries.”*

*“(Staff member name) does excellent work however some “research” often just ends up being a copy and past of websites or budget books. We can find that stuff ourselves. At least ensure consistency of font if copying and pasting so it doesn't look so obvious.”*

The confidentiality of research requests and identification of the source of requests is not seen to have been an issue. There is an assumption that confidentiality exists and trust in the Library system is sound. Impartiality is generally seen as very good but in some cases there was a request for more information from both sides of an argument to be included in research papers.

## 10.0 ATTITUDES TO THE LIBRARY PORTAL

Seventy six per cent of respondents agreed that the Library Client Portal provides easy access to information.

Promotion and training are needed to assist the remaining 24%. Nine per cent do not find access to the portal easy, and the 15% of users are not sure whether it does provide easy access or unaware of the portal.

These clients are still satisfied with Library services overall but tend to be less frequent users of services and rely heavily on the ability of staff for direction and information as is indicated in comments relating to what they like about the Library and improvements that could be made.

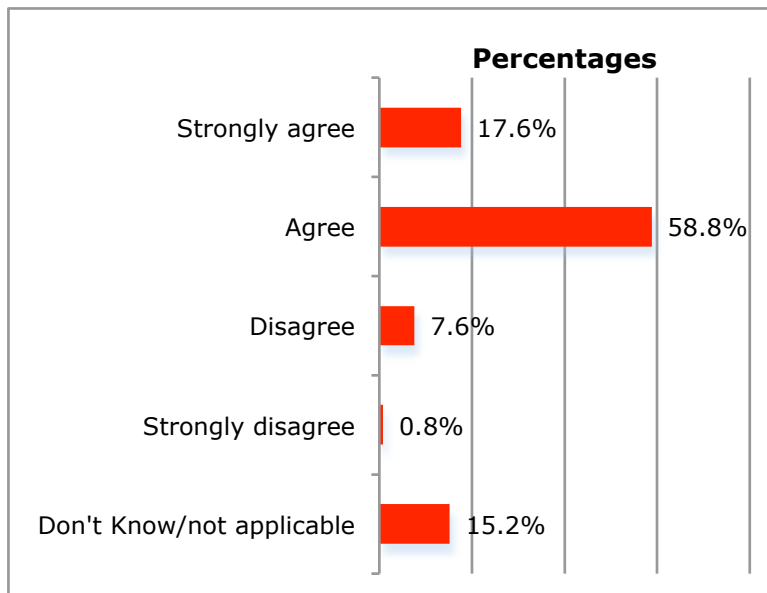
*"More information as to how to access your services."*

*"Easily searchable titles of all Library research."*

*"Professional and prompt service. In general willingness to tackle tricky or time-consuming requests."*

**Figure 6: Ease of Access to Information from Library Client Portal**

Sample: n=119



## 11.0 ATTITUDES TO PARLIAMENTARY LIBRARY STAFF

Library staff are highly regarded by the majority of respondents. The majority of respondents indicated that Library staff:

- Answer telephone calls and emails professionally;
- Treat users fairly and impartially, and
- Are readily available to assist.

Many also believe that Library staff:

- Display initiative in dealings;
- Demonstrate understanding of needs, and
- Inform clearly about the services available.

Fewer respondents believe that:

