

THE CLERK

**REPORT AND PROCEEDINGS OF THE THIRD CONFERENCE OF
THE ASSOCIATION OF PARLIAMENTARY LIBRARIANS FOR
EASTERN AND SOUTHERN AFRICA REGION (APLESA)**



HELD AT THE RYALL'S HOTEL, BLANTYRE, MALAWI

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FOREWORD

This report is the compilation of the papers, proceedings, and resolutions of the Third Conference of the Association of Parliamentary Librarians for Eastern and Southern Africa region (APLESA) held at the Ryall's Hotel, Blantyre, Malawi on June 10th, 11th, 12th and 13th, 1997.

For purposes of accuracy, the opening address, and the six main conference papers are produced in their entirety. The summary of proceedings represents a concise statement of the verbatim reports taken throughout the conference. It is readily apparent that many of the concerns which were expressed by the participants during the proceedings appear in the resolutions.

This is inevitable, since the participants submitted their proposed resolutions to the Secretary, who undertook to draft the resolutions before reporting back to the entire conference. The participants approved the format and substance of each of the resolutions as being an accurate statement of their concerns.



Grace A.M. Mwakio,

Librarian, Kenya National Assembly Library.

LIST OF PARTICIPANTS

NAME

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Mr M.N. Banda.	Library Assistant, Malawi Parliament Library.
Mr V. Chuambo.	Principal Clerk, National Assembly of Malawi.
Mrs T. Mtine.	Chief Librarian, Zambia Parliament Library.
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Ms E. Nxumalo.	Chief Librarian, Swaziland Parliament Library.
Mr D.T. Raliile.	Chief Librarian, Lesotho Parliament Library.
Mrs L. Samsodien.	Librarian, South Africa Parliament Library.
Dr. J.J. Uta.	Consultant Librarian, Malawi.

OPENING ADDRESS

by

Hon. Mrs L. Kapanda.

First Deputy Speaker of the National Assembly of Malawi.

It gives me much pleasure to be with you this morning to perform the official opening of this important conference of Parliament Librarians.

First let me welcome all the visiting delegates to Malawi. Please feel at home. Mr Master of Ceremonies, I hope you will provide in your programme some free time for the guests to see a bit of Blantyre and to talk to Malawians.

I gather that you visited Mangochi yesterday. I hope that you had a chance to swim in our lake and also that you had a taste of our delicious fish, Chambo.

Master of Ceremonies, Ladies and Gentlemen, let me take this opportunity to commend you, the Parliament Librarians, for forming your own association. You will agree with me that for every specialised field like yours, it is very important that the professionals come together to share views and experiences in the effort of strengthening their potential society. Associations like **APLESA** are fora through which professionals can speak with one voice in tackling problems and finding solutions to such problems. Being an ardent information user myself, I hold your profession in high esteem because of your ability to harness information and facilitate it's easy access and retrieval. You have an important role to play in support of government's effort of creating an informed society.

However, I would like to urge you not to become complacent. Those of us who have visited some major libraries like that of the House of Commons, are often left impressed with the sheer size of the collections, the range of services, the quality of the expertise of the librarians, the use of information technology and the inviting environment these libraries provide.

The new political dispensation that most of our countries are enjoying now demands that parliamentarians are well informed on multifarious matters which come before our respective National Assemblies. This poses a challenge to you as providers of information. You need to brace yourselves to satisfy the changing information needs of the parliamentarians, the parliament staff, and those who come to our respective National Assemblies to seek information. You need to market your services so that the nation can appreciate your role.

The modern day parliamentarian wants to have rapid access to information pertinent to his or her duties. He or she needs to be informed of the latest information and statistical data and to be given the necessary support when carrying out research. To this end, I see your role as not only being that of custodians of information resources, but also that of promoting the effective use of information and facilitating rapid access to information within your respective libraries, as well as that which exists in remote areas through conventional or electronic means.

Before I wind up, let me share with you that the Malawi National Assembly recognises the need to improve its library services. Positive steps are in the pipeline to facilitate improvements in terms of resources, personnel and training and computerisation. We are aware that our library services cannot thrive without the necessary financial and management support. From what I have seen from some of our parliament libraries in the region, I am confident that the benefit we in Malawi will derive from your deliberations will be enormous.

With these few remarks, I would like to wish you a pleasant stay in the country and declare your conference open.

Thank you.

Blantyre
10th June, 1997.

PAPER NO: 1

COMPUTERISATION OF LIBRARY AND INFORMATION SERVICES.

Presented by
Mrs T. Mtine
Chief Librarian, Zambia Parliament Library.

1.0 INTRODUCTION

- 1.1 In dealing with this topic, I wish to begin by answering the question "Why should we computerise library and information services?". In other words, is computerisation worth the cost involved in the technological change considering that many of our parliaments may be experiencing budget restraints and cost - cutting measures?

2.0 THE CHALLENGE OF PARLIAMENTARY LIBRARIES

- 2.1 In the new era of Parliamentary democracy where information has become an essential commodity to the functions of Parliaments, Library Services ought to be seen as vital weapons. The challenge of Parliamentary Libraries is not just the provision of information, but rather to provide current information quickly and accurately. This means our information facilities ought to be well organised to meet this challenge. The means of having well organised Library and Information Services are found in the use of modern technology which includes the computer. For this reason, our Parliamentary Libraries in the region need to embrace the use of new information technologies if they have to satisfy the new information needs of Parliamentarians.

3.0 WHY COMPUTERISE?

- 3.1 Computers are instruments of development. Today's development process is highly dependent on the use of computers. Data processing is rapidly growing because of the information explosion in industries and other organisations, and this has inevitably called for the need to computerise the information facilities, as the traditional methods of information handling have become inadequate for meeting modern information needs.
- 3.2 If parliaments have to keep abreast with the work of industries, organisations and Government departments, they will have to computerise their information systems. The world outside parliament is gradually becoming computerised.
- 3.3 In carrying out the functions of searching, storing and retrieving of information, computers have proved to be extremely useful. In fact, computerisation of Parliamentary Services in many developed countries has helped Members of Parliament in these countries to have most of their information needs met. In these countries, computers have made the information handling for members much easier, because in using a computer for information handling, one can easily carry out several functions, that is, storage, retrieval and searching.

4.0 INTERNET

- 4.1 One of the greatest benefits of computerising the Library Services is the prospect of being connected to the **INTERNET**.
- 4.2 The internet is a world-wide network of smaller networks linking millions of computers. It uses a set of protocols or languages which allow computers to talk to each other, and tele-communications (satellites, fiber optic cables, under sea cable) to send digital information in the form of text, pictures, software, movies and sound between computers.
- 4.3 The internet fulfils the human need for communication and passing on information. It offers new opportunities for direct access to information. When your computer is connected to the internet, you can have immediate access to information from a variety of sources in a variety of form. The internet promotes immediate access to important documents from all over the world, in a form most suited to your Members of Parliament, including the ability to incorporate printed, electronic or other text into another document (such as news release).
- 4.4 This means that if all the libraries in the region were connected to the internet, the use of the internet in the computer network would enable the APLESA members to carry out searches across Parliamentary boundaries without the need to visit many internet sites, but rather simply access several data-bases to search for the required information.
- 4.5 In view of the great benefits anticipated from the exercise of computerising Library Services in the APLESA region, it is imperative for all member libraries to seriously give top priority to the project. It is a well known fact that many of our Parliaments are facing problems in funding services because of financial constraints. In such cases, priorities have to be set. Library officials should persuade their Parliamentary Managers to see the need to give financial priority to the computerisation project.

5.0 COMPUTERISATION WILL ENHANCE REGIONAL CO-OPERATION.

- 5.1 The Association of Parliamentary Libraries in Eastern and Southern Africa region (APLESA) was established to facilitate the quick information flow among Parliamentarians in the region through forming a regional network of Parliamentary libraries. The network was intended to ensure access to information in all libraries in the region.
- 5.2 The ultimate aim in forming such a network is to have a central database to be accessed by all libraries and also to have an efficient system for transmitting documents. Indeed for such a network to be a reality, the onus is on each Parliamentary Library to computerise and standardise it's storage and information services. In addition, each library will also need to consider being connected to the **INTERNET**. In this way, regional Parliamentary Library Co-operation will be greatly enhanced.

