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New trends in information services for parliament librarians: reflections and challenges

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Introduction

Library services have undergone several levels of transformation over the years. The evolution has been due to a number of both push and pull factors. Some of the push factors are as a result of growing and increasingly complex needs of the people being served. With respect to parliament, Africa has seen growing and varieties of democratic dispensations. Among the pull factors are new discoveries in information management techniques as well as technological advancements. Library services have, therefore, evolved from traditional service delivery to stages of virtual service delivery. This paper aims at sparking discussion and reflections on the trends in the library service with particular reference to parliament libraries and librarians in East and Southern Africa.

Parliament library services

Traditionally and broadly, libraries have been categorised into academic, public, school and special, depending on who is funding and who they are serving. Parliament libraries are in an interesting situation because, although they seem to be among special libraries serving a specialised group of users, they tend to be of service to ranges of users including citizens. This openness, however, may not be universal depending on the parliamentary systems in the various countries. The main target, in almost all cases, is members of parliament or legislators. In addition, most parliaments are based on representative systems of governance in which the members have constituents whom they represent. The kinds of governance systems have a bearing on the information needs and information seeking behaviours of the members of parliament. Library services, therefore, aim at satisfying the needs and providing services as per the needs thereof. Prudently, the services should be tailored to the needs of the members in accordance with the parliamentary systems of the states in which they are established. It is tempting to assume that all parliament libraries are the same, however, typical of special libraries, there are bound to be some unique services based on the specific cultures and types of parliamentary systems. On the other hand, it is also safe to assume that similar parliamentary systems are likely to have similar operations and, therefore, information services.

Information needs and seeking behaviours

The legislators want to be informed on the issues that they debate and to make informed decisions on behalf of and for their constituents. In Kuwait, Mansour and Alkhurairej (2011) reveal that Members of the Kuwaiti Parliament (MKPs) were seeking for information mainly to make a decision, make a parliamentary request/inquiry and to be in line with current events " (p 677). This is the case in most parliamentary systems.

In terms of information seeking behaviours, Shailendra and Prakash (2008) in India found that Members of the Legislative Assembly (MLAs) "prefer non-documentary sources of information over documentary sources " (p 167). Mansour and Alkhurairej (2011) found that in Kuwait, where the MKPs were of an average educational level of a Bachelor's degree "the most important sources of information the MKPs were seeking for were mass media, networks and databases, minutes of sessions, and personal letters, it was also found that MKPs preferred printed formats, with a very good use of the internet and computers." (p 678). Presumably, their levels of education made it possible for the members to use this format of information sources.

It appears that, unlike most of the academic libraries, there is a big shift from the conventional textual and book source of information. The library services also need to adapt for example, in the United Kingdom,

> MPs used a wide range of information sources, in each instance on a relatively infrequent basis. These cases demonstrate the importance of flexibility in approach to information seeking, as well as the need for MPs and/or their staff to filter effectively the information available, in order to reach both a usable mass and to focus upon reliable and valid sources " (Orton, Marcella and Baxter. G , p. 215)

The Library services for Parliamentarians

The thrust of this paper is to cause reflections on what library services would be apt and desirable for the parliament library users. It is evident from a lot of literature that the traditional book based services and expecting the members to travel to spend time in the library would not be appropriate. Some of the reasons or factors are: time, information illiteracy, distances and attitudes.

In India it was found that only a few MLAs were aware about the usefulness of library/information services. They depended on non-documentary sources of information. They were not fully satisfied with the system of information gathering, where they had to devote more time and energy (Shailendra and Prakash (2008). The two authors found that the reasons were:

> . distance of library from the residence of MLAs;

> lack of library orientation programme;

non-availability of services in library;

. non-availability of information in the library; and

. busy schedule of MLAs (lack of time) (p 169)

In Kuwait, Mansour and Alkhurainej (2011) found that "the shortage of the library's role to deliver information, the currency of information and the use of foreign languages were the most significant problems encountered by MKPs when they were seeking for information." (p. 680) The "surprise" to librarians does not limit itself to Asia, Middle East or Africa. In Switzerland, it was found that "political decision makers have very little time to deal with the reports (and other sources of information). Reporting has to be as up to date as possible" (Brun and Siegel (2006), p. 495). The reason for the members not "fully" desiring the reports was the packaging or manner of reporting by the reporters

There seems to be a mixture of factors that affect the use of traditional library services Other than time, distance and attitudes could be ability to use the library services due to library or information literacy and/or ability to read. Mostert (2004) discovered that not all MPs may know how to use library services.

The librarians of modern times need to be proactive and provide services that take information to the users other than waiting for the users to travel or move to the libraries to look for information. Librarians need to develop repackaging skills in order to provide information in addition to information services

Information technologies, a solution?

The world has seen a technological revolution over the years especially since the beginning of the 1990s with the advent of internet The internet as it is known today has a whole world of technologies and services. There are many internet based databases and information services There are various electronic information resources that make it possible for library and information managers to deliver information to the users in various flexible formats. Information can be delivered to the offices or home of the users using ranges of technologies In addition, internet makes it possible to facilitate information sharing among the users Williamson (2013) advocates the use of social media for parliamentarians as a means to share not only among themselves but for the parliamentarians to keep in touch with their constituents. The Author cites the use of the social media in the United States of America and says that "The US House of Representatives lets visitors download video and audio from their own parliamentary video channel or embed direct links to clips " (p 25) Williamson (2013) states that " the UK Parliament makes extensive use of YouTube, where it has its own customized channel that is cross-linked to other web and social media assets " (p. 25). Similar uses of internet services were reported in Korea and Brazil by the same author. Williamson (2013). "As part of the National Assembly of the Republic of Korea's e-Parliament strategy, designed to create an open and accessible parliament, new social media services have been introduced, managed by the media team of the Secretariat" (p.26).

The use of internet, together with other modern technologies, makes it possible for information to be provided in the very flexible and efficient manner. However, their use requires skill and positive attitudes among the potential users. In the absence of meeting these conditions would be apathy and underutilisation. In India, for example it was found that "The most disappointing finding of this analysis is that MLAs are reluctant to use electronic sources. Only 50 per cent of MLAs said that they use IT sources, with the help of their IT assistant/personal assistant " (Shailendra and Prakash, p 167)

The challenge for librarians

The ultimate goal and motive that all librarians and information providers have is to provide information and facilitate the use of the information. This goal calls for much more than passive provision of space and shelves of books and other reading materials. It calls for high levels of user studies and establishment of services that are appropriate to ensure that the legislators and all other users are empowered with skill to access and use information.

The tasks include: provision of non documentary information sources and systems, skilling and reskilling of users to enable them to navigate and use electronic information resources. The task includes repackaging information into formats and media that the users appreciate. Just as Shailendra and Prakash (2008) say, "there is a strong need to build an electronic based interactive information handling system for MLAs of Delhi to fulfil their information needs in as short possible a time a possible so they can serve society more efficiently in return." (p. 174) As Joint (2005) said, it is time is now to:

> create an eLiterate population of politicians and electors that is competently engaged with social and political debate through the new media. This is of course something to be pursued without miring ourselves in party politics. And if we succeed in this role, then the promotion of skills by disinterested information professionals will have shown its real social potential: to help deliver the democratic potential of the internet (p. 84)

The Librarian that is able to provide all these types of services has to be heavily engaged in information literacy, information service and delivery and teaching as well as training. The challenge now and ahead is on the shoulders of both librarian and the trainers of the librarians. Munatsi (2011) says "The resultant e-skills development, on-line networks and the ability to participate in these have also brought about invaluable benefits to African Parliaments." (p 6)

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Marketing of Legislative and Parliamentary Library Services
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Abstract

This paper will explain the importance of marketing legislative and parliamentary libraries. Components of a marketing plan will be outlined The article will further highlight the methods which legislative libraries would use to market their services Finally challenges and solutions encountered in marketing of libraries services will be outlined

Definitions

The parliamentary library's mission is to support and facilitate parliamentary activities and make available all useful sources of information to its users. Thus, a parliamentary library is a specialized library from the point of view of the collection's coverage and of patrons for whom it is intended (Priano. 2000) in (Galluzzi, 20110). The American Marketing Association (2013) defines Marketing as a set of institutions, and processes for creating, communicating. delivering, and exchanging offerings that have value for customers, clients, partners and society at large The definition by (Adcok, Halborg and Ross: 2) say that 'marketing is the study of exchange processes especially those associated with the provision of goods and services. It is therefore very important for legislative and parliamentary libraries to market there services to their clients in order for such libraries to contribute significantly to the parliamentary work

Why Market Parliamentary Libraries

Marketing of legislative and parliamentary library services help in the promotion of the use of information resources; it creates perception of information need and thereby creating demand as well as ensuring that there is optimum use of information Madhusudhan (2008) argues that marketing of library services improve the image and status of the library professionals. Further librarians should market library and Information services because.

- It helps in tackling the problems of rising costs of reading materials, journals, and databases;
- It helps to cope with the information explosion
- It assists in introducing cutting-edge information technology systems in library services;
- Helps staff to balance shrinking funds·
- Marketing saves libraries from declining reader-support;

James (2010) posits that libraries should aim at "providing high quality information and analyse and advise parliamentarians in support of their parliamentary and representational roles." It is important to also note that parliamentary libraries serve different categories of users who include, the first time parliamentarians who are not experienced in their work as

well as medium experienced and more experienced parliamentarians. All these have different information needs at any given time

Role of the parliamentary library

(Blagniene 1998; Pare 2001; Salterova 1998) in Mostert (2004) say that In general, parliamentary libraries serve a very limited clientele, consisting mainly of individuals connected with Parliament, and can include individual parliamentarians, parliamentary committees, associations and delegations, parliamentary staff of individual parliamentarians and party caucuses. Further, they say that in some cases services are offered to a wider clientele, including clients from governmental departments, the courts, regional executive bodies, legal information centres, accredited representatives of the press and other media, foreign embassy staff, librarians from other institutions and in some cases even the general public. The major clientele therefore seem to be attached to parliamentary institutions, and as such Laundy (1980) in Mostert (2004) advocates that, in order for the parliamentary library to fulfil' its role as information provider with maximum effectiveness, this group should be guaranteed priority at all times According to Bannenberg (1994) in Mostert (2004), parliamentarians have a seemingly inexhaustible appetite for information, since their survival can depend on their ability to access and utilise the right information at the right time

The modern parliamentarian is now expected to know something about everything. Not only do they need to be able to solve local constituency problems, but indeed that of the nation and the world It has been concluded that Information is thus needed on a wide range of subjects ranging from economics, health, social welfare, transport, environmental issues, agriculture, housing, transport, technology, education, communication, etc. in order to satisfy their information needs, parliamentarians do not always perceive the parliamentary library as their sole information provider Ximena and Marialyse (1994) in Mostert (20040 point out that other than the library, parliamentarians also make use of external study groups, political think tanks, the academic world and personal contacts with experts in particular fields of interest. Added to this list is the growing utilisation of electronic sources, notably the Internet, by the growing number of younger and technologically literate parliamentarians
According to Bannenberg (1994)in Mostert (20040 it does not matter to them who supplies it, as long as their need is fulfilled promptly, accurately and appropriately.

The parliamentarian's indifference to the type of source from which the information is found poses a big challenge to parliamentary libraries to prove their viability Bannenberg (1994:2) in Mostert (20040 points out that· "there is no reason why the principle of 'compete or perish' should be any less applicable to parliamentary libraries than to other businesses or service organisations".

Developing Market Plans for Libraries

It is often said that failing to planning is planning to fail. Parliament and legislative libraries should therefore develop marketing plans which should guide them in the marketing process Njobvu (2008) outlines the components of a marketing plan for any library as follws

Executive Summary: This include a brief introduction of the parliamentary library and what services it offers. The mission of the library as well as the mother body should be included.

Describe the current situation: Define where the legislative and parliamentary library is at the moment, and where you want it to be in future. Outline the current users, the services being offered, the size of the collection including e-resources and the current budget.

Market audit: The competitor analysis is outlined in this section. The strength, weaknesses, opportunities and threats of the library as compared to other sources of information for parliamentarians are defined. An environmental analysis including political, economical, and technological of the area where the parliament library is situated has to be stipulated here

Marketing objectives: It must be clear from here whether the aim is to introduce a new service or improve on the existing service. The time frame of when the introduction or improvement of a new service would be done should be clear

Market strategy: outlines the approach that will be used to achieve the plan's objectives. Here the 4Ps which include product, price, promotion and place in relation to the services are discussed in detail.