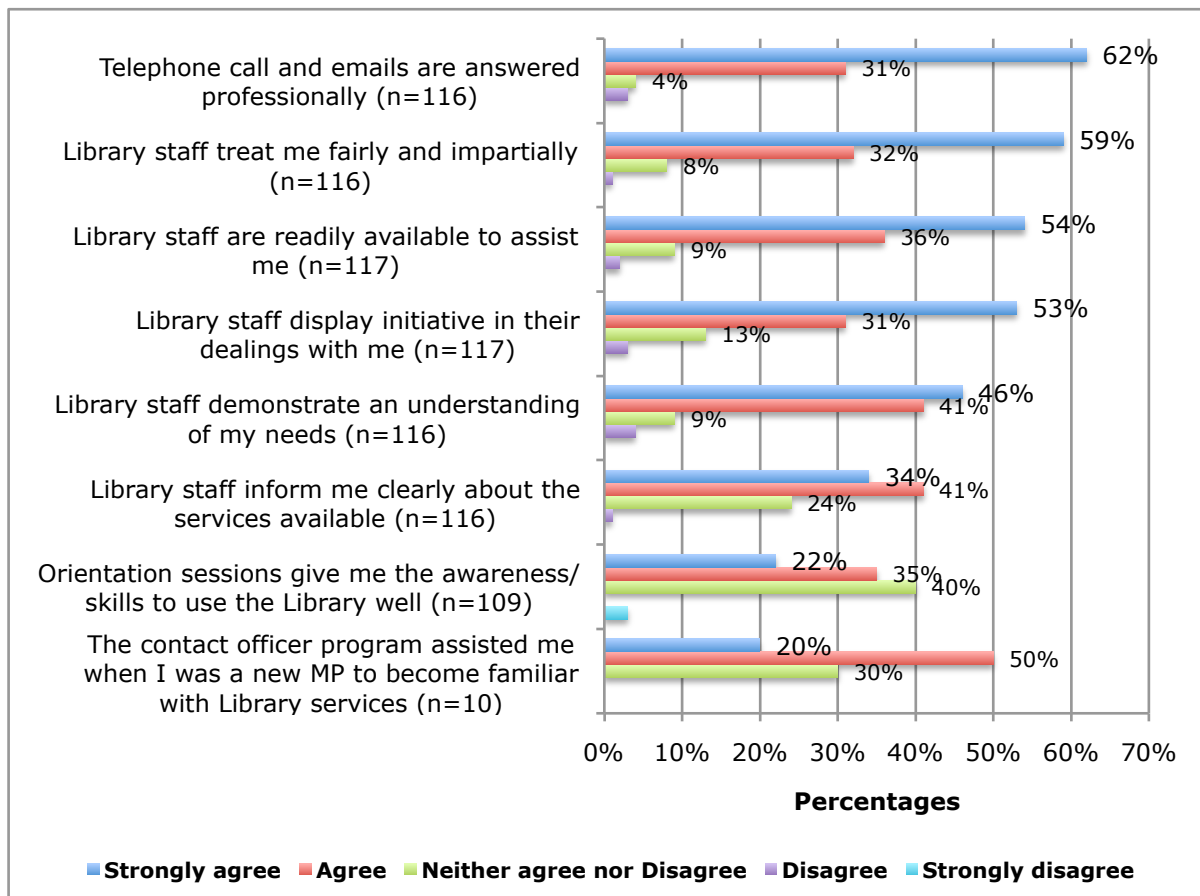
- Orientation sessions give me the awareness/skills needed. There were larger numbers of neutral responses to this statement indicating that the smaller level of positive response to the statement may be in some part due to lack of recent experience with the program.

Parliamentarians generally agree that:

- The contact officer program assisted me when I was a new Member of Parliament. Numbers analysed responding to this statement were small due to limited responses from Senators and Members.

**Figure 7: Evaluation of Library Staff**

Sample: Those answering each attitude statement



## 12.0 PREFERRED INFORMATION SOURCES

The use of Google is now widespread and many find it easier to use to search for information compared with using the Library resources. The majority, 67%, of respondents use the Internet search engine, Google, heavily as a preferred source of information. The Parliamentary Library researchers and its online services are used heavily by 38% as preferred information sources.

*"Internet searches give an overarching view and general understanding to figure out what specific info (sometimes found through library resources) is relevant."*

*"If it is something simple and I know where I can find the info I will look at websites or library. If it required detailed analysis, or unfamiliar information I would go to the library researchers."*

Some longer term parliamentarians and staff believe that the increasingly widespread use of Google is at the expense of accurate and rigorous research and that sources of information need to be quoted accurately in debate, which is not always possible in information sought from Google. Increased use of the Parliamentary Library research services leads users to realize that the level of accuracy and the speed of response to detailed internal requests from the Parliamentary Library mean that accurate analytical information can be obtained more readily than searching Google.