- 5.3 This means that in order for the information network to succeed, each library will have to ensure that all bibliographic tools covering different categories of library materials such as books, periodicals, newspapers, Parliamentary debates, Committee reports, Acts, Statutory Instruments, Law Volumes, Staff and Members lists, are computerised in a standardised fashion. This will enable an effective library co-operation system to be established in the region.

6.0 GENERAL SITUATION IN ZAMBIA

- 6.1 Computerisation efforts have been undertaken not only in the **Zambian Parliamentary Library**, but also in some other Libraries in the country. In these Libraries, the attention and main emphasis of computerisation have been focused on building the CD-ROM, computerisation of the catalogues and establishing the E-Mail and the INTERNET. Our Parliamentary Library has planned to establish priorities in the same areas.
- 6.2 These areas of computerisation have been given priority and emphasis because the basic computer automation requirements in Libraries have to do with improvements in the storage, searching and retrieval of information.

7.0 ZAMBIAN PARLIAMENTARY LIBRARY

- 7.1 The **Zambian Parliamentary Research Library** is charged with the responsibility of being the main custodian of information for the Legislatures. It's major function, therefore, is to equip Honourable Members of Parliament with all the information needed for them to meaningfully and effectively participate in debates in the House and to enable them to carry out all their parliamentary duties. In view of the foregoing, it is envisaged that the **Zambian Parliamentary Information and Research Library** will be computerised soon.
- 7.2 The need to computerise has already been identified and appreciated. Everything possible is now being done to source finances for the project. It is hoped that the SOFTWARE known as **INMAGIC PLUS** will be adopted in the system. The INMAGIC PLUS is a predefined data-base suitable for Libraries. It allows formatting records from different sources and runs under DOS compatible networks-windows and VMS.
- 7.3 Thus, the need to computerise the **Parliamentary Library** was motivated by our desire to make all Library operations more efficient in supporting the management and political decision-making process with readily available information. Through both the Internet and the INMAGIC computer data-base system, it is hoped that our **Library Information Resources** will be highly utilised by both Honourable Members of Parliament and the staff of the National Assembly.
- 7.4 Furthermore, in order to consolidate the computerisation process, all key services provided by the **Parliamentary Library** will have to be computerised.

In the **Zambian Parliamentary Library**, such services include the following:-

(i) Loaning Service.

This is the lending of books to **Members of Parliament**. **Members** are allowed to borrow up to four books for a period not exceeding four weeks;

(ii) Reference Service.

This service is provided to members who request for specific facts. The Library stocks numerous books which are aimed at answering questions in the shortest possible time. Encyclopedias, Handbooks, Year-books, Dictionaries, Maps, Guides, Periodicals and many other tools are readily available and updated for this purpose. A professional Librarian is assigned to deal specifically with reference questions.

(iii) Advisory Service.

Another service related to the reference service is the **Reader Advisory service** or the "Book-selection" service. This is provided to help members find relevant information. It involves giving direct guidance to members on what type of documents would provide the best information on topics of their interest.

(iv) Current Awareness Service.

Up-to-dateness is absolutely essential in the context of **Parliamentary work**, where so often what is topical and current today is history the next day. Therefore, the library promotes current awareness services. For this purpose, the library subscribes to over 255 journal titles all of which provide latest information on subjects of interest tools and they included both local and authoritative foreign papers.

A newspaper index covering the local papers is always kept up-to-date and is intended to help retrieve all articles on **Members of Parliament**. Abstracting and indexing of Journal Articles is also done by the Library. The abstracts are arranged by subject and are distributed to all members. An additional list which informs members on the new documents acquired by the library is also prepared periodically depending on the frequency of book acquisition.

(v) Reader Promotion Service.

Under this service, book displays are arranged for **Members of Parliament** and organised regularly to provide information, what new books and periodicals the Library may have on specific topics, which could be of current interest to them.

8.0 CONCLUSION

- 8.1 All Parliamentary Libraries in the region should take up the challenge of computerising their Information Services. The efforts to introduce computers in information handling, should aim at maintaining and improving both the effectiveness and efficiency of the services provided by the Parliamentary Libraries.
- 8.2 The use of computers in Parliamentary Libraries will also help to increase the efficiency of individual members of staff, so that a wider range of services would be provided to Members and Administrators at a much faster rate. The use of computers would also assist Administrators to improve management planning, decision-making, control and programme co-ordination.

PAPER NO:2

RECRUITMENT AND TRAINING OF PARLIAMENTARY LIBRARIANS IN THE APLESA REGION.

Presented by
Mr T.D. Raliile
Chief Librarian, Lesotho Parliament Library.

1.0 INTRODUCTION

- 1.1 The title of this paper begs the challenge of improvement of librarianship as a profession of priority in the APLESA region. It is a well known fact that librarianship is very new in this region, particularly when compared with the developed countries world wide.
- 1.2 This paper will serve as an evaluative instrument to find and solve the problems that paralyse the Librarianship profession in this region. Moreover, this paper will enable us to be able to have our clear image in this regard. Obviously, we Parliamentary Librarians assumingly know the role of parliaments to our society particularly in an African context. So as a result, the need for a transparent recruitment and training of Parliamentary Librarians in the APLESA region is no longer a will, but a necessity. This challenge must be brought to attention of both Parliamentarians and Speakers of our Parliaments in our region APLESA.
- 1.3 There is need for Parliamentary Librarians to be recruited and trained on the same standards as other Librarians from other institutions of higher learning such as the Universities. The main reason for this, is simply that the parliaments being the highest forum in every country, the need for information is crucial. Moreover, the recruitment and training of Parliamentary Librarians within APLESA region is so necessary that it cannot be under estimated. The clear recruitment and training will equip our Parliamentary Librarians with the necessary skills that will enable our Libraries to support their parliaments with information for research services and the like. Moreover, the recruitment and training of Parliamentary Librarians will undoubtedly facilitate our Librarians with necessary management skills which is often a common problem in our institutions.
- 1.4 The training of our Parliamentary Librarians is also necessary for the Library identity; what is this identity? It is believed, if not known, that, every individual has an image and in fact a number of images depend on the attitude of mind of the viewer. A clear and simple example for this is that a person may be observed as not friendly, inefficient and unproductive, and everybody with whom she or he meets will have this image. This kind of images are more often than not, formed basically from visual appearance of the person and these first beliefs tend to persist and be the most significant in forming a relationship; they also seem to be difficult to change at a later stage. So Libraries can no longer afford to ignore their image, especially the

parliament Libraries. The image of the library will easily influence the availability of funds and some resources and the whole future of the parliamentary Library. A trained Librarian will be able to realise that a poor image will reflect a Library low esteem by its users and ultimately it will appear as a service in which there is little point for investing money. It is important therefore that in any time of financial restraint the Library seek to create a positive identity for itself. It is no longer enough that a library is only seen as providing valuable service. It is now necessary that Libraries are identified as such, so that when discussions of cuts in expenditure take place, the Library is not seen as an obvious target as is always the case.

- 1.5 The establishment of the specific identities for commercial organisations is probably one that is common, which our Libraries can simply copy from. The corporate identity programmes of some big companies can evidently be seen in high streets, whereas many people can go unaware of the underlying reasons for this purpose. Therefore, the identity programme of a Library or a company is a necessary event, which should not be undertaken lightly. It is usually prepared for a variety of reasons, often precipitated by some change in the management of the organisation; This is not usually done to make any company prettier, though that may be a side-effect. Moreover, this is not done just to keep the design department on duty nor is it just a whim of the top management. The identity programme should provide an easily recognisable appearance for the institution, provide a rational and consistent approach to the organization. All in all this can only be followed and understood by the trained Librarian.