The action Plan: Specific programs and activities are outlined here are designed to meet the objectives, with timelines and assignment of tasks.

Budget All activities outlined should be budgeted for. Details of any financial constraints or profits are explained

Evaluation. This section provides measures of assessment and feedback.

Methods of Marketing services of a parliamentary Library

Orientation programmes to new parliamentarians

Joining the parliament can be an overwhelming experience for the new parliamentarian who is from totally a different environment. In Zambia, the current trend is that when voting preference is given to candidates who live with the people. This practice means that some new parliamentarians come from far remote places in the country where the acquisition of information literacy skills may not have been a priority. This good practice has an implication which needs to be addressed by the parliamentary librarian. The new parliamentarian is only learning parliamentary processes and requirements of their new role but also setting up a new office, finding their way around a new work environment and coming to terms with the services available to them as a Member of Parliament (MP). James (2010) recommends that establishing some contact with the new MP at this point is vital to begin building a relationship. The Library orientation should focuses on two aspects. The first is to provide a training seminar or workshop on the use of the library. This gives an early awareness of the service and is generally undertaken in the first few months of them being in parliament. Secondly, all new Members of Parliament should be provided with a "contact library officer who should specifically look into their information need. This will ensure that the service is personalised to an individual as some Parliamentarians would not want their inadequacies to be noticed by other in a group

Provision of ICT Skill to parliamentarians

Parliamentary libraries could use the competitive advantage ICTs provide by training parliamentarians on how they could use ICTs in accessing information for their use. An ICT literate parliamentarian is more likely to access more up to date information than those who are not ICT literate. The training here could include the use of social media, surfing the Internet effectively as well as the use of cellular phones in generating storing, accessing and disseminating information. The use of ICTs could promote access to e-resources in the library and elsewhere without necessarily users visiting libraries ICTs improve communication amongst stakeholders and promote collaboration between users and providers of services. Further ICTs increase information exchange with customers as well as give users superior access to information

Added to this, legislative and parliamentary librarians should take keen interest in using websites for the purposes of marketing library services. Parliamentary library websites should be kept up to date for such to act as effective marketing tools. Such website would bring about visibility of the library

Other methods of promoting parliamentary library services

Legislative and parliamentary libraries should not ignore the traditional methods of marketing services which include advertising through print and electronic media Librarians should be able to give radio as well as television programmes to let the users know what they offer.

Discussion forum have been used by some libraries in marketing libraries In this method, talks on topical issues concerning legislation and parliament are organised by libraries and users invited. Experts on the subject are invited to give talks Other library services are then marked in the process.

Challenges

Lack of marketing skills among librarians

The issue of information being critical to all is not debatable However it is believed that Librarians and information professionals in developing countries do not understand or have an outdated notion of marketing and most of them do not have sufficient marketing skills. Mchomvu, (1991) and Nawe, (1993), as a result library services and resources are underutilized or they are completely unknown to the surrounding community. This situation is however changing as more and more library schools in Universities are introducing marketing of information resources courses.

Inadequate funds

Most libraries face declining budgets This means that the standard of services they provide is becoming poorer and poorer as time goes on This therefore has an implication of users losing interest in library services Lack of funds mean that libraries have little resources to spend on marketing activities which in most cases is considered as a less important

Though lack of funds could be considered one of the major factors inhibiting marketing, libraries, should take blame for not being creative in coming up with activities which may not need money to undertake. Activities such as face to face marketing within the premises for a special library such as

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the legislative or parliamentary library There are many other activities which libraries could undertake with little or no funds.

Attitude of library users

(Mchomvu, (1991) in Nthulo and Otike () argue that one of the biggest challenges faced by librarians is to create a positive image as most users hold negative attitudes towards librarians. They further say that for decades. people thought of librarians as trained or skilled but not necessarily as professionals and have no idea about the qualifications or training requirements. In most developing countries librarians are seen as simply retrieval clerks or have low social status, so users may consider themselves more competent and more knowledgeable than library staff and regard it unnecessary to approach a librarian for help. Therefore, the librarians need to demonstrate that they have got both qualifications and a variety of skills including good customer care and how to deal with such difficult customers. This may be the same in legislative and parliamentary libraries where users may underrate libraries and librarians

Myth that libraries do not need to be marketed

There is a belief that libraries do not need to be marketed in any special way because their importance to society should be known to all Most libraries do not market their libraries because they say that libraries already have defined segments of users who do not need to be informed about the library services This has led to some of the library services being underutilised or even not used at all Most legislative libraries are deserted in most cases because of this myth

Conclusion

Legislative and parliamentary Librarians should realise that they no longer have a monopoly of providing information services and that marketing is a vital tool for them to remain relevant Librarians should develop marketing plans for their libraries where they should clearly outline their marketing strategies It is also critical for librarians to overcome the barriers which may exist in marketing the services

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An Exploratory Study of the Usage of Parliamentary Websites as an Engaging Tool: A Case of Selected African Parliamentary Websites

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Abstract

Parliamentary websites offer great benefits to citizens and governments Parliamentary websites play the role of tool for archiving parliamentary documents (repositories), communicating and educating citizens. Consequently, websites are seen as tools for enhancing democracy, transparency and openness However, in order for these roles to be effectively and efficiently fulfilled, parliamentary websites must be well designed As parliamentary websites are increasingly being regarded as the only media which truly enables the public to engage with the legislative process, it is therefore worth assessing this tool in order to determine its effectiveness and impact. This paper presents an exploratory study to investigate the usability of parliamentary websites of selected countries in Central, Eastern and Southern Africa Using mixed research methods (webometrics and feature investigation method); the study has evaluated ten parliamentary websites of the eastern, central and southern African countries, according to several perspectives including design layout, navigation, and legal policies It is hoped that the evaluation results will motivate the respective parliamentary staff to improve their websites to international standards Furthermore, it is hoped that this study will stimulate more research in this area

Keywords: Websites, e-government, web usability, APLESA

Background

The increasing use of information and communication technologies (ICTs) in particular the Internet has become prominent and has essentially changed how organizations work (La Porte et al., 2001) The Internet and the World Wide Web provide an opportunity for governments to offer efficient and effective services to their citizens via websites. Furthermore, government websites are increasingly being seen as a useful tool to enhance transparency and democracy because they enable citizens to easily interact with their governments. Heeks (2006 p 4) defines e-government as "the use of information technologies (ICTs) by public sector organizations" This use of ICTs by governments is usually referred to as electronic government (E-government). It includes the provision of electronic services such as electronic procurement (eProcurement), electronic petitioning (ePetitioning) and electronic voting (eVoting)

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Kaaya (2004) observes that the development of government websites passes through four phases, namely. (1) website creation, (2) initial two-way interaction, (3) online transactions and (4) comprehensive government portals The first phase involves development of government websites to provide information to citizens The second phase focuses on building a platform for interaction between citizens and the government. Tools such as electronic submission forms and discussion forums are created at this phase. The third phase involves the development of web tools for facilitating transactions of government services, such as electronic procurement The last phase involves the integration of government systems to share resources. Usability issues of government websites are particularly relevant to phases one and two of the implementation of government websites.

The International Organization for Standards (ISO) defines usability as the extent to which a product, for example software or a website. can be used by particular users to achieve specified goals effectively, efficiently and satisfactorily in a specified context of use (ISO, 1998). Usability of website is vital to an organization because unusable website reduce the effectiveness of communication between users and the organizations. Web usability generally means that websites are clear, simple, consistent and easy to use (Cappel & Huang, 2007)

Ivory and Chevalier (2002) observe that despite the importance of government websites in government-citizen relationship, many government websites are seldom used Because accessibility is an element of web usability (Henry. 2002), accessibility problem of government websites therefore reduce their usability and this in turn hampers the role government websites would play in delivering services to citizens.

Very few studies have examined the issue of e-government in developing countries such as Africa (Asiiwmi & Lim, 2010; Heeks. 2002, Schuppan, 2009). Heeks (2002) investigated the development of e-government in Africa in relation economic and administrative characteristics of the continent. This study investigates usability aspects of selected parliamentary websites in Eastern, Central and Southern Africa

Study objectives

The objective of this paper is to examine the usability of parliamentary websites in Eastern, Central and Southern Arica The specific objectives of the study are
1 The Design layout of websites
2. Navigation of websites
3. Legal policies of websites
4 Type of web content information being offered
5. Number of websites linking in the parliamentary websites
6. Usage of Social networking tools
7. Usage of the websites

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Methodology

This study used a mixed research approach to assess the accessibility and usability of nine African parliamentary websites. Ten parliamentary websites were selected because the library professionals of these parliamentary websites belong to APLSEA (Table 1). Four categories of ten website features were examined, namely: design layout, navigation, legal policies, and types of services being offered. The features were adapted from the E-Government Toolkit for Developing Countries (Verma & Ornager, 2005) and Web Content Accessibility Guidelines version two (WCAG 2.0). The e-government toolkit was prepared by National Informatics Centre (NIC) and United Nations Educational, Scientific and Cultural Organization (UNESCO) to guide e-government implementers in developing countries. The WCAG 2.0 standard is a set of guidelines that covers a wide range of recommendations for making web content accessible

Table 1: Parliamentary websites surveyed in the study

Name of Parliament	URL
1. Botswana Parliament	www parliament gov bw
2 Kenya Parliament	www parliament go ke
3. Lesotho Parliament	www parliament ls
4. Malawi Parliament	www parliament.gov mw
5 Namibian Parliament	www.parliament.gov.na
6 South African Parliament	www.parliament.gov.za
7 Tanzania Parliament	www parliament go tz
8 Uganda Parliament	www.parliament.go.ug
9 Zambian Parliament	www parliament gov zm
10. Zimbabwean Parliament	www parliament gov zw

The websites were examined for the following communication features were evaluated in this category:

1 *Design consistency in web pages* Web pages of a website should be consistent. For example, the design layout and colors should be the same for all web pages

2 *Feedback/inquiry forms and other interactive tools* These are tools that support faster and efficient communication between the government and citizens and among citizens themselves.

3 *Page content sharing tools:* These are tools that enable users to easily share or obtain content of a webpage as a separate computer file. Examples are print, download/save, fax and email options.

4. *Zoom options* These are tools that allow users to customize content by resizing it These tools help users especially those who are vision-impaired read the text on web pages.

5   *Audio content* Audio content refers to presentation of web content in form of voice. This feature is highly recommended by international usability and accessibility guidelines such as WCAG to facilitate vision-impaired users

6   *Website address (Universal Resource Locator) clarity* Every online website has an address that uniquely identifies it. The address should portray the name of the institution and should be easy to memorize in relation to what the institution does

7   *Main menu and other links* Links connect web pages and documents within the website to each other and to other external websites. Links should not be broken and should have names that correspond to the linked information.

8.   *Sitemap* A sitemap is a collection of links for all main web pages on a website. It helps users find specific information under a certain section of the website.

9.   *Search tool* This is a tool for searching information within a website without browsing through web pages. It is an important tool because it facilitates fast information retrieval

10   *Help/FAQ (Frequently Asked Questions) pages.* These pages provide useful information to users when the users need help. Frequently asked questions are based on the common queries raised by users.

11   *Privacy policies* Privacy refers to the right of a user over certain information. Privacy policies guarantee users ownership over information they are entitled to

12   *Terms and conditions of use* These are protocols that govern how information should be accessed and used on the website and how services offered by the website are carried out

13   *Copyright/disclaimer information* Copyright and disclaimer are legal notifications that proclaim the organization as the rightful owner of the website

Alexa.com was used to establish various web metrics of the websites such as Alexa Rank, number of sites linking in the websites, daily bounce rate, daily average page view, and average daily time on site. Alexa Rank is the rank of a website at global level. The PageRank of a particular page is roughly based upon the quantity of inbound links as well as the PageRank of the pages providing the links. The algorithm also includes other factors, such as the size of a page, the number of changes, the time since the page was updated, the text in headlines and the text in hyperlinked anchor texts. Bounce rate the percentage of visitors leaving the website. The daily page views are the number of people who visit a particular website the number of pages they view

Limitations of the study

Some measures used in this study such as design consistency are prone to subjectivity, particularly considering that only one expert was involved in the study. However, use of one expert was economical and considering the amount of time that made available before submission of the paper. The study also only considered nine websites in one African region, thus limiting the generalibility of the study to most African parliamentary websites. It is

therefore recommended that feature research should be extended to other African regions and a mixed research approach be adopted.