Other preferred sources of information over and above use of the Parliamentary Library are:

- Online news services which are used heavily by 57% of users; and
- Government websites, which are also used heavily by 47% of users.

*"Google/Wikipedia to get a feel for the issue and then more complex information with govt/abc/library."*

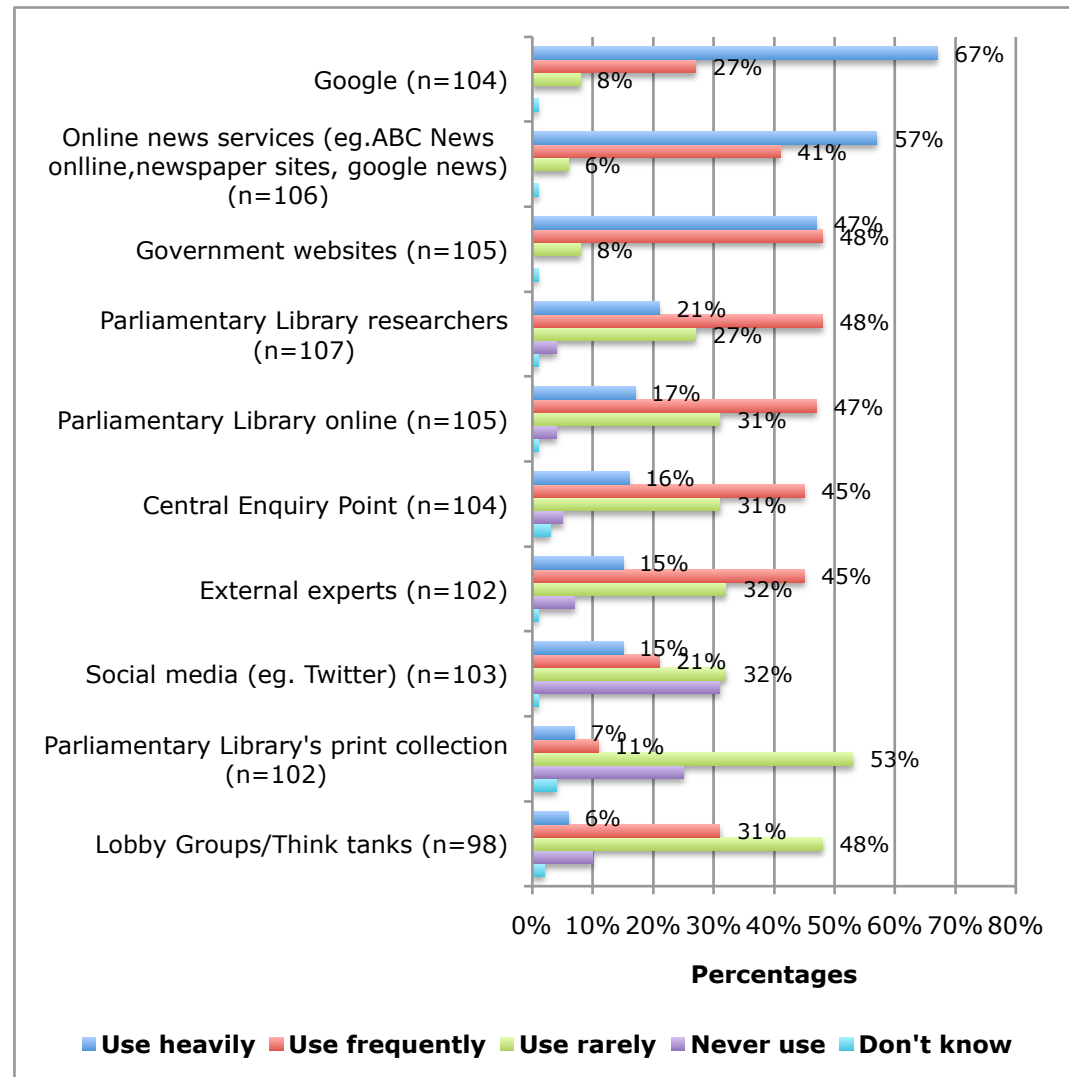
The Central Enquiry Point is used heavily by 17% and frequently by 46% of clients of the Parliamentary Library. The service provides an opportunity for the Library to promote the use of services to clients, being the main point of verbal contact with all clients.