2.0 ADVANTAGES

- 2.1 The advantages of trained librarians are that she or he will be able to realise the difference between old and modern librarianship. They will without any doubt know that, the history of library organisation is mainly concerned with both evolution away from the bureaucratic baseline and with the persistence of bureaucratic characteristics; as a result Parliamentary Librarians should be trained to acquaint themselves with this situation. It is a fact that bureaucratic baseline is capable of deforming new structures and frustrating new management strategies and techniques. However, without training, we cannot nevertheless understand Parliamentary Libraries organisations and the organisations of which they form a part, without a sound understanding of the bureaucratic phenomenon.
- 2.2 We in and from APLESA region know that the history of librarianship has been to accumulate and maintain a record of human knowledge in a forum which is as uniform, ordered, economical and predictable. On the other hand the disorderly cultural record is subjected to bibliographical control; whilst it's idiosyncratic use is economically standardized by classification and indexing systems and other procrustean conventions. All in all the training of librarian within APLESA region will enable us to fully utilise catalogue codes, classification schedules and indexing systems: It will also provide us with knowledge of library operations, which consists of iterative flows of materials and information. However, it is also important that we must also bear in mind that in libraries there is a flow of bibliographical control records for scrutiny.

3.0 RECRUITMENT

- 3.1 Since Parliaments usually or more often operate under pressure, the flow of complex requests and political judgement, the recruitment policy is more critical. Although the political judgements can easily be influential within the Parliaments, the requirements for confidentiality and the capacity to win the clients' confidence cannot be under estimated.
- 3.2 Interestingly enough in the very early days of APLESA the chances of attracting academics at the salary levels are in abundance. Moreover, to avoid some blunders and political influences, the public services should be made the most logical recruiting organ, the reason for this is mainly because of their knowledge and expertise. However, presently, the most dominant characteristic in recruiting within APLESA must be academic and a better balance of experience. Therefore, one step towards achieving this is by developing budget and our training plan. If all this can be met our Parliamentary Libraries can undoubtedly flourish.

4.0 CONCLUSION

- 4.1 The Parliamentary Librarians in APLESA region must learn to avoid mistakes by noting the important characteristics of our profession. We must make ourselves aware that our profession is a self-defining and self-regulating and that through its professional bodies it establishes the standards to which it expects its practitioners to conform. The professional associations such as IFLA, COMLA, SCESCAL and APLESA have a vital role to play in training. If these associations can be weak similarly our profession will be weak, and disorganized. Therefore it has to be borne in mind that whatever the faults of the library associations the profession will follow the suit. Moreover, the new librarianship is characterised by the traditional core of routinized operations which are organized as a blend of machine and professional bureaucracy. Therefore, recruitment and training of Parliamentary Librarians from this region need to be taken seriously in order to upgrade the standards of our profession. However in conclusion of my presentation I wish APLESA a fruitful future.

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PAPER NO: 3

RESOURCE SHARING AND NETWORKING AMONG APLESA REGION: A CASE STUDY OF NAMIBIA PARLIAMENT LIBRARY

Presented by
Mrs E.N.Namhila
Chief Librarian, Namibia Parliament Library.

1.0 INTRODUCTION

1.1 The Namibia Library of Parliament.

The Library was established in 1990 and is housed in the Parliament Building "TintenPalast". The holding of the library are semi-catalogued. The library is fully equipped with the latest information technologies, software and hardware. It has full Internet and SABINET connection and E-mail services. It has a provision for three staff but, at the moment only one staff is in board.

1.2 The Users

Priority in the use of the library of parliament shall always be given to Honourable Members of Parliament and the Parliamentary staff. Taking into account the lack of a special library on politics, government and administration in Namibia, the library of parliament provides reference services to the Public. Other libraries and information centres can also make use of the parliament library through the Inter-Library Loan Service when parliament is in recess.

1.2.1 Reading Cubicles

The library of parliament has acquired eight reading cubicle units to ensure that Members of Parliament and serious researchers are provided with a conducive environment to do their research without being disturbed by other library users.

1.3 Administration

Like all other libraries of parliament in the SADC region, the administration of Namibia Library of Parliament rests in the legislature of the country and not in the Executive. The library is a sub-division within the Research, Information and Library Services Division of the Directorate Common Services. Common Services is a Directorate that provides services to the two houses of parliament: (National Assembly and National Council). The Library of Parliament functions independently of the Namibia Library and Archive Services of the Ministry of Basic Education and Culture, which is the central administration for all executive libraries. However, mutual co-operation with libraries of the executive, judiciary, NGOs and institutions of Higher Education are established, in order to avoid unnecessary and costly duplications of services. A comparison with Parliamentary Library and Information

Services in the United Kingdom, United States and Germany reveals that they also function independently of the services of the executive. This is also true of those SADC countries about whose Parliamentary Libraries' information is available to us. The independence of the Legislative Information Services is important in the function of democracy.

2.0 HISTORICAL BACKGROUND

2.1 German Colonial Period

2.1.1 The Germans established a settler Parliament, the Landesrat ("Country Council"), in 1910. Apparently, this Parliament did not have a library.

2.1.2 The German governor maintained a library for the purpose of the colonial administration. It is not known exactly when this "Library of the Imperial Government" (Bibliothek des Kaiserlichen Gouvernements) was established.

2.2 South African Colonial Period

2.2.1 The South Africans established a new settler Parliament, the Legislative Assembly, in 1926. The Library of the Legislative Assembly, was established with it, and housed in the Tintenpalast Building. Much of the preserved book stock of the "Library of the Imperial Government" was integrated into this library. In 1951, the library got legal deposit privilege (2 copies) through Ordinance no. 10 of 1951. Since 1957, the "Library of the Legislative Assembly" changed name to Administration Library. Apparently, the colonial administration took over from the parliament. It still has to be established how and why this took place. The library continued to be housed in the Tintenpalast. Both the "Legislative Assembly" and the "Administration Library" continued to exist until 1980, when the colonial dispensation underwent substantial changes.

2.2.2 A "National Assembly" and various ethnic "parliaments" were introduced, none of which did have a parliament library. The "Administration Library" was claimed by the "Administration for Whites" which did the incredible act of closing down the library for four years, until it was reopened under the name of Reference Library in the renovated Estorff House. It subsequently became better known under the name Estorff Library, though the German colonial officer Ludwig Von Estorff had no connection with it or any library matters except that the library was accommodated in his former residential house. Shortly before independence, the "Department of National Education" of the first-tier government embarked on a half-hearted attempt to establish a national library. This did not get far beyond a fledgling collection.

2.3 Independent Namibia

2.3.1 With the establishment of the National Assembly of the Republic of Namibia in 1990, a new parliament Library was set up with Mr. G. K. Jario as the librarian. Unfortunately, insufficient funds and the deteriorating health of Mr. Jario inhibited it's growth. When Mr. Jario passed away, the library came practically to a standstill.

His premature departure left a void which was temporarily filled by Mrs Marenga, in the hope that the salary and conditions of service will be improved. However that proved not to have been the case, and Mrs Marenga left for greener pastures, which left this position once again void until today.

- 2.3.2 At independence, the parliament Building also store historical collections of library material, from other sources. Most of these were then removed to the National Library and National Archives, while some part of it is now in the process of being integrated into the parliament library. It still has to be established how far some removal can be re-integrated into the library.

3.0 LIBRARY COLLECTION

- 3.1 The Namibian Library of Parliament is in its early stage, but efforts are being made to develop its collection to cover the subject areas of social policy, culture, Legislation, Political Science, History, Economics, Public Finance, Law, Government and Administration. The library of parliament is a special library having legislators as its main clientele. Members of Parliament have to legislate about the whole spectrum of social, economic and political affairs. They therefore need to be provided with different types of information depending on the activities of the house and individual interest of legislators.