Results

Nine African parliamentary websites were evaluated, namely, South African Parliament, Uganda Parliament, Namibian Parliament, Zambian Parliament, Kenya Parliament, Tanzania Parliament, Lesotho Parliament, Botswana Parliament, Malawi Parliament, and Zimbabwean Parliament (Table 2) The oldest website, South African Parliament Website, was 16 years old while the youngest website, Zimbabwean Parliament Website, was 4 years old The average age of the websites was 10 1 years.

Accessibility of Websites

Evaluation results of the four parliamentary websites are summarized in Table 2 All the nine websites had website addresses, main menu and other links, search tools, help/FAQ pages, and copyright/disclaimer information, and some kind of feedback/inquiry forms Only Uganda and Namibia had no sitemaps. Only a Botswana, Kenya, Lesotho, Malawi, and South African websites had some kind of zoom options. Only Botswana, Kenya, Lesotho, Malawi, and South African websites had some kind of page content sharing tools. Only Botswana, Kenya, Lesotho, Malawi, South Africa, and Tanzania had audio content

Table 2 Evaluation results for website features of parliamentary websites

#	Features	Botswana	Kenya	Lesotho	Malawi	Namibia	South Africa	Tanzania	Uganda	Zambia	Zimbabwe
	Category 1: Design Layout										
1	Feedback/inquiry forms and other interactive tools	√	√	√	√	√	√	√	√	√	√
2	Zoom options	√	√	√	√	X	√	X	X	X	X
3	Page content sharing tools	√	√	√	√	X	√	X	X	X	X
4	Audio content	√	√	√	√	X	√	√	X	X	X
	Category 2: Navigation										
1	Website address (URL) clarity	√	√	√	√	√	√	√	√	√	√
2	Main menu and other links	√	√	√	√	√	√	√	√	√	√
3	Sitemap	√	√	√	√	X	√	√	x	√	√
4	Search tool	√	√	√	√	√	√	√	√	√	√
5	Help/FAQ page	√	√	√	√	√	√	√	√	√	√
6	Privacy policies	√	√	√	√	x	x	x	x	x	x
7	Terms and conditions of use	√	√	√	√	X	√	√	x	√	x
8	Copyright/disclaimer information	√	√	√	√	√	√	√	√	√	√

Key: √=Present X=Not present

Web content

All the websites evaluated had pdf documents South African Parliament had the largest number of pdf documents (6990), followed by Zimbabwean Parliament Website (648) and the Namibian

Parliament Website (Table 4) Kenya Parliament Website had the smallest number of pdf documents (9) The South African Website had the largest number of word (doc) documents (9790), followed by Uganda Parliamentary Website (1620) and Tanzania Parliament Website Namibian, Lesotho, and Kenya Parliamentary websites had no word documents Only three websites had ppt documents, namely the South African Parliament website (34), Zimbabwean Parliamentary website (4), and Botswana Parliamentary website (1)

Table 4 Rich content of Parliamentary websites

Name of Parliament	pdf	doc	ppt
South African Parliament	6990	9790	34
Zimbabwean Parliament	648	2	4
Namibian Parliament	621	0	0
Tanzania Parliament	338	51	0
Zambian Parliament	228	9	0
Botswana Parliament	164	2	1
Malawi Parliament	94	40	0
Uganda Parliament	33	1620	0
Lesotho Parliament	32	0	0
Kenya Parliament	9	0	0

Number of sites linking in

Websites were evaluated to establish the extent to other websites link to them Table 5 shows that the South African Parliamentary website had the largest number (408) of sites linking in to it. It was followed by Malawi Parliamentary website (335), Uganda Parliamentary website (252), Tanzania Parliamentary website (142), Zambian Parliamentary website (130), and Namibian Parliamentary website (106). Botswana Parliamentary website (17), Lesotho Parliamentary website (10), and Zimbabwean Parliamentary website (4) had the smallest number of sites linking in, respectively.

Table 5 total number of sites linking in

Name of Parliament	#sites linking in
South African Parliament	408
Malawi Parliament	355
Uganda Parliament	252
Tanzania Parliament	187
Kenya Parliament	142
Zambian Parliament	130
Namibian Parliament	106
Botswana Parliament	17
Lesotho Parliament	10
Zimbabwean Parliament	4

Furthermore analysis was conducted to establish the sites which linked to the African parliamentary websites. Table 6 below shows the top 25 sites which link to the parliamentary websites, among which were Wikepedia.org. Securesever.net, bbc.co.uk, blogespot.ru, yahoo.com, and sourceforge.net. These websites can be grouped into commercial websites (com), information websites (.net). organizational websites (org), and a few academic websites (.edu or ac). There was only one governmental website (loc.gov)

Table 6 Top sites linking to parliamentary website

		Count
1	Wikipedia.org	9
2	Secureserver.net	7
3	bbc.co.uk	6
4	blogspot.ru	3
5	yahoo.com	3
6	sourceforge.net	2
7	academic.ru	1
8	answers.com	1
9	archive.org	1
10	capitalis.com	1
11	classhaber.net	1
12	cnn.com	1
13	colorado.edu	1
14	keele.ac.uk	1
15	loc.gov	1
16	microsft.com	1
17	ox.ac.uk	1
18	quickiwiki.com	1
19	reddit.com	1
20	sigma-orionis.com	1
21	sobranie.mk	1
22	ubuntu.org.zw	1
23	wikimedia.org	1
24	wn.com	1
25	ynet.co.il	1

Use of Social Media

The researcher wanted to find out the extent to which African parliaments use social networking tools to increase their communication to citizens Table below shows that only three parliaments have a presence on social media, namely Botswana, Uganda and South Africa. These parliaments use Facebook, Twitter. Youtube, and News Feeds to increase their communications to the citizens and the general public (Table 7)

Table 7 Use of social media

Name of Parliament	Facebook	Twitter	Youtube	News Feeds
Botswana Parliament	√	√		√
Kenya Parliament	x	x	x	x
Lesotho Parliament				
Malawi Parliament	x	x	x	x
Namibian Parliament	X	X	X	X
South African Parliament	√	√		√
Tanzania Parliament	x	x	x	x
Uganda Parliament	√	√	√	√
Zambian Parliament	x	x	x	x
Zimbabwean Parliament	x	x	x	x

A Glance at the Usage of the Websites

The results further show the extent to which the websites were visited by the public and the amount of time the visitors spent on the websites on average (Table 8) The daily page views ranged (i e. the number of people who visit this site and the number of pages they view) from 1-7, with Zimbabwe recording the highest daily page views The average amount of time visitors spend on the site ranged from 1-7 21 minutes. with Zimbabwe recording the highest daily time on site and Botswana recording the least daily time on site. The study further sought to establish the daily bounce rate of the websites (the percentage of visitors who come to a website and exiting from that page). The daily bounce rate ranged from 27 30% to 58 30% with the Zambian Parliamentary website recording the lowest bounce rate while the Malawian Parliamentary website recorded the highest. High bounce rates are an indication that visitors are not finding what they need and have no confidence that they can quickly find it on your site

Table 8 age and visibility of websites

Name of Parliament	web age	Alexa Rank	Daily Bounce Rate	Daily page views	Daily Time on Site (minutes)
Botswana Parliament	5	14,131,733			1
Kenya Parliament	12	537,123	27 80%	3 8	5 12
Lesotho Parliament	8				
Malawi Parliament	5	1,551,113	58 30%	3.4	2·54
Namibian Parliament	13	3,338,009		1	
South African Parliament	16	504,530	40 00%	2 9	2.27
Tanzania Parliament	11	356,550	29.50%	5	6 08
Uganda Parliament	14	650,881	51 20%	1.5	2.04
Zambian Parliament	13	486,068	27.30%	7	7 21
Zimbabwean Parliament	4				

Discussions

An evaluation of the nine African parliamentary websites in Southern Africa showed fair results. All the websites surveyed have the basic features required to facilitate easy accessibility, though at different developmental stages. Furthermore, all the examined websites had clear and unique addresses. However, some websites lacked sitemaps, zoom options. page content sharing tools, audio content. privacy policies. and terms and conditions of use. Therefore, there is much room for improvement in this area

Some websites only provided contact addresses. There is much room for improvement in this area regarding interactivity and accessibility. The lack of zoom options and audio content may make it difficult for certain groups of for users (e g users with visual and sight impairments) to access these websites

All the nine websites have a clear web address However, navigation is not easy on two websites the Kenya Parliament website, Namibia, Tanzania Parliament Website. and the Ugandan Parliament website.

In the category of legal issues, most websites do not provide any privacy policy or terms and conditions of use. Nearly all the nine websites provide limited information on copyright. Studies show that concerns about privacy and information security prevent citizens from using e-government services (Chongsuphajaisiddhi and Chutimaskul, 2008). Failure to protect information may also affect public image and public confidence of government institutions (Asiimwe and Lim, 2010).

The study has shown that very few websites used social networking tools to increase their presence on the Web Only three parliamentary websites had a presence with social networking

9

tools, namely Botswana, South Africa, and Uganda. This makes African Parliamentary websites fail to effective communicate with particularly the younger generation which uses this platform It is therefore recommended that African parliaments consider adoption this platform to reach out to this category of users.

Finally, the findings have showed relatively high bounce rate, low daily page views, and low daily time on site. These findings suggest that there is need for comprehensive improvement of the African parliamentary websites in areas of layout design, navigation, content, legal policies, and publicity.

Conclusion

This study evaluated the usability of nine African parliamentary websites. Evaluation results showed that these websites are at various developmental stages Considering that most of the websites have just been developed in less than ten years, there is a remarkable progress in the use of ICTs by African parliaments as a communication tool. Although all the websites examined had clear addresses and most have consistent design of web pages, most had insufficient features to enhance accessibility and usability Further, the amount of rich content was observed to be on an increase. Most of the websites were rather weak in stating their legal polices

In view of the above issues, this study recommends that.

1. legal policies should be adequately addressed in order to enhance users' trust of the websites
2. efforts should be made to improve accessibility features such as provision of sitemaps, more tools such feedback forms, etc.
3. provide web content in different forms other than text format only
4. increase the presence of parliamentary websites on social networking tools so as to capture other groups of users
5. dedicate specific web pages for parliamentary libraries

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ESTABLISHING AN INSTUTION FOR A PARLIAMENTARY LIBRARY: THE CASE OF ZAMBIAN PARLIAMENTARY INFORMATION RESEARCH LIBRARY

PRESENTED BY

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AT THE

15TH ASSOCIATION OF PARLIAMENTARY LIBRARIES OF EASTERN AND SOUTHERN AFRICA CONFERENCE

(APLESA)

ON 7TH APRIL, 2014

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Establishing an institution repository for a parliamentary library: The case of Zambian parliamentary Library and research

Abstract

Purpose – Access to parliamentary and research collections in an era where users want to timely accurately and unrestrictedly obtain full text digital information could be a challenge. This paper seeks to explore a possibility of using an open access repository as a way by which a parliamentary library can improve access and preservation of its collection

Design/methodology/approach – The paper is a desk research and generally discusses how the era of information provision has changed from OPAC orientated method to full text open access method. The paper also describes some of the efforts the Zambian Parliamentary library and research is making to improve the preservation and provision of information to its clients. The answer to the issue of improving the access to information and preservation of information lies in the use open access repositories

Research limitations/implications – This paper offers an approach based on understanding that literature review about advantages of having a repository in an institution without soliciting views from a parliamentary library on their experiences. The research did not dwell much on disadvantages of establishing an IR in a parliamentary environment

Originality/value – The paper's value is in thinking about how the open access can effectively used to widen accessibility to legislative information in the near future to meet users' information needs

Article Type:

Research paper

Keyword(s)

Parliament, Libraries, repositories, open access, Zambia

Introduction

With the advent of computers and the internet, a lot more organisations handling documents in paper form have resorted to generating electronic information and disseminating it electronically through internet and also converting paper documents into electronic formats with the help of new technologies to manage document collections resulting in a faster and easier user access This has resulted into a massive production of digitally formatted documents (e g in Portable Document Format or PDF) which have then been made available to a wider public by means of the web and search engines with basic functionalities incorporated to enable users to search and access these digital libraries With this situation information access is

- Faster – because of the improvement in the underlying communication technology
- More accurate – as the user obtains information which is closer to his or her information requirements
- Easier – because less effort is required from the user
- More diverse – the sources are not limited to text: a mixture of text, images, audio and video can now be incorporated daily to enrich an organisation's digital library

The role of the Parliament

The Parliament of the Republic of Zambia has a single chamber and is composed of the National Assembly and the President of the Republic. The President is not a member of the National Assembly but he assents to all bills passed by the Assembly before they become Acts of Parliament. The National Assembly, or its committees, can question Government Ministries on all matters under their jurisdiction.