External experts, Social media, the Parliamentary Library's print collection and lobby groups are much less frequently used sources of information.



**Figure 8: Preferred Sources of Information**

Total Sample



### 12.1 Trusted Information Services

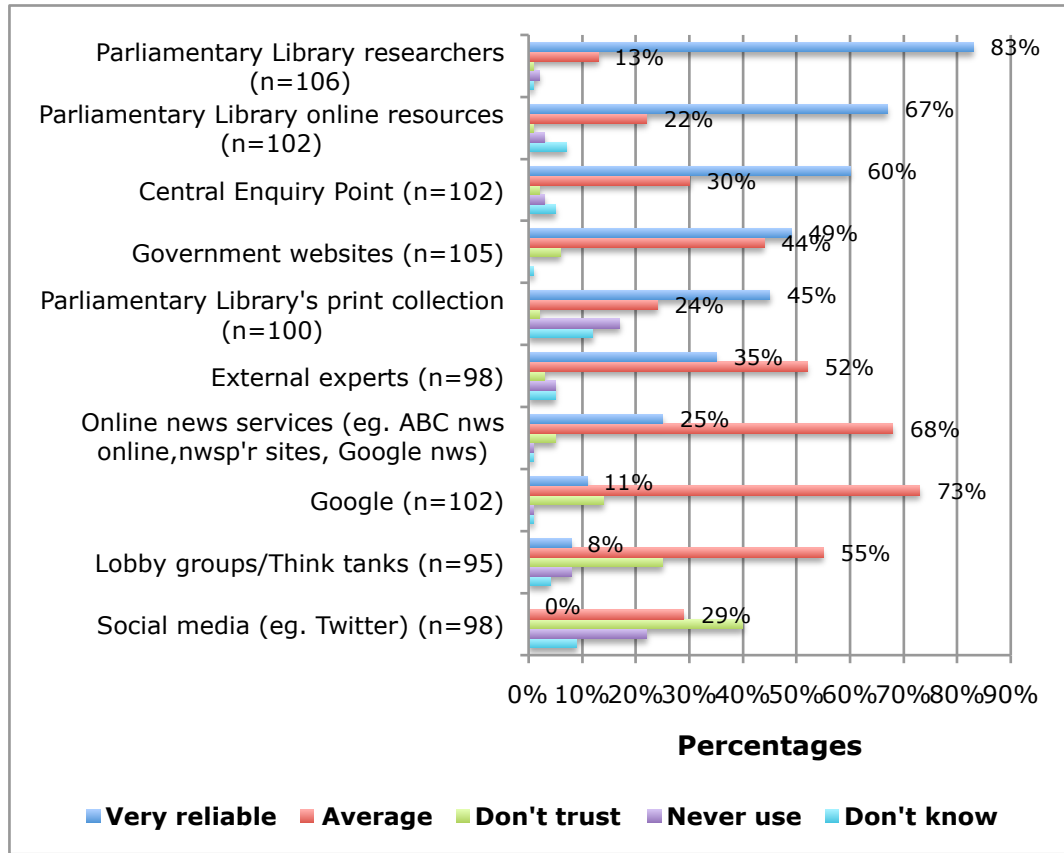
While the majority of clients are using Google and other online news sources as preferred sources of information, the Parliamentary Library researchers and online resources are regarded as more trustworthy information sources.