3.1.1 A Special Legislative Collection.

It was discovered recently that the legislative archival materials dating from 1910 and beyond were stored in the basement of the parliament building. We are slowly sorting them out, to establish whether there are surplus copies and whether it is a complete collection of legislation that were applicable to the so called South West Africa. This process is hampered by the fact that we have only one staff working in the library, the progress made in this regard is slow.

Among the Publication shorted out so far are the following:

- . The Laws of South West Africa 1915 - 1990.
- . Statutes of the Union (Republic) of South Africa 1910 - 1989.
- . Government Gazettes (South Africa and South West Africa).
- . Hansards of South Africa.
- . Reports of Select Committees.
- . Debates of the Legislative Assembly of South West Africa.
- . Reports presented by the Government of the Union of South Africa to the League of Nations concerning the Administration of South Africa.
- . Votes and proceedings of the Legislative Assembly of the Whites
- . White papers on the activities of the different branches of the administration of South West Africa.
- . Union of South Africa Regulations
- . Republic of South Africa Report of the Commission of Inquiry into South West Africa Affairs 1962 - 1963 (known as the Ondendaal Commission)
- . South African Law Reports

These materials are of extreme importance to the work of legislature, as they provide historical background of Laws that are being amended or scrapped, the context under which they have been initiated and debated or and whether they or part of them have been amended earlier, when and why. There is no consolidated edition of laws in force in Namibia, which could speed up this work. It is also important for us to know what we have in order to continue searching for what we do not have until we have a complete collection of legislative literature that was or is applicable to Namibia. This will form part of the library,s reference collection.

4.0 COLLECTION DEVELOPMENT

4.1 Expanding the library collection is the main function. The Library of Parliament is still far from having all the literature that is needed; local and international research goes on and delivers new results; and changing research topics may put new demands to the library. The library must also recover publications from the colonial government which are currently either missing totally or the volumes are being incomplete. Developing the collection requires staff, time, patience and financial backing. There are three ways to develop the collection of a legislative library:

4.1.1 Exchange of Publications

The library budget may not permit buying of all the materials needed, exchange of publications could therefore be an important source of collection development. A great number of literature could be obtained through exchange of official publications with parliament libraries and other establishments in other countries. In particular, we should have Hansards and official gazettes from all SADC countries. Currently, the only parliament that sends us serial publications is the South African one. Exchange agreements need to be pursued actively so that the library can fulfil the purpose for which it was established.

4.1.2 Acquisition Through Purchase

The usual way to acquire books, is to buy from the local and international book market. While buying of library materials is well received by the decision makers at parliament, the library faces problems with buying any publications which need to be paid for in hard currency. This is a constraint at the moment, given the fact that more than 99% of materials that appears in the market are published abroad and hardly available in the country. While we can place most of our orders through local and South African bookshops, the materials we need are not always available. In our attempt to avoid paying in hard currency, we request the bookshops to order them for us and we end up paying double the original price due to added charges.

The library accepts request from MP's or parliamentary staff to order any publication relevant for their work. All the requisitions had to go through the economising committee for approval, difficult decisions may be referred to the Library Committee which is chaired by the speaker of the National Assembly.

4.1.3 Legal Deposit

Ordinance no.10 of 1951 provide the Library of the Legislative Assembly with legal deposit privileges. However this library then fell under the colonial administration and changed its name to Administration Library, and so Parliament lost its legal deposit. After independence, the library of Administration became National library which is administered under the Ministry of Basic Education and culture who, to date retained this legal deposit privilege. With the upcoming library bill, the parliament library will ensure that the upcoming library bill re-establishes its legal status, thus, legal deposit provision for all the government publications and one free copy of every publication published in Namibia. At the moment, the parliament library's "Namibian Collection", is poorly covered. The legal deposit rights would help us a long way into building a strong Namibian collection, which is extremely crucial to the work of legislature, as there is no subject in which parliamentarians are not expected to pass legislation. It is of crucial importance to Namibia to learn from colleagues from other SADC library of parliaments whether they have legal deposit provisions and or how they perceive it.

5.0 INTER-LIBRARY LOAN

Materials not available in the library of parliament can be obtained through the Inter-Library Loan Services from other libraries in the country or from abroad. The National Library of Namibia which is a depository library of all Namibian published material, and has a near complete collection of all Namibian related literature is therefore our major source of inter-library loan. Another important source of inter-library loan services would be NAMCAT, a catalogue of government and some NGO library holdings, which we do not access at the moment. We also have NAMLIT, which is a database of all Namibia-related literature.

5.1 Sabinet

The Namibian library of parliament has got a full SABINET access and is a paid member of Southern Africa Inter-lending scheme (SAIS). However, the demands for SAIS services have been very minimal. The library perceive SABINET as an important tool for information resource sharing in Southern Africa and hope that its use be improved in the nearest future.

6.0 CATALOGUING AND CLASSIFICATION

The holding of the library of Parliament is semi-catalogued by the use of CDS-ISIS. Its collection is very small at the moment but, this is likely to change soon.

7.0 SERVICES AND FACILITIES PROVIDED BY THE LIBRARY

7.1 Current Information

Among the current information, the library has got periodicals and daily newspapers and they are filed according to the subject entries.

7.2 Online Information Services

The library of Parliament has full connection to Internet and Sabinet. These services are extremely useful and very handy in responding to quick reference queries. We no longer have to keep our users waiting we can provide them with information from internet or sabinet while we continue to look for more information from our library, other libraries and other information sources such as, Namlit, NAMCAT etc.

Online-information retrieval services are available through the library. Honourable Members and Parliamentary staff who have computers hooked to the server in the library may make searches on the databases available through the Internet Information System. The library would also provide this information service as requested by users. The library policy on the use of Internet is open access, thus, end users may contact online searches themselves. Demonstrations can be arranged through the library on request, but we are currently not pursuing this actively due to staff shortage.

8.0 IMPORTANCE OF NETWORKING AMONG SADC COUNTRIES

we are not only neighbours, but our countries have much in common and share similar problems. We can learn a lot from each other. Unfortunately the political history of Namibian, being a colony until seven years ago and sharing the political isolation of South Africa, has resulted for my country in being shut off from the rest of the region. The effects of that isolation can still be felt, and it takes a conscious effort to overcome them.

We have very little of legal and legislative material from other countries of the region, except from South Africa. We cannot easily look up what has been discussed on, for example, the legal status of traditional brewing in Zimbabwe or Zambia, whether they have attempted legislating about the issues, and what experiences they had.

I would be interested to learn how far my colleagues from other parliaments have succeeded in building regional contacts, publication exchange programs, a regional base of legislature materials. Maybe we could institutionalise a joint program of exchange, including retrospective material, in the context of the SADC Parliamentary Forum.

9.0 CONCLUSION

- . Despite the staff shortage, the library has planned to pursue an active role in exploring inter-lending services to other government and NGO libraries in the country.
- . To promote collection development especially on Namibian publications. The library wishes to liaise with libraries and information services of other ministry to secure copies of their publication.
- . An attempt would also be made to have special collections of SADC, PTA, IDDA, SACU, OAU, SPF, CPU and IPU for our members.
- . A special exchange programme of legislature material between SADC countries' parliaments is recommended.

PAPER NO: 4

SELECTION AND ACQUISITION OF MATERIALS IN A PARLIAMENTARY LIBRARY

Presented by
Dr J.J.Uta, Consultant Librarian, Malawi.

DEDICATION

This paper was to have been presented by the late B.B. Liyawo of the Malawi Parliament. When I was asked to prepare a replacement paper on the same topic, I considered it appropriate to merge some of late Liyawo's ideas with my ideas. For this reason, I consider it appropriate to dedicate the paper to the late Liyawo.

1.0 INTRODUCTION

1.1 The primary purpose a parliamentary library is to serve the information needs of the parliamentarians, the parliament staff and other bona fide users by providing them with timely information on multifarious issues relating to their parliamentary duties. The library, in fulfilling this purpose, is expected to **select and collect systematically** the relevant information resources, organize them, facilitate rapid access and promote the effective utilization of such resources.