The National Assembly of Zambia executes its functions through eighteen standing committees which are under the following three categories:

General Purposes

- Public accounts Committee
- Delegated Legislation committee
- Government Assurances Committee
- Estimates Committee

Portforlio

- Agriculture and Land Committee
- Economic Affairs and Labour Committee
- Communication Transport, works and supply Committee
- Lnergy, Environment and tourism Committee
- Health, Community development and social services Committee
- Information and broadcasting services Committee
- National security and foreign affairs Committee
- Education, science and technology Committee
- Local governance, housing and chiefs affairs Committee
- Legal affairs, governance, human rights and gender matters Committee
- Sport, Youth and child affairs Committee

House Keeping

- Standing orders committee
- Privileges, absences and support services committee
- Parliamentary Reforms and modernization Committee

The National Assembly is viewed as an assisting and implementing agency of the ruling party while the government mainly implements party policies and decisions. The National Assembly has a role to monitor almost all government activities of the ruling party of the day and has been also undertaking enquiries into matters of national interest or importance.

Information needs of Members of Parliament

Generally, Members of Parliament need the right information at the right time in order to make correct analyses and useful contributions to debates that take place in Parliament.

It is undisputed fact that members of parliament need timely and accurate information in order to use it constructively when scrutinizing government policy and contributing to the betterment of proposed pieces of legislation before they become law. Easy access to information especially for Members of Parliament in developing countries is cardinal in order for them to be kept abreast of the economic, political, scientific and social trends world over. They also particularly need to be aware of the economic and technological changes in their regions so that even when they are debating on pertinent issues they have tangible information with practical examples of what is obtaining around them.

Opposition members of parliament in developing countries where, policy-relevant information is often exclusively the province of the government need more information which is independent and reliable information to understand government choices, decisions and policies, to assess whether they are valuable or not and, if not, to criticize them and propose policy alternatives. Inadequate and delayed information leads to parliamentarians' inability to keep governments accountable for their actions.

Usually Members of Parliament require information based on facts which can be in different formats such as printed or soft copies. This information helps the parliamentarian to debate with confidence. On the other hand front benchers seek information that is factual too. This kind of information could also be in form of print or soft copy. A topic for instance in question could be investigated by a subject specialist who is able to analyse and interpret various pieces of information and present it in form of a researched paper to a cabinet minister or a deputy before a response can be provided for a particular specific request. According to Miko and Robinson (1996) Parliamentary "information providers" play a vital role as transmitters, interpreters and synthesizers of information. The potential sources of information to parliament are wide ranging. The challenge is to adapt available information into usable information, presented in easily accessible form, and provided in a timely manner. Miko and Robinson (1996) liken this process to two funnels pushed together with their narrow openings joined and the bell-shaped funnels facing in either direction. The left-hand funnel captures a broad range of information for use by the legislature while the right-hand side symbolizes broad distribution. The narrow segment in between is the critical juncture occupied by the parliamentary librarian, researcher or analyst, whose responsibility is to sift information and to digest and shape it to make it readily accessible for use in the legislative process. This process is demonstrated in the figure shown below.

Input of information   Output of information

Librarians/researchers
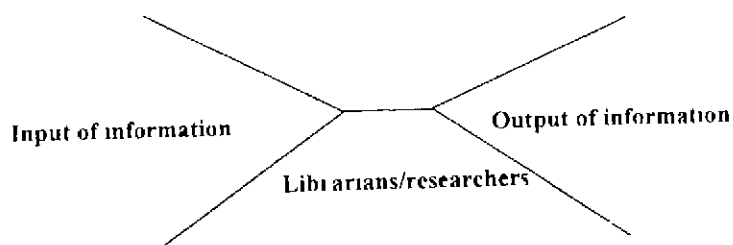
The role of the Parliamentary Libraries in providing wider access to legislative information

The department that is in charge of providing timely and accurate information using various means including open access method is the Parliamentary Library. According to Mwale in Kimbunga (1996), the primary function of the parliamentary library is to provide to Members quickly, precisely and sufficiently detailed, information they may require in the exercise of their duties as representatives of the people. The efficacy of the information will be judged on how soon it can be supplied and how accurate it is. If either of these two is lost then the library is not serving Members efficiently

Typical parliamentary libraries usually stock government reports and other government publications including the constitution of the country, parliamentary papers, standing orders, members' handbooks, parliamentary debates, government parastatals' and other government institutions' annual reports. These are very basic documents to the work of Members of Parliament, which give them knowledge of government operations and, in turn enable them to criticize and advise the government constructively. A well organized and well stocked parliamentary library and research service, manned by well qualified and motivated staff should keep a complete coverage of these government documents and organize them in such a way that they should be easily accessible by users. This is where open access repositories come in to improve and widen accessibility of information by members of parliament

Zambian parliamentary and research Library

Zambia became a mult-party political system in 1991 which marked the end of the era of one-party democracy introduced in 1973 by United Nation Independence Party. The introduction of a multi-party system ended the one-party supremacy of the ruling party which monopolized the conduct of all political activities in Zambia since 1973 (   )

Since then Parliament assumed the major role of guiding and controlling the government from simply being an assisting and implementing agency of the ruling party. The new role, therefore, calls for the Members of Parliament, both from ruling and opposition, to be well informed on the latest developments in nearly every field of human endeavour in order to make useful and effective contributions in parliament

The task of providing factually accurate and up-to-date information to Members of Parliament is vested with the Parliamentary Library and Research Services. Its major role is to provide

Members quickly, with precise and sufficiently detailed information which they may require in the exercise of their duties as representatives of the people

Information services at Parliamentary and research Libraries of Zambia

Reference and Research services

The service aims at answering enquiries which need detailed information and specialist knowledge The Zambian National Assembly reference section is supported by researchers in the research department who are specialists in different fields The researchers work hand in hand with librarians who are well placed to provide the much needed research support by searching for the information analysing and synthesizing it on behalf of different committee members In addition, the research department comes up with booklets and bulletins which spell out issues that may concern parliamentarians These publications are made available in the library reference section

Emphasizing the importance of research services to Members of Parliament, Dawe, (1986) points out that many parliamentary libraries provide research services Such services are extremely valuable to committees, not only at the outset of any particular inquiry to set the scene and survey the principal issue involved, but also on request, to provide a periodic appreciation of a changing situation or new development From the library's point of view, research activities for Members or any of the committees, represent an efficient use of resources as the work is carried out not only for those particular Members of Parliament but also for the group of parliamentarians which constitute the committees.

Indexing

The library has embarked on electronically indexing of newspapers and other documents that members of parliament and staff could be interested in accessing These indexes mainly contain the reference or identification number title, year of publication and the authors of particular article In case of newspapers the name of the person who is the subject of the article is also mentioned These indexes are only pointers to the physical publications in the library

The website

The National assembly of Zambia has a website that provides information on various issues including information on committees, publications, order papers, speeches debate proceedings, and news items Some of the publications which are in digital form are also listed on the website

Digitisation

The Zambian parliamentary and research library has also started digitizing its publications These include old parliamentary debates, laws reports, acts etc with the aim of preserving these publications in digital form free from being damaged physically

Selective Dissemination information service

This is a service which aims at improving the exploitation of library materials and giving an individualized service to Members of Parliament. The Selective dissemination of information (SDI) at Zambian parliament involves preparation of bulletins, indexing and guides to inform users of new additions to the library's collection or of an issue that members of parliament need to be aware about

Institutional Repository to be established at Parliamentary and research library of Zambia

While the Zambian parliamentary and research Library has made strides as outlined above in improving its information services for instance, creating a website and providing soft copies of some of the National Assembly publications through the website, there is need for the library to go further and make its collection widely accessible through a repository. The repository will make all the information organized and searcheable. Members of parliament and other users will be able access information just on a click of a computer mouse where ever they are be it at parliament, in offices or in their respective constituencies

An **institutional repository** by definition is an online archive for collecting, preserving, and disseminating digital copies of the intellectual output of an institution. Clifford Lynch (2003) describes a repository as "a **set of services** offered to the members of a community, for the **management** and **dissemination** of [completed] digital research material donated to or created by the institution and its community members. This set of services includes the **collection, storage** and **preservation** in digital format, and **retrieval** of items submitted to the repository."

For a university this includes materials such as academic journals articles both before and after undergoing peer review, as well as digital versions of theses and dissertations. It might also include other digital assets generated by academics such as administrative documents conference papers reports research reports, course notes, or learning objects

As for the Zambian Parliamentary and research Library repository will have a sole purpose of widening the accessibility of the information that they disseminate to their clients members of parliament especially that these people most often do not have time to visit these libraries and carry out research on topics they have In other words. Some of the objectives of having a repository at parliament will be to have an open access to information materials i. to create global visibility for Zambian parliament as well as to store and preserve digital materials'voice debate recordings, videos and other unpublished materials such as technical reports

Generally some of the benefits that repositories would bring to institutions may include:

1   It provides a **central archive** of all records
2   It **increases** the **visibility, usage** and **impact** of parliamentary publication worldwide since it is accessible via the major search engines such as Google and Google scholar

According to studies conducted (Jones, Andrew and MacColl 2006) "open access papers are read more widely, and therefore, cited more frequently. The consequence of this is that they have greater impact".

3   It **shares access** across the rich and the poor (Bluh 2006, Paquette 2005) by providing free, unrestricted access to institutions that can often not afford subscribing.

4   **Access** to records can be **restricted** on various levels if a host institution so wishes

There are a number of open-source software packages for running a repository, these include

- DSpace
- EPrints
- Fedora
- Invenio
- SobekCM

There are also hosted (proprietary) software services, which include

- Digital Commons
- SimpleDI

Conclusion

Parliamentary research libraries being special libraries are tasked with the responsibility of serving their users who are in this case parliamentarians and members of staff for respective parliaments. However these research libraries are sometimes open to those members of the public who wish to do research. Looking at the services that Zambian parliamentary research library offer in terms of information dissemination, there is need to improve on the services that the library offers. There is need to take advantage of the free open software systems (FOSS) technology that could open up the collection and make access easier. One such FOSS that Zambian parliamentary research library could make an advantage of is the institution repository. An open access repository will reposition the parliament library as one with nearly all important publications could be accessible by its clients anywhere, anytime clients need information

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Parliamentary Libraries and the value dimension

A paper presented at the 15th Conference of the Association of Parliamentary Libraries in Eastern and Southern Africa (APLESA)

Lusaka (ZAMBIA) (7-11 April 2014)

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Abstract
It is impossible to imagine parliamentary libraries remaining indifferent to developments that are likely to render them relics of the past. Whether you call your function a library, or an information center. it should be seen and run like any other service-oriented establishment that demonstrates some kind of value to both its clients and the organization. The intent of this paper is to spark comments, debate and promote a general discussion on issues relating to reaffirming the significance of the library in parliament and how it can add or demonstrate value

1.0 Introduction

Parliamentary Libraries worldwide are today faced with the challenging task of not only having to justify the services they provide, but to qualify key decisions they take regarding the services they provide or those that they would want to venture into. This is particularly the case in an era of budget stagnations, with administrators seeking service areas that are seen as non-core or lesser of organizational priorities, and therefore viewed as soft options for budget cuts Like other service areas within parliament, the parliamentary library in countries like Botswana, has not been immune to this challenge as it is equally going through a period of great change and uncertainty

Over and above the challenge of dealing with plans to shift from the traditional role of the library being a physical space for printed publications and moving towards the digital distribution of information, the library finds itself in a position where it has to state and re-state its value This includes, but not limited to. making the case as to why its services should be maintained, supplemented or considered ahead of other services within parliament. Specifically the library has to illustrate, articulate and demonstrate its value to its customers and those who allocate funding

2.0 Understanding, Creating and realizing value

It is common knowledge that central to the work of parliament is the availability and access to information resources and services that are critical in informing discussions and decisions that are taken. It is however not enough to look at information only in the narrow terms of its availability and access to Members of Parliament. but rather to go further and probe its worth, i e , how it is considered by those who receive it and how it generally contributes to goals of parliament.