A significant proportion of clients regard the Parliamentary Library researchers, its online resources and Central Enquiry Point as the most reliable of all sources.

*“I am a huge fan and advocate for the library's publicly available research as a high-quality and impartial source for current issues.”*

**Figure 9: Perceived Trusted Sources of Information**

Total Sample



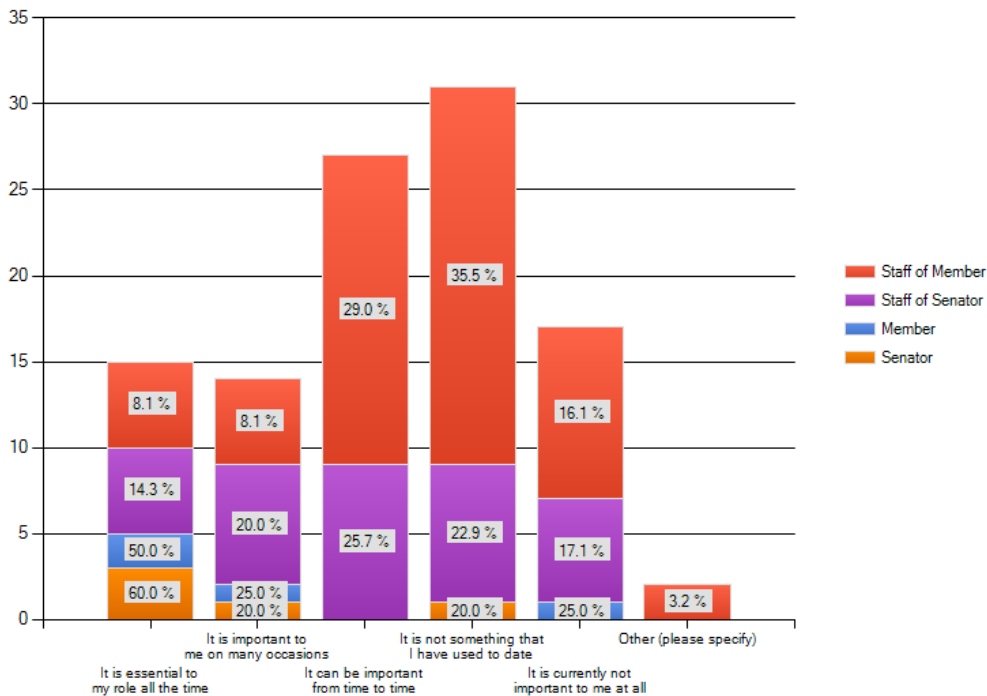
## 13.0 ATTITUDES TO ACCESS TO MOBILE DEVICES

The importance of access to the Parliamentary Services using mobile devices (e.g. iphones, ipads and blackberries) is clear looking at the chart below. It indicates that the majority of both Senators and Members see access as essential if not important.

Overall, 45% of respondents do not currently have a need for access via mobile devices. A third have not yet used the services from a mobile device and another 16% currently do not see it as important.