2.0 SELECTION AND ACQUISITION

The process of selecting and acquiring library material is what constitutes **collection development** which Mosher (1982) defines as,

"...the effective and timely selection of library materials forming carefully constructed area or subject collections. Shaped over time by bibliographic experts. It is a synapses linking thousands of decisions into sensitive provision of needed research materials, the capacity to make the parts fit the needed whole".

The parliamentary librarian or indeed any librarian serving a defined clientele, needs to understand the needs of the target users and the goals of the parent body in which he/she operates, in order to determine the type and scope of the information requirement. In Liyawo's words, he says "selection and acquisition of library material in parliamentary libraries is usually done by staff to reflect the needs and interests of the library users".

2.1 Acquisitions Policy

The librarian should suggest, and if necessary lobby supporters of the library (Clerk of parliament and other influential Members of Parliament), on the need for an **official acquisitions policy** which among others things provides guidelines on:

- * collection building goals and priorities
- * scope of coverage and depth in relation to user needs
- * budget levels (in terms of percentage ratio of total parliament budget)
- * selection procedure (coordination of selection process)
- * procurement procedure and choice of suppliers
- * number of copies per title
- * procurement of official publications
- * provisions for exchange of material
- * solicitation and treatment of book grants and donations.

A well defined acquisitions policy can be an essential tool for **justifying** the budget requirement for library resources (Vis-a-vis salary and wage bill) to the parent body (parliament) and also for ensuring **regular budget provision**.

One needs not get into a situation where funding for library resources comes out of the "miscellaneous vote", or a situation where on a good day the management calls the librarian and say hey! we are giving you MK10,000 for books today.

2.2 Selection

Although the librarian will be expected to take the lead in the selection of material, it is prudent to solicit suggestions from some of the library users, especially those who frequent the library to use the resources. The aim should be to build a balanced collection on the basis of the broad and the specific user needs. The librarian will need to fill in the gaps between the specialised subject fields and also concentrate his/her efforts on building a comprehensive reference collection. The librarian should provide publishers' catalogues and bibliographical tools to facilitate the selection process.

2.3 Acquisition

Spiller (1991) notes that the term "acquisition" is treated as a technical process for obtaining materials, following the selection process. Acquisitions duties include identifying the supplier, maintaining order records, receipt of packages and invoices, chasing unsupplied materials, and so forth. Acquisitions work also includes accessioning of books and other materials and stamping them with ownership mark.

3.0 BUDGETING

The parliamentary librarian should prepare a budget for running of his/her library for submission to the parliament management well in advance of the budget allocation. The budget should reflect both the recurrent and the capital estimates. It serves not much purpose for the librarian to ask for a given sum of money without any

indication of what that money is to be used for. For instance, the budget should be itemized as follows:

<u>Recurrent expenditure</u>		<u>MK</u>
Resources	(a) books	110 000.
	(b) periodicals	90 000.
	(c) other media	60 000.
Operational	(a) stationery	10 000.
	(b) computer stationery	10 000.
	(c) dusters, ink pads, etc.	10 000.

Capital expenditure

Shelves	50 000.
Cabinet	4 000.
Computer equipment	78 000.
Photocopier	56 000.

Where a library committee exists it is important that the librarian liaises very closely with the members in formulation the budget because these are the ones who can back up the librarian's budgeting submissions to the higher committees or to the clerk of the parliament, whichever is the case.

4.0 EXCHANGE OF MATERIAL

No one library can be self-sufficient. There will need to explore ways of supplementing the budget allocation by entering into exchange agreements with libraries of similar interests for the purpose of acquiring government and official publications which are not readily available commercially or are published for limited circulation.

The librarian will first need to identify the material which she/he considers to be relevant e.g. government gazettes, parliamentary reports, country profile handbooks etc. from the region with which to exchange with his/her own parliament reports, country profile reports and so forth. It should be pointed out that exchange programmes are not meant to be one-sided whereby one library gives out more material out than it receives in turn. Exchange of material among parliamentary libraries in this region has not been effective because some libraries expect more than they can give out. This problem has been discussed at several fora in this region where resolutions have been passed e.g COMLA Regional Branch for Eastern and Southern Africa, Standing Conference of Eastern , Central and Southern African Librarians (SCECSAL). But so far there has been no follow up.

5.0 INTER-LIBRARY LENDING

There will be need to borrow material from other libraries to meet the immediate needs of users. Efforts should be made to establish formal inter-lending agreements with libraries with similar interest within the country or within the region.

The major barriers that the librarian is likely to face are: high postage costs and the need to send such material by registered mail for security reasons; unwillingness by most librarians to send out material to remote places and the general lack of bibliographical tools indicating the holdings of the participating libraries.

The problems of inter-lending of material within the region have been discussed at several fora (e.g, SCECSAL, COMLA Region Council, etc) where resolutions have been passed. But in spite of this concern, nothing concrete has been done. It is still easier and quicker to borrow material from libraries in Europe than from libraries next door. For these reasons, most libraries continue to use the established inter-lending services like the British Library Document Supply Centre (BLDSC) and the State Library in Pretoria, South Africa although they are relatively expensive.

6.0 PHOTOCOPY SUPPLY SERVICE

As with inter-lending of monographs, it is equally difficult to obtain photocopies of journal articles from libraries within our own country or countries within the region. In fact, most libraries will not respond at all. Therefore, the best services and most efficient services available are The British Library Document Supply Centre at Boston Spa, U.K. and The State Library in Pretoria.

Admittedly, these services are not cheap to use. The current rates are:

The State Library

1-15 pages	R17.00(postal);R25.00 (faxed)
16-30 pages	R25.00(postal).R34.00 (faxed)

BLDSC

1-10 pages	5.25 Pound sterling (airmail)
(Booklet of 20 photocopy coupons costs	115.00 pounds)
(pack of 20 loan forms cost	262.60 pounds)

Their addresses are:

The State Library,
International Interlending,
P.O. Box 397,
Pretoria 001
Republic of South Africa.

British Library,
Document Supply Centre,
Boston Spa, Wetherby,\
West Yorkshire,
LS23 7BQ, United Kingdom.

7.0 GRANTS AND DONATIONS

It is normal for the librarian to scout around for book grants or donations as a means of strengthening the library collection. What is important is to acknowledge each donation, even if it is only one book.

8.0 STOCK MAINTENANCE

Maintenance of the stock is an important factor in collection development. The stock has to be reviewed periodically in order to weed out that which is not used, outdate, worn out, or even to create space for new acquisitions.

Some libraries will carry out stock taking. But the cost and advantages of carrying such an exercise must be weighed carefully.

9.0 ANALYSIS OF ACQUISITIONS

At the end of the fiscal year it will be necessary to draw up an analysis of the acquisitions in terms of:

- (a) total additions during the year
- (b) number of books purchased
- (c) number of books donated
- (d) number of books obtained through exchange
- (e) number of journal subscriptions.

Similar statistics for inter-library loans and photocopy delivery should also be reflected in the analysis.

The parliament management would find such an analysis useful when considering budget submission from the librarian.

10.0 CONCLUSION

Every parliamentary library should endeavour to formulate a collection development policy to ensure acquisition of material that meet the user needs - in this case, the parliamentarians, parliament staff, and all those that are involved in parliamentary duties. The librarian must provide mechanisms for systematic selection of materials using his/her own expertise and by involving a selected number of the users.

Provision of a good collection in itself is not sufficient, the librarian must organise the collection and promote its effective use.

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PAPER NO: 5

REFERENCE SERVICES AND PARLIAMENTARY REQUESTS

Presented by

L. Samsodien

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1.0 INTRODUCTION:

Reference services have come under increasing scrutiny by the library community as well as information professionals in general. Mr John Brudenall from the Parliamentary Library in Canberra, Australia recently commented at the Parliamentary Libraries Section of IFLA in Beijing, that many libraries are in transition at present. Libraries have significant collections of information resources in print formats which are organised along traditional library lines but a growing number used are electronic form i.e CD-ROM's, online databases etc. This places an obligation on librarians to become au fait with the latest technology in order to provide a good information service to the clients. The electronic library affords us with the opportunity to provide higher level of quality of service than ever achieved before. The challenge is to shape our organisations, develop our skills and to redesign our services so that they meet the needs of our clientele in a cost effective and timely manner.