According to Keyes (1995) the special library is often under pressure to move out from under the corporate overhead umbrella and into the arena of proving its value and contribution to the corporate whole. worthy of its share of the corporate budget In addition, information specialists especially. must be careful to know and understand corporate goals and strategic directions. since library operations are sometimes seen as peripheral to the organization's core competencies. Thus,

information specialists must align themselves with corporate goals, and make sure the value of the library's contributions is known throughout the organization.

The concept of library value can be looked at from different angles value for users in the level of support and services provided; value for the parent institution in terms of contribution to the institution's missions and goals; or the economic value for return on investment. (SAGE, 2013)

In terms that are more specific to the library as a service, value can also be seen in terms of the provision of access to library resources and services; managing behavior and perceptions towards the library; and provision of quality services/resources which offer great value and potential for, among others, research that facilitate the work of parliament.

Anderson (2012) suggests that when we think of value we often equate it with money, with libraries trying out business quantitative value measurement techniques like return- on- investment, and seeing how much their services are worth in monetary terms However, these numbers could easily be ignored by stakeholders, and even do more harm than good by representing all that hard work in a single unimpressive number. It is therefore more important to understand what is important to the user – what defines success to them and how librarians can contribute to that. Statistics and numbers should be carefully chosen to show how they support the user's goals

In Anderson's view, libraries have long relied on the public's goodwill towards them and the general understanding of libraries' societal benefits Over the years, this vision has served libraries well; and by all means librarians should use it while it works but the reality is changing. Information is now readily available beyond library walls, and so there is an opportunity now to reinvent this vision

Based on Anderson's position, librarians and libraries can no longer rely on their stakeholders' belief in their importance; rather, they must move further and demonstrate their value

At the most basic level Libraries should align their services with the goals of the Parliament At another level Librarians can learn from the world of marketing. This is because marketing creates value in the mind of the customer by striving for something beyond costs and numbers, it is about communicating a vision. a dream

Within this context, the Library can begin to focus on clearly defined areas that can help it to improve both its position and value proposition. According to Richard(1997), value can be added in many ways. It cannot be taken for granted and must be continually assessed. Adding value may involve but is certainly not limited to:

i)   making a service easier to physically and intellectually access and use.
ii) providing more desirable document formats;

iii) supplying more accurate, current, and reliable information and documents,
iv) providing all of what the user wants and only what the user wants,
v) saving the user's energy, resources and personal time,
vi) shifting user service to a more convenient time; and
vii) reducing noise and unwanted distraction

Of importance to note is that value can be added with or without technology

Parliaments can create more sustainable environments for Libraries to achieve the above by among others:

i) Investing in libraries to ensure the sustainability of research and learning
ii) Investing in the professional development of librarians to ensure that Parliaments make the greatest use of the potential offered by information and technology
iii) Raising the status and recognition of librarians and the value they add to the work of Parliament

3.0 Challenges and difficult decisions

The difficulty of parliamentary libraries finding their place in an environment where there is competition for attention by clients and limited resources by various service areas and has now become a living reality Compounding this development is the advent of a broad variety of competing services and electronic sources of information services that are offered by other players outside the Library environment

Like other types of libraries, parliamentary libraries are making efforts to move away from being print-centered to electronic-centered; from collecting to accessing; and from serving primarily in-house users to serving both in-house and remote users This is done in order to cater for the changing needs of their customers and most importantly, to remain adapt and relevant in the ever changing information environment

Notwithstanding these efforts, Librarians continue to face difficult decisions regarding which resources to make available, which services to offer or how to differentiate among the different user groups to be served For example, online or electronic services may be offered for free initially with the assistance of initial funding, but when budget cuts are affected, libraries must decide whether to discontinue the service, impose restrictions on the service or charge a fee There is no better option among the three options as each one of them brings with it more disadvantages than advantages.

In the face of these challenges, Librarians therefore need to have a holistic understanding of key issues that can inform any decisions they make. For example, it would help librarians to understand the patterns of use of resources/services they provide, the costs involved and the value to users of accessing these

resources/services. In essence, Librarians face the fundamental question of not only how to fund their services, but how the services and products offered by the library add value and contribute to the goals of the institution as well

4.0 Conclusion and further considerations

Due to the current financial climate, it is more important than ever before for parliament libraries to be able to demonstrate how valuable they are to their users and parent organizations. Offering services that go beyond the resource collection contributes to the positive perception and reliability that customers place on the parliamentary library. Notwithstanding the fact that libraries may experience issues such as budget limitations, there remains a critical need to advocate their worth. In essence, librarians have to look at ways of adding, measuring and demonstrating the value of their libraries. They should be prepared to tell the story of their value in terms of among others, how their work supports parliament and beyond. Only then can Parliamentary libraries demonstrate their value.

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Legislative information and parliamentary Libraries: pursuing frontiers of knowledge

15th Annual Conference of APLESA, 7-11 April 2014, Lusaka, Zambia.

Topic: Tracing Libraries and Information Services as Frontiers of Knowledge paradigms.

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Abstract

This presentation is based on the need to open up our minds by tracing the history of knowledge frontiers leading to current studies undertaken generally in science and libraries in particular. It is about tracing the paradigm shift. All types of libraries around the world are encountering radical changes in their operations. As such, they need to reinvent themselves The main challenge being faced by legislative libraries and information services include the changing role of parliaments and the convergence towards the digital and networked society. We have heard about knowledge, research frontiers, and scientific frontiers Talk of scientific frontiers one would expect the cutting edge of knowledge plus technology of humans, unresolved mysteries, controversies, battles, debates and revolutions The presentation takes cognisance of case studies meant to improve knowledge sharing by parliaments and suggest ways APLESA can improve in this area

Parliamentary libraries / Knowledge society / Paradigms / information /Research /Digital

1. Introduction

We can trace the history of libraries and librarianship from the earliest libraries of ancient Mesopotamia and ancient Egypt, the Medieval and Renaissance libraries centred on monasteries, the growth of libraries with focus on the Vatican library around the 1450s, and libraries in America around 1600 to the end of the century. Records for this history are in existence, but there are no records as to when the first legislative library existed. It is argued that, Iceland's Althing parliament, created in 930, is the world's first legislative body and documents generated during that period were stored in a library. Legislative libraries are as old as the institutions to which they are attached to provide specialised collection coverage as well as clients. Their mission is to support the activities of the institution of parliament. The world we are living in is fast changing and this is a reality cutting across different levels of society including parliaments As the saying goes, change or perish. The paradigm of the industrial age has given way to the information age. The localised

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machine has been replaced by one which is international, flexible and networked. Continuing changes and challenges in all spheres of life of technology, biology, social values, demography, the environment and international relations will tax our collective ability to deal with these changes At the epicentre of this presentation are issues to do with introduction to data, information, knowledge and wisdom (DIKW) societal changes, frontiers of knowledge in research and information science and their characteristics, pressures and challenges for change and how to respond to challenges

2. Data, Information, knowledge and Wisdom Continuum (DIKW)

In order to understanding the meaning of knowledge, we need to understand as well the nature and relationships between data, information and knowledge. Attempts to define these three concepts are numerous. Kebede (2000) agrees that satisfying information needs of users is a dynamic process and once knowledge has been accumulated, this can lead to renewed information needs, leading to T.S Eliot's *Choruses from the Rock's* three key terms namely data, information, and knowledge (continuum). These have been presented in a simplified linear state in figure 1
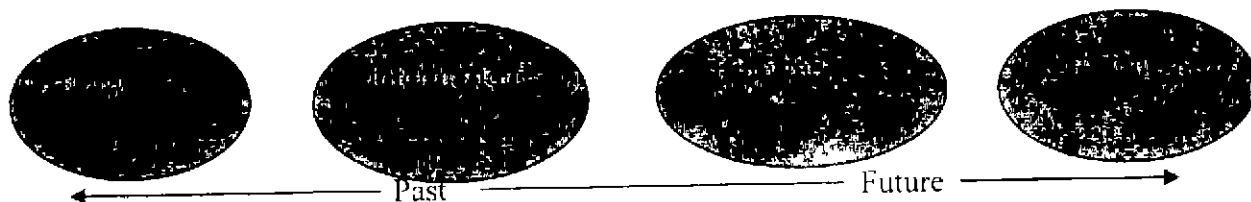

Figure 1 Data, Information, Knowledge and Wisdom (DIKW) hierarchy.

Data are simple, discrete, facts and figures, such as names, characteristics and amounts. Data might be a table of circulation statistics, but once those statistics are arranged, charted, annotated, or organized in a meaningful way to describe trends in library use, you have information

Information is data that has been organized and communicated (Bouthllier & Shearer, 2002) Alavi & Leidner (2001) define information in terms of its construction, arguing that information is processed data. Cheng (2000) defines information through its products: information itself is not the ultimate product – how to exploit information to generate new knowledge in order to improve performance is the desirable outcome

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A number of philosophers have grappled which the debate on 'what is knowledge' (Blair, 2002). Knowledge is information that has been assimilated in the mind, an object, a process, a condition of having access to information, or a capability (Alavi & Leidner, 2001). Knowledge is invisible, closely related to action and decision, different in thought after processing, identified with existing environment, transferable through learning and not duplicate. Knowledge is an intellectual capital when people out of creation, add value to information. Knowledge is generated, classified, modified and shared. Understanding the different forms and types of knowledge is an essential step towards knowledge management, a concept developed by Nokana (1994). In knowledge Management literature, knowledge is commonly classified into two types, namely explicit knowledge and tacit knowledge, while other researchers have added a third type to include embedded knowledge.

Explicit knowledge is formal and easy to communicate to others. It is codified knowledge found in documents, memos, notes and databases. It is therefore easy to identify, store and retrieve (Nokana & Takeuchi, 1995).

Tacit knowledge is complex form of knowledge. It is intuitive knowledge and know-how that is rooted in context, practice and values. It is found in minds of human stakeholders. It is hard to communicate since it resides in the mind of the practitioner. The best source of long term competitive advantage and innovation is passed through socialisation, mentoring, and not handled well by ICT.

Embedded knowledge refers to knowledge that is locked in processes, products, culture, routines, artefacts or structures. Embedded knowledge is found in rules, processes, manuals, organisational culture, ethics, and products.

Another concept that is important in the continuum is *wisdom*, which refers to the application of knowledge.

As legislative information services practitioners, we must learn to identify the domains of data, information, knowledge, and wisdom. Data are stray facts in context, information is meaningful data and eliminates uncertainty and facilitates decision making. Knowledge helps in problem solving, and wisdom warns us about the consequences of our decisions and actions. Are we competent enough to make sense of the web-based chaos?

Stages of societal change

Society has undergone several changes and there is need to trace these changes or past generations and see where we are. Rostow (1960) suggested five stages of growth model based on historical

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models of economic growth which included 1) Traditional society, 2) Preconditions for take-off, 3) Take-off, 4) Drive to maturity, and 5) Age of high mass consumption. Naisbitt (1990) identifies three major societal changes which are the agrarian, industrial and information (see table 1).

Table 1: Stages of societal change

	Industrial	Information Society	Knowledge Society
Library use	Cultural taste - Personal relevance of cultural choice	-Universal & free access to information –information literacy	-Universal & free access to information - multimodal literacy
Definition of library / librarian	- Cultural custodian / - Cultural guide	-Information disseminator	Knowledge facilitator
Definition of library materials	-Material entity, physical artefact	-Non-material process -Effective, reliable information processing	-Material artefacts & non-material processes
Definition of user	-Receiver of choice -Cultural consumer	-Information producer & evaluator	-Knowledge producer, co-operator & cultural citizen

Agrarian society dominated much of human history until the 19th C. The economic base shifted from agriculture to industry. The industrial society witnessed hordes of people brought together from different walks of life and ethnic origins to interact and form some collective sense of existence. The concepts of information society and knowledge society are closely related. The concept of information society, according to the World Summit on Information Society (2005) refers to "a society that uses digital revolution in ICTs for free flow of information, ideas and knowledge through the internet, wireless technologies and libraries...." The concept of information society aims to make information available and provide necessary technology, whereas the knowledge society aims to generate knowledge, create a culture of sharing and develop applications that operate mainly via the internet. The goal of the knowledge society is to fill social needs, create wealth and enhance the quality of life in a sustainable manner. These stages of societal change have evolved from: 1) information shortages to information overload; 2) Information society to knowledge society, which focuses on information as the raw materials; and 3) Multimodal literacy emphasizing on knowledge that may result from people's handling of the raw materials. This involves the creation, circulation and appropriation of knowledge. The various stages of change place challenges on services offered by libraries. These changes in turn create new demands on our work processes and the services provided. This means the information services cannot be provided

as usual.