**Figure 10: Importance of Access to Parliamentary Library Services Using Mobile Devices**

Total Sample n=106

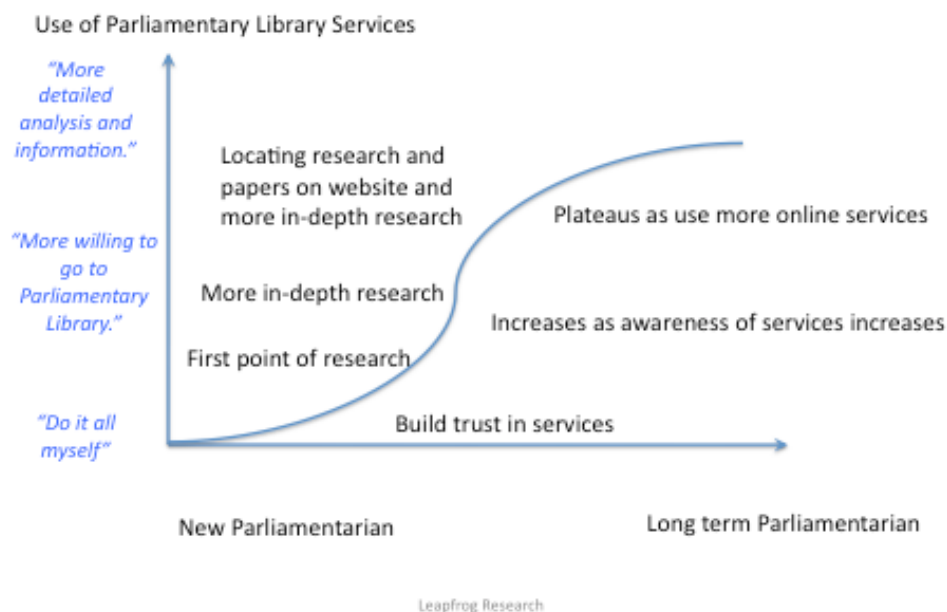


## APPENDICES

### A. Usage of Parliamentary Services

Usage of Parliamentary services is likely to increase over time as awareness of service grows and increasing usage of analytical services is incorporated into work practices. At the same time, the use of more online services tends to reduce the need for internal research services. The following diagram shows the likely life cycle of usage of Parliamentary Library services over time.

Fig 11: Life Cycle of User of Parliamentary Services



### B. Parliamentary Library User Types

There are four broad categories of clients using the Parliamentary Library services. They can be seen on a quadrant where the vertical dimension represents the length of term in Parliament, those who are longer-term members of Parliament and those new to Parliament. Clients can also be seen to be on a dimension of high technology use to non-computer user depending on their age and experience. The four broad client categories can be seen to be:

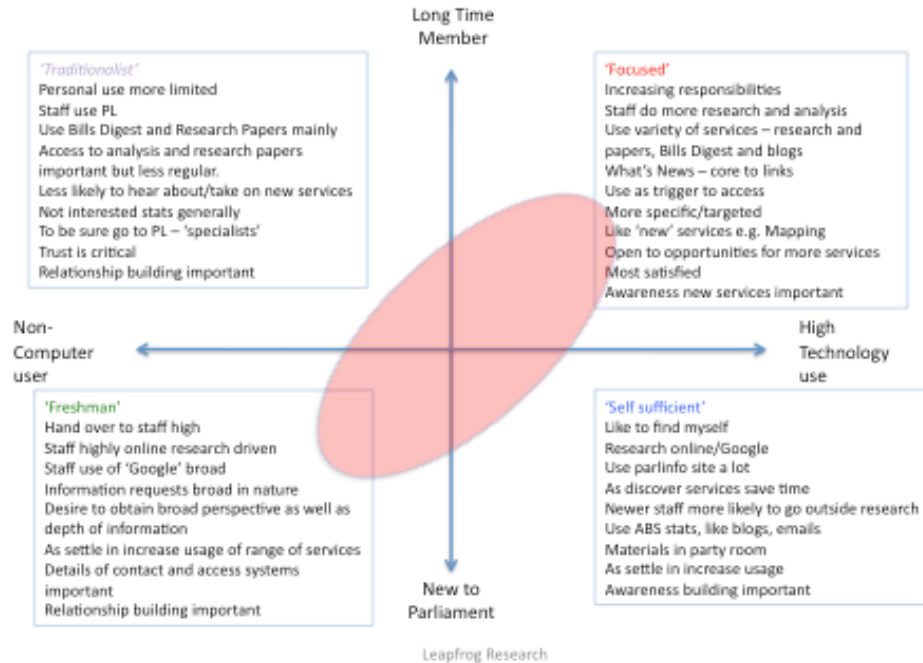
The four broad client categories can be seen to be:

Those who are:

- **'Traditionalist'** – usage of Parliamentary Library revolves around a small number of familiar resources.
- **'Focused'** – usage of Parliamentary Library is ever broadening and inventive.
- **'Freshman'** – usage of Parliamentary Library is tentative, or the
- **'Self sufficient'** – those who are strong users of general and external online resources and need to build trust in the Parliamentary Library.