2.0 SOUTH AFRICAN CONTEXT:

At present South Africa is witnessing dramatic changes inside and outside the country. With the democratic elections in 1994 South Africa was brought back into the international arena. Many of the exiles returned to the country and were elected as politicians. Many of these newly-elected parliamentarians have studied and worked extensively in libraries abroad where they had access to a variety of online information retrieval systems. In the Library of Parliament in South Africa we did not have access to or were not familiar with many of these systems. This placed a heavy burden on the reference librarians in particular and presented them with many challenges as well. The library's resources were stretched to the limit as the effects that the cultural boycott had on South Africa became glaringly evident. The reference librarian therefore had the enormous task to familiarise himself/herself with the latest technology and was compelled to access overseas databases in order to satisfy (partially at least) the information needs of his/her clients.

3.0 TRADITIONAL INFORMATION SOURCES VS ELECTRONIC INFORMATION SOURCES

In order to draw analogies regarding traditional sources and online sources one must look at what was used, what we still use, and how we combine them all to provide the services needed in a reference library.

Bill Katz identifies several categories of traditional information sources. These include:

(a) Control-access-directional sources such as: bibliographies of reference sources, library catalogues, general systematic, enumerative bibliographies, indexes and abstracts. These indicate in the reference process where the information exists or can be accessed

(b) Source type works that do in fact present the desired information rather than a path to the information. These include encyclopedias, fact sources, dictionaries, biographical sources and geographical sources.

(c) Government documents and publications arbitrarily distinct from all others due to formats, origins and types of information produced by governmental agencies and entities.

(d) Unconventional reference sources. Here are found community information centres (information and retrieval agencies), vertical files, clearinghouses and individual experts.

One mode of electronic reference sources once considered non traditional and necessitating mediated access is that of commercial databases deemed specialised by virtue of substance, format or access. These would include a variety of dial-in, remote, magnetic tape, CD-ROM, laser disc, system and other databases that demonstrate various levels of user friendliness and search capabilities. To this day, such sources continue to form both an overlay and a transition from traditional print sources to virtual electronic sources, allowing for a variety of information options - forming a necessary part of reference and research processes.

4.0 EVALUATION OF TRADITIONAL INFORMATION SOURCES VS ELECTRONIC INFORMATION SOURCES

In evaluating traditional information sources the reference librarian and the user would be interested in the extent to which the work in question might duplicate others in the collection, the scope of the work within the context of a larger subject, discipline, etc. Whether or not the work aims to be selective, comprehensive, universal or exhaustive, whether it is retrospective, current, and how frequently it is updated are all important traditional considerations made prior to selection.

In addition to scope and interest to the reference librarian, the intellectual format or arrangement of the information is included - specifically how effectively the information can be retrieved via classed alphabetical or any other appropriate arrangement. The presence or absence of necessary indexes is another important criteria of evaluation.

Presence or absence of illustrations, their nature, their number and their quality have been part of the traditional evaluation and selection process of new reference tools. All the above-mentioned criteria seem not to be applied consistently when one moves outside of categories of print media and into categories of electronic, visual or audio media.

5.0 THE INTERNET AND THE REFERENCE LIBRARIAN

The Internet resides in an environment called cyberspace and has elements that are both static and dynamic (eg. Electronic main). In the context of reference and information service, our concerns must focus on two of its basic qualities i.e. SUBSTANCE (how authoritative or substantive are the articles or information we receive) and ACCESS.

Robert Kinder in his work "Librarians on the Internet" remarked that access to the Internet is seen as a mixed blessing and it challenges the logic of all librarians and in particular reference librarians. Librarians are confronted with a virtual library and its workings where the only limitations appear to be that of time. Slow response times and staff shortages makes accessing the Internet a cumbersome exercise. Library services are continually expanding and clientele are no longer well defined and familiar (especially in our case as we work for parliamentary staff as well).

Reference librarians are expected to search for undefined yet valuable information, resembling the traditional bibliophile who browses the shelves of a library or a book store for the sake of discovering new areas of knowledge or new information sources. They set out in search of a specific piece of information, yet have no idea where that information might exist, and in many instances are not sure as to how to retrieve it from cyberspace.

In evaluating Internet information sources many of us who are experienced in trying to access or locate needed information via the Internet, can attest to various anecdotes of the agony of the hunt. This have been shared by many reference librarians and patrons alike. The frustration of technology will always be with us and is here to stay.

6.0 PARLIAMENTARY ENQUIRIES

In one of the standard textbooks on reference sources and services Bill Katz provides a four category analysis of the ways in which enquiries are made in reference libraries. They are however also applicable to legislative libraries. The requests placed by the parliamentarian and/or researchers falls into one or all the following categories:

(a) Directional:

These enquiries are described as those in which the reference librarian is asked simply for directions, for example: where is the Africana collection? Where is a specific reference book e.g. "parliaments of the World"? etc. Yes and no answers are often required here.

(b) Ready reference:

These transactions are those for which the reference librarian needs to consult only one source usually in close proximity.

(c) specific search:

These transactions are those in which the librarian needs to consult several sources in order to satisfy the user's needs. Sources required are fairly obvious and elementary but may call for considerable knowledge and professional skill by the librarian. They may involve the librarian in bringing together a small collection of reference story books and other material that the user might find useful in compiling notes for a short speech or a debate in parliament.

(d) Research level:

These transactions will be those requiring extended searches, perhaps over several days and possibly involving more than one staff member. The marshalling of facts and figures from a wide range of sources including the borrowing of materials from other libraries, including several telephone calls that need to be made in order to seek advice or assistance from other libraries, will be a feature of this type of enquiry. The librarian's skill and knowledge will be taxed to the fullest and he may have to hold consultations with subject specialists for advice. The user in our case is often a researcher assigned to do research on behalf of a political party or a Member of parliament seeking information in order to perform his/her official duties.

Clearly the wealth of information on the Internet will be of value most when addressing the latter two categories of information query: specific research queries.

7.0 REQUESTS FOR INFORMATION

There are ways in which enquiries or requests for material by library users may reach the desk of the reference

Librarian. They are:

- (a) In person - User visits the library to discuss an information (need face-to-face.
- (b) By personal telephone call - Users perhaps too busy or too remote geographically to make a personal visit.
- (c) By visit to the library of an agent appointed by a library user - a secretary, researcher or assistant who makes an enquiry on behalf of the user.
- (d) By telephone call by the agent to the library on behalf of the user - Agent was instructed or decides this is the best course of action as he/she has to obtain the information for a Member of other user.

- (e) A written communication stating a need or making a request for information is sent to the library. The communication is in the form of a letter, E-Mail, or Fax.

The Librarian's skilful questioning, and probing and stimulation is essential to enable him/her to quickly ascertain which information sources should be accessed to supply the relevant information. Enquiries made through agents can be difficult but this is unfortunately the way in which most member and researchers pose their questions. It is often vague and causes a great deal of interpretation and the librarian often has to go back to the user to clarify certain aspects of the query. A feature of written enquiries are that they are often more clearly and coherently stated than oral ones.

The question of confidentiality of Members' queries arises here especially when handling over or transferring written requests from one member of staff to another.

The most obvious problem is that while every request for information is, in some sense, either directional, ready reference, search or research it may develop into a combination of all four which is certainly the case in the Library of Parliament in South Africa.

Members and researchers are often unaware of the complexity of the questions for which they require answers. They are probably equally unaware of the inadequacy of their articulation and may look on attempts by the librarian to ask further questions as inquisitiveness, stupidity or arrogance. It is all too easy for the librarian to misinterpret the level of need of a user. Some users are experts in their field, others are able to read and take notes for their own information from material presented, whereas others need assistance in studying the material. The crux of the matter is an efficient reference librarian will perform two things simultaneously, (a) a proper reference interview and (b) compile a good search strategy.