3. Frontiers of knowledge in research and information science

After an analysis of the DIKW continuum, there is need to understand as well what is meant by frontiers of knowledge. Definitions of *frontier* as found in dictionaries refer to:

1. A region just beyond or at the edge of a settled area.

2. An undeveloped field of study; a topic inviting research and development.

3. The limit of knowledge or most advanced achievement in a particular field.

Marciszewski (2011) explained in the context for intellectual quest by pioneers and discoverers, the word, "frontier" means "research taking place at the frontiers of knowledge," or "in a particular area or field." All research is about something unknown and can potentially contribute to new knowledge. Therefore, on this basis all research would be frontier research, because it takes place at the frontier between what is known and what is not.

Kuhn (1962) claimed that the growth of scientific knowledge is characterised by revolutionary changes in scientific theories. Kuhn used the term paradigm shift (a revolution, transformation) in his book, 'The Structure of Scientific Revolution' to refer to theoretical frameworks within which all scientific thinking and practices operate. In scientific revolutions, classic examples of paradigm shifts include:

- the copernican revolution, which established the sun rather than the earth as the centre of the solar system;

- Isaac Newton's 1687 Newtonian mechanics, whose "impact rivals any single body of work in the history of mankind;

- the Einstein's theory of general relativity, which replaced the predominant Newtonian mechanics;

- Electromagnetic theory, in which the nature and behaviour of things electrical "were unified into one comprehensive theory; and

- The conquest of the atom, between 1910 and 1930 gave rise to quantum mechanics, which gave us a unified and comprehensive command of the atomic world. ... a discovery that made it possible for the computer revolution.

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Who are some of the frontiers of knowledge in library science? Defining the role of the librarian as knowledge facilitator is in line with the projected functions of the virtual library as a knowledge centre. The librarian is present amongst users; engages in sustained processes that involve users; offering professional experiences and evaluations; and interacts with partners across disciplinary and institutional boundaries Throughout history, many people, some of whom later became well known in other capacities served as librarians. In 1979, the journal *Library News* listed among the "famous people" several information science practitioners. Unfortunately, these were only men. Generations of information scientists in general have been influenced by works of some great librarians, in particular:

- Melvil Dewey, founder of the Dewey Decimal System, has been named the "Father of Modern Librarianship" and even helped created the American Library Association in 1876;

- Pope Pius XI (1857-1939) who was a librarian before he became Pope. He served 19 years as a member of the College of Doctors of the Ambrosian Library in Milan, and then became chief librarian. In 1911 he was asked to reorganize and update the Vatican Library and four years later became prefect of the Vatican Library. From 1922 until his death in 1939, he served as Pope;

- Mao Tse-Tung (1893-1976) worked as an assistant to the chief librarian of the University of Peking. Overlooked for advancement, he decided to get ahead in another field and eventually became chairman of the Chinese Communist Party; and

- Dr. S.R Ranganathan, who formulated the Five Laws of Library Science.

Dr. S.R. Ranganathan contributed many new ideas to library and information science. He wrote 60 books and about 2000 research articles during his eighty-year lifespan. He devoted his life to the cause of development of library science in India. Dr. Ranganathan enunciated various laws, principles, canons, and theories in LIS. His theories are based on scientific principles and are accepted universally and are relevant even today. His ideas are still exciting and, even today when computers and other developments in the field of telecommunication have changed the whole scenario of LIS. His Five Laws of Library Science are:

1. Books are for use

2. Every reader his/her book

3. Every book its reader

4. Save the time of the reader

5. The library is a growing organism (Ranganathan, 1931)

The Five Laws of Library Science are more relevant in the digital age where there is a lot of information overload around the end-users. Information seekers are having more and more of everything but less and less of time. Ranganathan advises LIPs *to save the time of the reader*. Personalization is the only way out as information needs are highly personal. These needs vary from person to person, place to place and time to time. A reader requesting a dictionary is not interested in the whole dictionary; rather he/she is interested in the meaning of a particular word. Do we have that attitude to serve the library user with that meaning? Today, the information seeker is overwhelmed by the web-based chaos, and the following line by poet Coleridge (1797 – 98) represents the bewildered end-user:

Water, water, everywhere, but not a drop to drink

We must ask ourselves a question that are we competent to provide the end-user with that drop of water in the form of pertinent information? LIS professionals must commit themselves to bridge the growing gap between the 'tacit knowledge' and the 'explicit knowledge'. For this, LIPs will have to develop a critical and positive outlook, as well as a learning attitude to add value to their resources and services.

The fifth law that '*the library is a growing organism*' suits well into the frontiers of knowledge theme because libraries will continue to grow in the future. Perhaps we can look at digital information and conclude about what we are witnessing. We are seeing the library as a growing organism in terms of staff and skills. As the library grows in services, the skills necessary to deliver these new services will also grow. The library should also transform its services to keep up with other changes in the world such and adapting to new technologies.

In the 1960's and 1970s Derek J. De Solla Price pioneered information science trends that are worth noting:

- his networks of scientific papers (1965)
- little science, Big science (1963); and
- Science since Babylon (1961)

According to Kochen (1984), every information scientist should read science since Babylon

because it sets the foundations of possible paradigms in information science. Merton and Guifield (1984) regarded networks of scientific papers as the most contribution of Price to information science, which pioneers the use of citation patterns of publications in scientific literature. Revisiting Price's vision, nowadays we talk about the exponential growth of scientific literature: Price pointed out about this empirical law as estimated that:

- the number of international telephone calls would double in 15 years;
- the number of scientific journals would double in 15 years; and
- the number of universities would double in 20 years.

The notion that knowledge grows exponentially seems to have first appeared in a short story by Sir Arthur Conan Doyle who said, "Knowledge begets knowledge as money bears interest". Knowledge growth is likened to compound interest – the increase at any time is a fixed percentage of the current amount. The old practices of librarianship have changed because new discoveries have casted doubts over fundamental issues. Paradigm shifts have become the most widely used concepts in everyday language, including information science language. Studies in information science have shown that when researchers experience problems in finding information through formal communication channels, the lack of contextual knowledge of where a particular piece of information in a relatively unfamiliar area belongs is often the reason. Lederman (1999) concluded that all these revolutions began as abstract studies whose implications for society were concealed in distant futures. In each new phase, a new piece of reality was revealed. At the 'Frontiers of the Mind' Symposium in 1999, Dr. Billington "echoed to the Library of Congress to organize as an assessment of where knowledge had been in the 19th century and what the frontiers of knowledge might be in the 20th". We are reminded of the following lines by T.S Eliot (1834):

> *Where is the wisdom we have lost in knowledge?*
> *Where is the knowledge we have lost in information?*

4. Current Studies and Findings

In addition to the above suggestion, it is important to look at some examples knowledge frontiers, although not all of them are related to legislative libraries and information services. There are a number of researches and projects taking place in various fields in attempt to discover new and better ways of performing certain tasks. Let us consider the following examples:

- MADRID, Jan. 9, 2014 /PRNewswire/ -- The BBVA Foundation Frontiers of Knowledge Award in the Climate Change category, which has gone in the sixth edition, was awarded to

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U.S. biologist Christopher Field, Director of the Department of Global Ecology at the Carnegie Institution for Science and a professor at Stanford University (United States), for discovering the importance of ecosystems and their effective management in the battle against climate change. Field's work has allowed quantifying the global climate impact of deforestation, agriculture and other changes in vegetation cover. It has helped predict how climate change will impact on land ecosystems;

- Parliament 2020: Visioning the future parliament. Focus of parliament 2020 is on how parliaments can improve processes; enhance communication and better engage citizens. The project is an international comparative study of parliaments, their purposes, and responsiveness to digital media as perceived by members, officials and the public (Fallon, Allen and Williamson, 2011);

- The knowledge revolution involving sharing information and expertise (knowledge sharing) has witnessed improvements in developing business projects. Increasingly, developing countries need information and knowledge as much or more than they need financing. As a result of sharing knowledge, in the Solomon Islands it now takes just two days to establish a new business. It used to take two months. Knowledge is a driver of change in developing countries (Asian Development Bank, 2010), and

- A number of projects already make important insights pointing the way ahead, as evidenced by the i-Parliament Action Plan which is currently being worked on. The Africa i-Parliament Action Plan builds on the experiences and the achievements of the regional pilot project *"Strengthening Parliaments' Information Systems in Africa"*, an initiative meant to promote parliamentary democracy in Africa, supported by the United Nations Department of Economic and Social Affairs (UN/DESA). The major outputs of the Africa i-Parliament project have been:

    - Bungeni;

    - Legislative Drafting Guidelines for Africa; and

    - Africa Parliamentary Knowledge Network (APKN).

- The SADC Parliamentary Forum's 2006-2010 Strategic Plan is being put into practice through the development of Parliamentary Constituency Information Centres, project aimed at making parliaments easily accessible by providing parliament generated information to disadvantaged constituents.

These are just a few examples to count on. The frontiers of science / knowledge are by definition

continually shifting.

5. Characteristics of New Knowledge Frontier

Having discussed a number of paradigms in the quest for knowledge, it is important to briefly identify some of the characteristics of knowledge frontiers:

- sees more than a less knowledgeable observer companion because of a richer stock of memories;
- Ability to addresses controversial issues in a specific area being explored;
- Deals with hard questions by applying the normal methodological approaches;
- Takes unexpected findings that challenge the dominant paradigm as its starting point;
- Focuses on issues whose resolution is key to confirming the prevailing paradigm;
- Committed to service excellence;
- Seeks out challenges and sees new opportunities both inside and outside the library;
- Sees the big picture;
- Creates an environment of mutual respect and trust;
- Has effective communications skills;
- Works well with others in a team;
- Provides leadership;
- Plans, prioritizes and focuses on what is critical;
- Recognizes the value of professional networking and solidarity;
- Involves research with a very high degree of uncertainty as to its likelihood of success (Marciszewski, 2011);
- Keeps pace with speed and change. The speed at which knowledge is developed is reflected in the speed in which knowledge becomes old. Brandsma (1998) has estimated that the current shelf-life of professional knowledge is between 5 and 6 years;
- Keeps on learning. Lifelong learning is related to the speed of change (Peetsma and Volman, 1998). In order for legislative libraries to remain relevant and effective they require staff with the ability to constantly refresh their own knowledge bases. Learning should not end after acquiring your first professional qualification; rather lifelong learning has become a survival tool in the professional lifestyle. Kelly (1998) calls the strategy of consciously adapting and interacting with the needs of your environment and then learning from the experience: 'the law of churning'. In order to keep your own professional knowledge healthy you have to keep on learning. Peetsma and Volman (1998) identified 6

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characteristics of people who are effective lifelong learners: 1) An intrinsic motivation to learn, 2) Conceptualisation of learning as an instrument assisting in the achievement of long and short term goals, 3) Ability to place oneself in the role of a director rather than a performer, 4) Focussed for the future, 5) Ability to think critically and reflectively on one functioning within the work situation, and 6) Ability to work independently.

- Flexible and creativity: A situation of flux, abundance and diversity requires creative answers. In the new complex information frontier the effective participant is required to analyse, react, solve and extract meta-knowledge before moving on to the new challenge. In order to do this, creativity is no longer the sole domain of artists and fringe organisations but rather the ability to engage in role-playing, to use fantasy and offer alternative visions on a given situation are a much sought after palette held by the movers of the new frontier;

From the preceding section it would seem that there is an abundance of potential roles for the librarian. To take up these roles will require careful and timely preparation. Preparedness is a key issue in repositioning ourselves for new roles. Preparedness includes content knowledge and related skills but, more importantly, it includes survival skills in this knowledge society.

Not all frontier research or creation of knowledge meets all these criteria. What most often seems to be the common feature of frontier knowledge is its potential to transform and put our understanding on a new footing. It has the ability to yield results which represent a significant step forward in our knowledge, generating new paradigms that open the door to new approaches and ways of thinking, new questions and issues.