Increased education and awareness of the range and benefits of services in the top two quadrants will enhance satisfaction and increase the value obtained from the Parliamentary Library. Increased awareness of core services and their value and accuracy as well as the time saved in used analytical reports and other Library services alongside external online research could enhance the value of Library services.

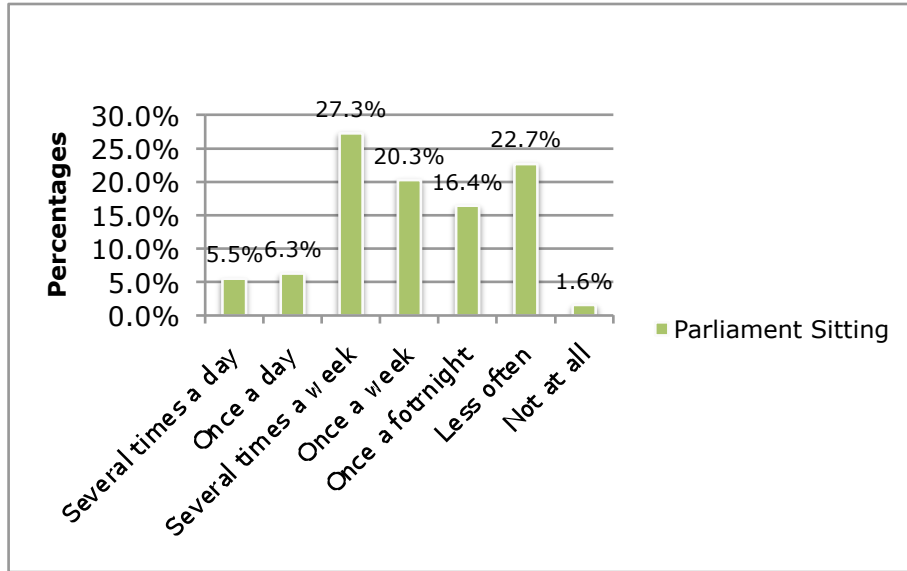
**Fig 12: User Types of Parliamentary Library Services**



**C. Frequency of Use the Library During Sitting and Non-Sitting Periods**

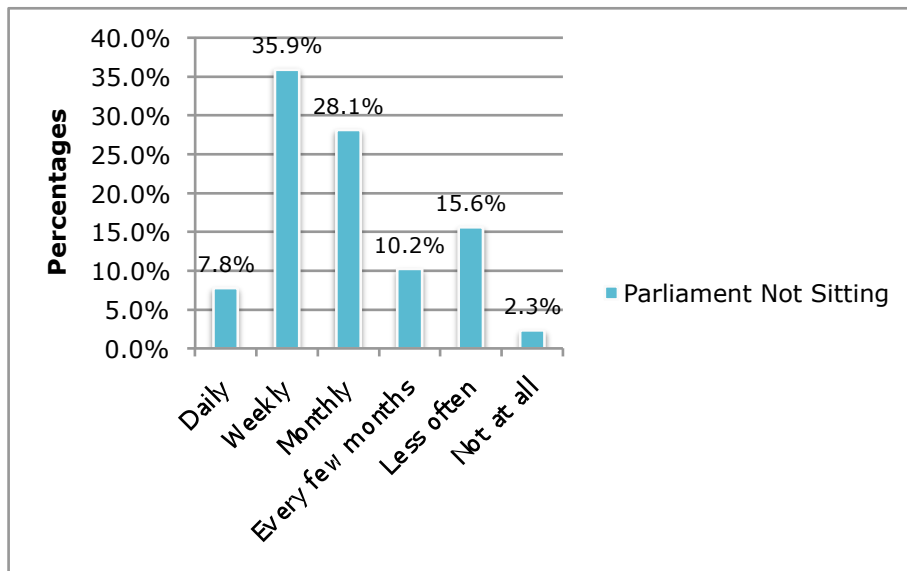
**Figure 13: Frequency of Use of Parliamentary Services during Sitting Periods**