The researchers process information compiled and located by the reference librarian. This he/she presents to the Member in the form of background information on subjects pertaining to his/her field of expertise. They also provide topical briefings on subjects to be debated or of interest to the Member. Researchers also interpret information for the Member or the political party for which they work and write speeches for Members

8.0 THE ROLE OF THE REFERENCE LIBRARIAN

The role of the reference librarian and attitudes to reference service must inevitably change as a consequence of developments in the technology of communication. Reference librarians must be adaptable and flexible to allow them to strike out in new directions. Recent developments in the field of reference librarianship dictate that library managers fulfil their obligation by studying their clientele more carefully in order to supply an effective reference service. User studies and questionnaires are often used to obtain feedback to enable the management of a library to frame future plans. The Library of Parliament in South Africa recently compiled a questionnaire wherein they suggested the Members request the services that they would wish to see and use. To service the Legislature effectively user education programs and more

user orientated information services is definitely something that must consistently be looked at. The role of the reference librarian is directly influenced by the outcome of user studies in a library. Attitudinal change by reference libraries regarding service provision appear to have widespread echoes.

The role of the reference librarian must be active rather than passive in the provision of user services. In our library all professional staff compile information on bills that were tabled but must still be debated in the two chambers of Parliament. This is a form of pro-active service that the librarians provide in anticipation of requests for information on a topic.

The reference librarian acts as mediator and negotiator between the information and the user. A counselling role must also be fulfilled in this regard.

9.0 CONCLUSION

Dr E. Kohl wrote in the IFLA journal that with deep and continuous study of the challenges facing librarianship in a new technologies of the modern world, it is likely that librarians will be replaced in their more traditional roles by other persons and systems and will be unable to play their part in the evolution of new ones. It is important to develop highly specialised and intensive services for special client groups such as parliamentarians. Specialisation in various subject fields has become the buzzword in many parliamentary libraries.

Donald Davinson in his work on reference services claims that the survival of the reference librarian depends on how well they can sell their services to their clients. Unfortunately it takes time to train librarians on the Internet and all the available remote databases. Shortage of funds limit the expertise that can be accessed as well as quality of service. The pressures for the improvement of performance by librarians are in fact quite strong.

Apart from the media the democratic parliamentary library is the primary source of information for the elected representatives in an open democratic pluralist society. The modalities of reference librarianship depend not only on a thorough understanding of the role of parliamentary libraries in representative systems of government and of the concepts and techniques of service to be employed to this end but also on the analysis of the needs of the clients in such a library. South Africa currently has nine provincial parliaments. They can be equated with federal parliaments. The national parliament is seen as the mother parliament and it should endeavour to assist the federal parliaments in the following way:

- (a) extending their reference and research services to the provincial parliaments. This has become increasingly important with the advent of the NATIONAL COUNCIL OF PROVINCES (NCOP) that was established at the beginning of 1997.
- (b) offering online access to their own computerised databases. An effective parliamentary library is indispensable if a democratic government is to function properly.

- (c) allowing access through cooperative ventures of the various parliamentary libraries.
- (d) offering consultancy and training on the spot to parliamentary librarians by sending staff or retired staff to these libraries to advise on effective administration of library functions. In our case, staff from federal parliaments visit the library on attachment programmes.

Parliamentary librarianship, in order to be effective, has to be based on a thorough analysis of the political processes in the societies concerned, " for political power is larger than parliament" (Kohl 1991: 133). This will enable the reference librarian to respond to parliamentary requests in an effective manner. Client focus is central and will remain in service and resource considerations. Wherever good services are provided, effective delivery of reference and research services will assist parliamentarians to hone their skills, develop their knowledge, and think through the policy issues and options by seeking advice and support in a confidential, individual and unthreatening way. Reference services exist to serve the needs of Members across the spectrum in an unbiased manner.

The South Africa parliamentary library is experiencing pressure on resources and staff shortages. Services provided to parliamentarians are labour intensive and in order to survive certain library tasks have to be streamlined to cope with the ever-increasing demand for service and the growing number of parliamentary requests. Budgetary cutbacks and constraints are forcing librarians to critically assess and evaluate their services. It is widely recognised that automation and telecommunications can enhance the effectiveness of parliamentary information enterprise significantly. Legislative applications include access to international news, compilations of statistics of other nations or regional organisations, laws and regulations in force, databases tracing the status of proposed legislation, public policy literature databases, etc. They also include instantaneous information sources such as electronic mail, and bulletin boards for legislatures that are becoming increasingly comparative in their approach to problem solving. One of the practical ways to share practical information and technology is through conferences and personal visits to the libraries of neighbouring countries. **APLESA IS SUCH AN EXAMPLE.**

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PAPER NO: 6

LIBRARY OPERATIONS AND COPYRIGHT LAWS

Presented by
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Kenya Parliament Library.

1.0 INTRODUCTION

- 1.1 The social value of works of authorship lies in their use by the public for its educational, cultural enrichment and diversion. For the advancement of learning, writers, scholars and researchers must gather information and ideas from the works of their predecessors. Librarians, because they appreciate the value to society of authorship, play a major part in the process of disseminating those works.
- 1.2 Copyright laws seek to stimulate creative authorship and public availability of intellectual works. Copyright seeks to achieve this by giving to authors, who in turn may grant to publishers or other producers, broad rights of control over the various modes of reproduction of their works, or, at least, the right to exact payment for their production.
- 1.3 Copyright laws vary in detail from one country to another; thus the scope of rights accorded to authors to control or demand compensation for the use of their works do similarly vary. Further the variation also goes with the esteem in which the authors are regarded, or with the relative emphasis placed on cultural, material, and aesthetic values; or with the literacy rating.
- 1.4 While these differences are significant, Copyright Laws all over the world have a common basic approach. The ultimate purpose of Copyright Laws is to foster growth and spread of learning and culture, by giving authors legal rights to reproduce the works they create so that they may derive rewards afforded by the market, but those rights are kept within limits necessary to facilitate the use of the works by the public.

2.0 DEFINITION OF TERMS

What is a copyright?

- 2.1 According to the Encyclopedia of Library and Information Science, copyright is the exclusive, legally secured right to publish and sell the substance and form of a literary, musical or artistic work. It is valid for a number of years and the work must not be reproduced in whole or in part, without the permission of the copyright owner.

What is a Special Provision?

2.2 In sociological terms, a special provision can be defined as an attempt to balance the interest of the creator in exploiting his creation and the public interest in having access to the intellects.

In legal terms, a special provision can be defined as a statutory consent to do what would otherwise be illegal.

3.0 LIBRARY OPERATIONS AND COPYRIGHT LAWS

3.1 Librarians have generally not had to concern themselves with copyright matters, except in the area of photocopying. However, librarians attempting to provide services to special kind of users, for example, Members of Parliament and the Handicapped; are more directly involved with the Copyright laws because of the production/publishing activities they have to resort to in order to serve their clients/readers.

3.2 In most countries of the world today, libraries must obtain permission of the copyright owner before a work can be reproduced in any material form. In the past, producers of materials were unaware of copyright laws and the permission requirements. Reproductions were simply made as were needed. Since production facilities were small, the number of copies produced of any title was limited and distribution of the copies was restricted geographically.

3.3 However, in the last two decades as production agencies increased in size, the legal requirement to secure permission became better known and letters requesting to reproduce books in various media were dully sent off to publishers and authors. The majority of publishers generously granted permissions without charges and most continue to do so today. But a small number of publishers will refuse to grant permission or require payment in return, or attach other conditions such as, format restrictions or limitations on the number of copies produced or on their distribution.