6. Pressures and Challenges for Change

Legislative libraries and information professionals are under tremendous pressure to manage change in their libraries and information centres. There are both external and internal pressures. Externally, the ICT, the Internet, the Google, and the commercial information providers are giving fierce competition to libraries and library personnel. Internally, organizational culture, declining library budgets, and lethargic and apathetic attitude of majority of LIPs to change are the critical factors for the present state of the art. The end result is that the end-users are moving away from libraries and getting carried away by the commercial publishers and search engine like Google. It is high time that we adopt a pro-active attitude, internalize team spirit, develop professional and personal competencies, and learn to be a face in the crowd of information providers. We must ask ourselves a question that are we competent to provide the end-user with that drop of water in the form of pertinent information?

Lancaster (1997) correctly states that in order to justify its existence in the electronic world, "the library must continue to perform one of the most important functions it now performs in the print-on-paper world: to organize the universe of resources in such a way that those most likely to be of value to the user community are made most accessible to this community, physically and intellectually. The vast amount of information available in a networked environment suggests that there is more than ever before a role for trained intermediaries with search skills, abilities to analyse and evaluate resources and match needs with sources.

In summary, several shortcomings and challenges faced by individual African Parliaments are common to many Parliaments. Some of the challenges include limited to information, different parliamentary traditions and languages, addressing the digital drive, access to technology for all citizens, capacity building, management issues, and funding.

- IT Infrastructural weakness;

- Lack of knowledge about e-libraries;

- Lack of qualified personnel;

- Culture differences;

- Leaders and management support;

- Lack of policy and regulation for e-usage;

- Lack of partnership and collaboration;

- Lack of strategic plans;

- Resistance to change to e-Systems; and

- Shortage of financial resources

Many of the shortcomings and challenges parliament libraries have to deal with are common to many Parliaments. In fact, the commonalities in requirements of Parliaments are not only in the information systems, but also extend into other areas such as training needs, knowledge management requirements, information services and building opportunities to exchange information and confront ideas.

7. How far can legislative libraries and information services get digitally?

I was recently asked by a legislature who is undertaking studies at a local university and is a regular user of Parliament library why the library still buys books. Everything is going digital, he said. Why not just get some e-readers and iPads and stop buying books that you have to process, store, circulate, mend, and replace? Books cost a lot of money. If it becomes an all-digital library, surely parliament would save money. This was a very quick conversation, so I answered him as briefly as I could: "yes, some libraries have adopted digital formats. Others, like the parliament of Zimbabwe are in the process. Not all of our users are comfortable with electronic materials, they prefer print. We aim to please all users". But the question still remains in my mind up to now. I was particularly stuck on it. It has been a wake-up call. Surely it means that users are getting access to electronic books, documents, and journals. It is rare for a government agency to spend money on digitizing its print archive; because of financial and other challenges. A number of studies have been done on electronic access versus print access—who is using what, how often, and sometimes even why? This is debatable. Lancaster's dream of a paperless society is not likely to come true in the near future (Lancaster, 1998). Our libraries will still need a lot of space for book shelves and computer terminals to deliver the ever-increasing service.

8. Responding to Changes

Legislative libraries and information services are faced with a diametrically opposite situation with growing electronic resources on the one hand, and declining library budgets on the other. There is a lot of unreliable information on the web in the public domain. What should be the vision? According to Mckim (1980), vision is a unique source for thinking - insight, foresight, hindsight and oversight. An English novel and essay writer, Huxley (1894-1963) called for visual thinking:

The experienced microscopist will see certain details on a slide; a novice will fail to see them. Walking through a wood, a city dweller will be blind to a multitude of things which the trained naturalist will see without difficulty. At sea, the sailor will detect distant objects, for the landsman, are simply not there at all.

Here are some suggestions of what can be done:
- Carry out environmental scanning and rapid decision-making.
- Critically analyse the professional domain and where it is heading.
- Prepare for new roles.

- Work collaboratively (it is impossible to monitor new developments alone).

- Assess one's strengths, weaknesses and progress in continuing learning.

- Information literacy is the way out to manage chaos on the web and ensure end-user satisfaction.

- Shared subscription, institutional repositories, and open access archives are the outcome of strategic response to deal with the challenge of declining library budgets.

- APLESA should develop a training manual for organising, finding and using parliamentary information which can be accessed in print and electronic formats.

- APLESA need to strengthen networking on new ICT discoveries.

- Discuss key issues and learn from experts in the field.

- Expand the frontiers of knowledge through the training of, and outreach to parliamentary librarians in finding, organising and using of legislative information.

- Bring the APLESA community together to strengthen thinking and practice

A number of library projects in the Scandinavian countries already make important insights pointing the way ahead – as is evident from the report issued by the Nordbok project Strategies on Information Literacy in Nordic libraries.

9. Conclusion

Frontiers of knowledge engage in research. There is now a paradigm shift and we have to accept that. The role of the library 20 years from today is a mystery. Libraries are going high-tech in providing information, from eBooks to videos on-the-go access. As such, LIS professionals need to acquire a new and more comprehensive 'digital mind-set' by thinking digitally, being flexible and innovative. The digital reality is no longer just a question of e-library; it is also a question of e-librarian. Legislative libraries and information services need to put together creative spaces so that staff members and library users can experiment and determine what ideas are drawing attention and getting attraction. Libraries and information networks have a pivotal role to play in sharing information and knowledge across frontiers. LIS professionals must leave no stone unturned to develop hybrid libraries that are user-centred and expert-assisted. The argument about preservation of our documentary heritage as the hallmark of librarianship still stands. Hence too much bias in favour of maintaining the status quo as well as too much dependence on the Internet and the Google for information is not good in the long run. If something goes wrong with the Internet or Google

starts charging for its use, we will be in a trick fix. As such, the 'chicken and egg debate' on the "Paperless Society" making libraries obsolete concept is as silly as saying shoes have made feet unnecessary. Libraries will have a prominent role to play in the era of "Paperless Society".

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ASSOCIATION OF PARLIAMENTARY LIBRARIES IN EASTERN AND SOUTHERN AFIRCA

REPORT ON THE IFLA BUILDING STRONG LIBRARY ASSOCIATIONS AFRICA REGIONAL CONVENING, KUMASI GHANA 11-14 FEBRUARY 2014

PRESENTED TO THE ANNUAL CONFERENCE OF THE ASSOCIATION OF PARLIAMENTARY LIBRARIES OF EASTERN AND SOUTHERN AFRICA (APLESA), APRIL, 2014

BY

SIMON JOSEPH ENGITU
FORMER PRESIDENT

APRIL, 2014

1.0 Background

IFLA organized the Building of Strong Library Association (BSLA) convening in Kumasi, Ghana from 11th -14th February, 2014. Among the participants was the APLESA former President and now serving as the General Secretary for the Uganda Library and Information Association (ULIA) The BSLA programme is scheduled to run for three years.

IFLA's vision for the Building Strong Library Associations programme is to enrich society and the library and information profession by building strong, sustainable library associations. The programme helps library associations and their members increase their potentials and hence, Building Strong Library Associations (BSLA) programme helps library associations to:
- Improve services for library users
- Provide equitable access to information
- Develop the library and information profession

BSLA builds capacity by facilitating experience sharing within regions, strengthening library leaders' in-country, and developing locally relevant solutions. Through workshops and outreach, the programme has had an impact across countries and regions.

Programme activities include training and mentoring which helps associations to form partnerships, strengthen governance and member services, and to become better advocates for their library community. Training and activities are customized to the objectives of library associations, and for different cultural, political, technological and social conditions. The programme includes:

- Training package and case studies on library association development
- Mentoring and advice on forming partnerships
- Cross-association activities

The following outcomes are expected from the BSLA convening:
- Reinforce cross-country networks and expertise to support development in the regions;
- Increase understanding and adoption of IFLA policies and manifestos to support high quality library and information services;
- Promote strong, credible associations that effectively represent the sector through improved leadership, governance, partnerships and membership;
- Provide a foundation for sustained development and advocacy

1.1 Associations Participation

A number of 14 associations and 2 regional associations participated in the convening

1. African Library and Information Associations and Institutions
2. Association for Health Information and Libraries in Africa
3. Ghana Library Association
4. Botswana Library Association
5. Association Burkinabe des gestionaires de L;information documentaire/Burkinabe Association for Managers
6. Cameroon Association of Librarians, Archivists, Documentalists and Museum Curators
7. Association pour la promotion des sciences de l'information Documentaire en cote D'Ivore
8. Kenya Library Association
9. Mauritius Council of Registered Librarians
10. Namibia Information Workers Association
11. Nigerian Library Association
12. Association Senegalaise des bibiliothercaires, Archivists et documentalists
13. Library and Information Association of South Africa
14. Library and Information Association of Zambia
15. Uganda Library and information Association
16. Zimbabwe Library Association

1.2 Trainers

The trainers were drawn from IFLA and its related bodies and programmes namely IFLA Regional Office for Africa and the IFLA BSLA Trainers.

2.0 Opening Ceremony

The Opening ceremony was strategically organized. The Guest of Honor who is herself a librarian was Mrs.Matilda Amissah-Arthur, wife of the Vice-President of Ghana. She emphasized the critical role of libraries in reducing poverty on the continent, the need for an informed, literate citizenry and the support that libraries can provide to access information, and in building information literacy skills.

IFLA Secretary General, Jennefer Nicholson on the other hand, introduced the BSLA programme and IFLA's work on cultural heritage, the digital agenda, development, and the important role of associations in supporting and advocating for strong library communities.

Ms.Matilda Amissah-Arthur receiving a Certificate from General Secretary IFLA- Jennifer

Ms.Matilda Amissah-Arthur giving a keynote address

Group Photo of the participants of the Opening Ceremony

3.0 Training Content

The training gave the participants insights and exposition to a number of ways library associations can maintain themselves strong and successful Here below were the issues discussed:

Day 1:   What makes a library association strong and successful?

Under this, participants were asked to discuss in groups comprising the associations they were representing. I had been invited for this very important convening by the virtue of being the General Secretary of the Uganda Library and Information Association (ULIA). The following were listed as the needs of ULIA:

- Advocacy
- Home for ULIA (Secretariat)
- Institutional cooperation
- Capacity building
- Resource mobilization
- Membership mobilization
- Visibility
- Communication Skills

After prolonged discussion participants were all in agreement that the needs of the Associations in Africa may differ slightly. APLESA for example, in my opinion may need to be visible in order for the parliaments to support us.

It was also agreed that some of the attributes that may make an association strong and successful are;

- Sound governance and organizational structure
- An effective level of representation of the profession as members
- Accountability to stakeholders
- Participation/engagement by stakeholders, particularly members
- Strong leadership and succession planning
- High caliber and experienced volunteers and staff, who are supported and motivated in their work,
- Effective partnerships and cooperation with other associations
- Continuous improvement and achievement in all areas of the association's work
- Sound financial base and management
- Sound management of operations and infrastructure
- Reflection and evaluation – of outcomes and processes
- Responsiveness to changes in environment
- Alignment of functions and activities with mission
- Ethnical behaviour

Day Two: Advocacy

The second day was dedicated to the issue of advocacy as a tool for promoting library associations. The day commenced with a presentation to enable members understand what advocacy meant It was therefore generally agreed that Advocacy is a planned, deliberate, sustained effort to raise awareness of an issue or issues. Advocacy is thus an ongoing process where support and understanding are built incrementally It seeks to change attitudes, policies, positions and/or practices by particular groups or persons and hence a strategy that can be used by library associations There are therefore quite many reasons why there should be a policy on advocacy for any organization or library association. The following are a few of them,

- Improve understanding of the role of libraries
- Other associations are doing it – can we afford not to?
- To effect change
- To establish credibility or raise profile
- It can assist in planning for the future
- To reach a more diverse audience for your services

In effect, an advocate carries out the following to achieve the above:

- Research an issue
- Write a paper/submission
- Make a presentation
- Hand out leaflets
- Staff a booth

THE CONNECTED LIBRARY

HOW TO EFFECTIVELY ENGAGE USERS

Presented by

Mrs. Alfreda Kansembe, MP

For the

15th Association of Parliamentary Libraries of Eastern and Southern Africa

(APLESA)

On 7th April, 2014

At

Radisson Blu Hotel

Background

This presentation looks at strategies essential for Parliamentary Libraries to successfully and effectively engage users. These strategies are not exclusive and more can be added.