Total Sample n=128



**Figure 14: Frequency of Using Parliamentary Services during Non-Sitting Periods**

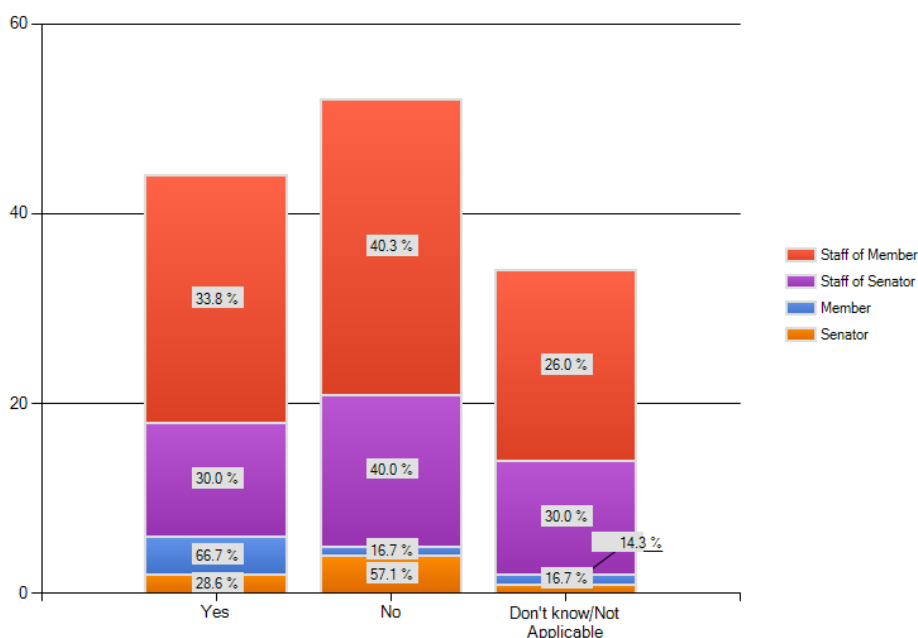
Total Sample n=128



### D. Change in Usage of Library Services

**Figure 15: Change in Use of Parliamentary Library Services over past three years amongst Respondents**

Total Sample n=130



### E. List of Charts

<b>Figure 1: Comparison of Frequency of Use of Parliamentary Library Services during Sitting and Non-Sitting Periods</b>
<b>Figure 2: Satisfaction with Library Services</b>
<b>Figure 3: Frequency of Use of Specific Parliamentary Library Services</b>
<b>Figure 4: Awareness of Parliamentary Library's Specific Services</b>
<b>Figure 5: Perceived Performance of Parliamentary Library</b>
<b>Figure 6: Ease of Access to Information from Library Client Portal</b>
<b>Figure 7: Evaluation of Library Staff</b>
<b>Figure 8: Preferred Sources of Information</b>
<b>Figure 9: Perceived Trusted Sources of Information</b>
<b>Figure 10: Importance of Access to Parliamentary Library Services Using Mobile Devices</b>
<b>Figure 11: Life Cycle of User of Parliamentary Services</b>
<b>Figure 12: User Types of Parliamentary Library Services</b>
<b>Figure 13: Frequency of Use of Parliamentary Services during Sitting Periods</b>
<b>Figure 14: Frequency of Using Parliamentary Services during Non-Sitting Periods</b>
<b>Figure 15: Change in Use of Parliamentary Library Services over past Three Years amongst Clients</b>