"Libraries today have to seek out strategies that promote stronger engagement with their users " **Marshall Breeding.**

Libraries have moved from being the location for search, access and advice to playing a much smaller role within a much larger information landscape The relationship between the us users or researchers and library has eroded over the past years as some users no longer view the library as the starting point for access to information and content. The library now finds itself needing to understand the behaviours and expectations of its users in a way it has never had to in order to better engage and serve us

For example, understanding the reading culture prevalent among Members, their areas or fields of interests, whether or not they are pursuing some studies and etcetera, are quite cardinal in ensuring that we remain connected.

- The user expectations need to be known. This helps in improving library services to Members.

- The question being asked now then is how do we engage the users?

- A combination of push and pull, online and offline promotional approaches can be used and the following can be undertaken.

NEW ADDITIONS LIST

Delight us users by alerting us when new titles are added to the library catalogue This can be done through emailing them the new additions lists, printing hardcopy new additions lists that can be given to the users through selective dissemination of information (SDI)

LIBRARY EVENTS

- Avail Members a calendar of your library's upcoming events
- Book Displays

- Special presentations (Talks).
- Online notifications and phone reminders (optional), can be sent to boost attendance to these events.

SOCIAL MEDIA

- Engage Members in conversations about books and more. Create social networks through social media tools E g facebook, Twitter and Email groups This promotes interaction between Members and you, the Librarians.

- This in turn encourages users with similar tastes to engage and also saves search time for Members

USER FEEDBACK

- Gather valuable feedback from Members right on your website with an easy-to-complete form This requires the development of an online interface, where the users can interact with the librarians and ask what they need, request for the purchase of certain books or even make suggestions on how to better serve them.
- Place a Suggestion Box somewhere within the Library.

Top 4 things to consider to stay connected with your Members

- **Use all the tools at your disposal** —social media, print, web, events and activities The Parliamentary librarians should be at the forefront spearheading this trend

- **Get out of the Library** – set up booth in a common area, gallery or go into the offices and departments, talk to the heads of departments, go where the users are.

- **Knowing your users** – Each Member has their own needs, tailor your promotions according to their needs. Make your activities and messages relevant to Members.

- All in all, the job of Parliamentary librarians is as much about providing excellent services as reaching out to us, the users and ultimately, to play an important role in promoting information literacy skills to remain connected with users in this digital era.

Thank You.

UNDERSTANDING LEGISLATIVE LIBRARY& RESEARCH ENVIRONMENT

Prepared by Innocent Rugambwa

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- **Introduction**
- The Need: Librarians & researchers need to communicate better with MPs to enable them have more evidence informed policy making;

- Tools: Bills Briefings, Issues Briefings, fact sheets, dossier, committee reports, individual member reports, etc;

- **The Challenge:**

a) **Increasing the policy makers' capacity to:**
- demand,
- understand &
- use -- research evidence appropriately;

b) **Accessing from state agencies/ministries,** information urgently required by Parliament.

- The Challenge cont'd
- Increasing turn-over of MPs
- More questions about policy choices, consequences, impact analysis & comparative practice
- Attempt to forecast the effect of a change in policy before it is made (MPs to make informed decision)
- Budget cuts in government institutions!

- The Challenge cont'd
- Increasing turn-over of MPs
- More questions about policy choices, consequences, impact analysis & comparative practice
- Attempt to forecast the effect of a change in policy before it is made (MPs to make informed decision)
- Budget cuts in government institutions!

Examples of research questions

- how does this year's budget compare to last year's budget?
- what countries would be good role models for us?
- Which countries have a model strategy for a knowledge economy?
- What legislation do other countries have for a particular issues?

- **Legislative environmental factors affecting research communication cont'd:**

e) Political pressure on high profile debates / issues.

f) Personal values and beliefs.

g) Attendance of plenary & committee meetings where such information is required.

- Suggested remedies to the Legislative environmental factors affecting research
  - Staff need skilling and motivation in producing better quality briefs; analytical skills; extensive knowledge in policy environment, ICT, etc.
  - Building an independent multidisciplinary Research Unit
  - Hiring technical expertise to work on specific analytical issues, e.g. Climate Change, GMOs, etc

- Suggested remedies to the Legislative environmental factors affecting research.
  - Technical staff need to make presentations to committees and explain technical information.
  - MP attendance of Committees needs to improve.
  - MP sensitization about their role.
  - MPs to understand & have impact on the national budget; budget policy framework; National Development Plan, etc

- Uploading high quality information onto Parliamentary Intranet and the Website
  - store useful documents from the web
  - create RSS feeds (Rich Site Summaries)
  - populate our pages
  - keep people informed
- Legislatures should compete in the information revolution to provide enhanced access to info.
  to oversee the Executive (which has more resources)

RATIO :   LIBRARIANS -RESEARCHERS

US	79	350	0.23
Uganda	13	35	0.35
Chile	30	70	0.43
Japan	50	110	0.45
UK	59	97	0.61
Canada	84	100	0.84
Norway	12	13	0.92
South Africa	85	70	1.21
Ukraine	8	4.5	1.78
Ontario	37	15	2.47
Finland	45	10	4.50

IFLA SURVEY – 2011 (Uganda modified in 2014)

Conclusion:

- Knowledge Society has dawned on us
- Legislatures should compete in technological advancement towards providing enhanced access to info.
- High quality and well remunerated staff with multidisciplinary competencies are required
- Parliamentary Libraries must go on the Web (WWW)

PARLIAMENTARY LIBRARIES AS ENABLERS OF PARLIAMENTARIANS IN AFRICA'S TRANSFORMATIVE PARADIGM

PRESENTED BY

PROFESSOR G. LUNGWANGWA, MP

AT THE

15TH ASSOCIATION OF PARLIAMENTARY LIBRARIES OF EASTERN AND SOUTHERN AFRICA CONFERENCE

(APLESA)

ON 9TH APRIL, 2014

RADISSON BLU HOTEL

1. INTRODUCTION

Effective exploration of the new frontiers for African Parliamentary Libraries requires deep reflections on the paradigm within which African Parliamentarians are or ought to operate. Before this level of analysis is undertaken attention must,however,be given to the role of a Member of Parlia
ment. The general conventional understanding is that Members of Parliament are legislatures. Their primary responsibility for which they are elected in a universal franchise is to make laws. Hence the title LEGISLATURES. However, in the new democracies of Africa, Members of Parliament have added responsibilities. These are what I term the HEXAGON ROLE OF THE MEMBER OF PARLIAMENT.

2. MEMBERS OF PARLIAMENT: THEIR HEXAGON ROLES

Given the developmental challenges of African countries those with opportunities to be representatives of of the people have the following roles to execute:

(a) Legislation. Parliamentarians are elected to make laws for the good of the country.

(b) Approve the national budget. Measures of raising money and proposals of how to spend it proposed by the Executive are subjected to critical scrutiny and eventual approval by Parliament.

(c) Advocacy of People's needs. A Member of Parliament is the spokesperson of the needs, problems, concerns and issues that affect people in the constituency or the country as a whole.

(d) Checks and Balance: The Executive being the custodian of people's welfare through the public resources it manages needs to be monitored.

Parliamentarians play this role through what is termed checks and balance over the Executive.

(e) Accountability and Transparency. The dictates of integrity, credibility, equity and fairness in the management of public affairs requires that Parliamentarians hold all those responsible for both public, semipublic and private offices to very high standards of accountability and transparency.

(f) Protection and Defense of the constitution. One of the primary roles for which Parliamentarians are elected is to protect and defend the constitution, which is the supreme law of the land.

The six functions listed here are what I termed the hexagon roles of a Member of Parliament. These roles of Members of Parliament have significant bearing on the work of Parliamentary Libraries as they strive to serve the elected representatives of the people. Before we delve into how Parliament Libraries can best serve Members of Parliament we should first pay attention to the underlining paradigm within which African Parliamentarians ought to be operating. I call this the Transformative paradigm. This paradigm can best be understood if the shortcomings of the development paradigm which has been at the centre of our development discourse since the sixties is undertaken first.

3. THE DEVELOPMENT PARADIGM

At the centre of national policy, planning, programming and projects since the sixties in most of our countries in Africa has been to achieve development. Planning efforts have been conceived in terms of periodic national development plans. Such plans have been operationalized in programs for example Infrastructure development

program, water sector development program, national nutrition program, health reforms program, farmer input support program etc.

National development programs have in turn been translated into projects. Projects are to a large extent the end product of the development process. They are in the way the visible and tangible outcomes of the development efforts. Parliamentarians are by and large more concerned with the project end of the process.

The execution of their hexagon roles hinges more on whether the Executive is delivering development projects in their constituencies. Their demand is for more schools, roads, clinics, boreholes, hospitals etc. The assumption being the more of these projects that are delivered in a constituency the better life will be for the people. There is some truth in the assumption. On the other hand there are some shortcomings in it.

The shortcoming being that development projects are interventions. Their real value must be measured in terms of the positive changes they are bringing about in the lives of the people. This is where the Transformative Paradigm comes into focus.

4 THE TRANSFORMATIVE PARADIGM

Development projects are not ends in themselves. The litmus test of their value is in the transformation they bring in the life of the individuals and communities so served. This is the outcome of development interventions which should be observable, experienced, explainable and measurable. The transformation paradigm focuses on the changes we want to see in our lives as individuals, communities or society at large as a result of the various development interventions

taking place. For example what transformation do we expect to see as a result of having a borehole in a village. The following would be possible outcomes: reduction in waterborne diseases, less time spent in fetching water, improvement in health conditions of the people, more time spent in school by children, reduction in money spent on drugs for waterborne diseases etc. It is the transformation of people's lives which make development interventions meaningful. Members of Parliament are at the center of the Transformation paradigm because they are at the grassroots level where the process should be taking place.

Effective representation of the people entails monitoring and measuring the transformation that takes place in communities as a result of the development intervention which are established. In other words, a Member of Parliament should not just be contented with development interventions but should look at the accompanying transformation that is taking place. The transformation paradigm enables people to know and appreciate the qualitative change individuals and communities are going through. "Is change taking place and is this the change we want to see?" This is what underlines the transformation paradigm.

Operating within the transformation paradigm necessitates having the capacity to critically analyze the impact of development interventions and the qualitative changes people experience. This is the new frontier of Parliamentary Libraries on the African continent. The questions to pose are: How are Parliament libraries assisting Parliamentarians in being effective agents of transformation in their constituencies and the country as a whole? What new ways of doing things can Parliament libraries adopt in order for them to be agents of transformation.

5. PARLIAMENTARY LIBRARIES AS ENABLERS WITHIN THE TRANSFORMATION PARADIGM

Parliamentary Libraries are very important institutions. They are in fact specialized institutions by virtue of their role as facilitators of the work of Members of Parliament. However, in order for them to serve the representatives of the people more effectively they need to reposition themselves within the transformation paradigm. The first task of Parliament libraries is to transform themselves as agents for the advancement of the transformation paradigm. It is important that this is done because Parliament libraries are operating within a transforming environment. The main clients of these institutions namely Members of Parliament are themselves agents of transformation.

Once Parliament libraries understand their mission as agents of transformation they can realistically explore new frontiers of relevant operation. Some of the parameters of this frontier are: (1) Focusing on acquisition of research reports that generates knowledge on transformation. Members of Parliament need exposure to literature which highlights transformation experiences either within the country (i.e Zambia) or elsewhere. Such literature should help Parliamentarians to take serious introspection about their own experiences in the constituencies and the country as a whole.

2. Summarizing such literature in short abstracts for the attention of Parliamentarians. Members of Parliament may not have the time to read long research reports. However, they can easily read short abstracts of research reports. Those who have interest to read the entire report can do so.

(3) Establishing effective links with Members of Parliament and their libraries. Parliament libraries should establish data bases for Members of Parliament. The justification for such data bases is

effective links with Parliamentarians. Parliamentary libraries today do not have strong links with parliamentarians. The availability of ICT makes such links very easy because information on available library acquisitions can be sent to e-mails of Members of Parliament. Effective communication between the Parliament library and Members of Parliament can assist in understanding the Transformation paradigm.

4. Building capacity at Constituency Office levels. Most Members of Parliament deposit the massive literature they are given by Parliament in their Constituency Offices. Most of the staff who work in these offices have no working knowledge of libraries. It is therefore the role of the Parliament library to build capacities at the constituency office level so that the documents taken to these offices are properly kept and utilized.