4.0 EXISTING COPYRIGHT LAW ON THE REPRODUCTION/PUBLICATION OF MATERIALS

Reproduction

4.1 The right of reproduction is the very essence of Copyright laws. A work protected by copyright is considered "reproduced" when it has been fixed in some material form. In this way, librarians "reproduce" a copyright work each time they reproduce a work in a book form, in braille or recorded form. Without special provisions in the relevant Copyright law, or without the permission of the copyright owner, the reproduction activity would infringe copyright, leaving producers liable to legal action.

Publication

- 4.2 As with reproduction, the right to publish is normally reserved exclusively to the copyright owner. The origins of this lies in the common sense notion that an author possesses a form of property in his creation as long as he keeps it to himself/herself.

5.0 COPYRIGHT PROBLEMS FACED BY LIBRARIANS

- 5.1 The primary objective of any given library is to meet the information requirements of its users in a timely manner by the provision of relevant services and facilities.
- 5.2 Copyright can be a barrier to rendering effective library services, especially when permission to reproduce or transcribe printed books or other materials into special formats are required and also at the dissemination stage, usually at international level, when further permission may need to be obtained.
- 5.3 Problems associated with copyright rights include:-
- (i) Permissions are not always granted, and when they are, they include conditions which limit services that can be offered to library users.
 - (ii) The time and cost involved in securing permission - typing of letters, tracking down difficult-to-locate copyright owners, et cetera. Obtaining permission can average 3-6 months, especially in countries where specific conditions are required. Such delays can result in a user not being able to obtain an essential textbook or being refused access to important information which is readily available in print to all if the user is Handicapped (Blind).
 - (iii) A Copyright owner can arbitrarily withhold permission for a published work to be reproduced since most permissions are granted by copyright owners.
 - (iv) Most copyright owners grant only limited permissions for the dissemination of their work to serve a limited group of users. Because copyright owners are reluctant to grant world permission, copyright becomes a practical barrier to the distribution and exchange of materials.

6.0 SPECIAL PROVISIONS

- 6.1 The appropriate method of resolving problems caused by Copyright laws is to change the laws in order to remove legislative barriers or to provide provisions for library use. Few countries have enacted special provisions for library use in their Copyright laws. Those special provisions which do exist differ greatly in the activities they cover, the rights which they affect, and the conditions under which they operate.
- 6.2 A representative selection of special provisions for library use in Copyright laws include:-
- (i) In the Copyright Law of Kenya (cap 130), reproduction of any literary, musical or artistic work by public libraries and non-commercial documentation centres is not restricted if the reproduction is in the public interest and no revenue is derived from it.

- (ii) In the Italian Copyright law, photocopying of works in libraries, when made for personal use, or for the service of the library, is free of any copyright restrictions.
- (iii) In Tunisia, the Department in charge of Cultural Affairs may, in cases of need, authorise public libraries to reproduce literary, scientific or artistic works in the necessary number, and limited to the needs of their activities subject to equitable remuneration to be fixed in the absence of agreement by a commission appointed by the government.
- (iv) The U.S. Copyright Act of 1976 grants owners of copyrighted works certain rights, while at the same time allowing for "fair use" of those works (for example reproducing) for purposes such as "criticism,comment, news reporting, teaching, scholarship, or research). The law further grants libraries (as well as educational institutions and archives) leeway in making copies of copyrighted works.

7.0 COPYRIGHT AND TECHNOLOGICAL ADVANCEMENT

- 7.1 In a number of developed nations, including Canada, the United Kingdom, other members of the European Union (EU), as well as the United States, copyright is a form of protection provided by laws to the authors of original works of authorship. These include literary, dramatic, artistic and other intellectual works. In many countries, this protection is available to both published and unpublished works.
- 7.2 Technological advances (databases, CD-ROMS, Video recording) have put copyright law under stress. Currently, the issue of copyright in the networked environment is being debated in many parts of the world. As more data is sent and received over computer networks throughout the "global village" intellectual property rights are being fully examined.
- 7.3 While we cannot predict what issue or technologies will be used or will be of importance perhaps even in 10 years time, Copyright laws should be flexible enough to encompass any new formats in which information is collected, maintained or disseminated without diminishing the rights of the users.

8.0 CONCLUSION

In those countries where copyright becomes a barrier to the provision of library material and service to users, attempting to change the law in order to eliminate the barriers seems to be an obvious and desirable objective. It is not enough to have copyright stimulate the production of works of authorship; it must also foster the dissemination of those works and their availability for use. The rights of control accorded to authors of copyright must therefore be tempered accordingly to avoid any undue restriction on the use of their works.

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SUMMARY OF PROCEEDINGS

1.0 OPENING

The First Deputy Speaker, Hon. Mrs L. Kapanda, opened the conference.

After the official opening, the conference participants paid tribute to the late Mr B.B. Liyawo of the Malawi Parliament Library, who until his death, had been the Secretary of APLESA. Mr T.D. Raliile, was appointed by the Chair person as the temporary Secretary and took his place.

The conference then went into closed session.

2.0 PRESENTATION OF PAPERS.

Mrs T. Mtine, (Chairperson of APLESA) started to present her paper on "computerisation of Library and Information Services". At the close of the presentation, the temporary chairperson, Dr. J.J. Uta, asked the conference participants to make a procedural decision on whether discussions should be on a paper-to-paper basis, or whether all papers should first be presented then discussed. It was agreed that all papers should be presented first, then discussion should follow later. Mr Raliile then went on to present his paper on "The Recruitment and Training of Parliamentary Librarians in the APLESA Region".

Mrs E. Namhila was next to speak. Most of the presenters opted to give a summary of the salient points of their papers, rather than present whole papers, since they hoped participants would have time to read them on their own at a more relaxed time.

At the end of the presentation of papers, the Chairperson thanked the participants and urged them to read the papers at their own time.

3.0 POINTS RAISED BY PARTICIPANTS.

A number of points were raised in the discussion sessions:

1. The Conference Participants generally expressed their concern about the continual non-attendance of the Annual APLESA Conference by some member countries, despite some of them being members of the Executive Committee. This concern arose from the fact that non-participation of these members retard the very goals of APLESA, which are to share views and experiences on the strategies for improving library services in our respective parliaments.
2. The issue of funding of APLESA as an organisation was revisited and it was unanimously agreed that an annual subscription fee be set/fixed so as to save the association from collapse. Each participant was thus given the responsibility to approach the Clerk of Parliament of his/her country regarding the above issue. Suggestions to solicit funds from Donor Agencies (such as IFLA, African

Development Bank-IDB and the Inter-Parliamentary Union-IPU) were also put forward and agreed upon. Hence the Executive Committee was given a go-ahead to pursue the issue.

3. It was also noted with concern that there was a tendency of all APLESA members sending new delegates every year. It was therefore proposed that each delegate should be given a chance to attend the annual conference in two consecutive years, and when funds are available, the delegate who had attended the previous conference be accompanied by a new delegate. This would enable new delegates to gain insight into the aims and objectives of the association, and also give those delegates who had attended the APLESA annual conference the previous year an opportunity to get together and review any progress made during the year, especially concerning the implementation of the resolutions that had been passed in the previous annual conference.

4.0 RESOLUTIONS

The conference unanimously passed the following resolutions:-

1. Recognising that the current constitution is lacking in many areas, the conference recommends that it should be amended. It was resolved that copies of the current constitution be circulated to all members with a request that they study it and submit in writing, areas which they think need to be amended.
2. Recognising the importance of and the need for parliament libraries to improve the quality and range of services, and respond more effectively to the changing information needs of parliamentarians, parliament staff and other bonafide users, the conference recommends the following to National Assemblies:-
 - 2.1 To give priority to human resource development and provide opportunities for the training of their library staff.
 - 2.2 To provide a conducive career path and successful planning.
 - 2.3 To have adequate funds for library resources (i.e books, journals etc. and for equipment; computers, photocopiers etc.) to strengthen the capacity of their libraries.
3. Considering the fact that parliamentary libraries require specialised skills, the conference recommends/urges Library Schools to consider including in their curricula certain elements that relate specifically to parliament librarianship and to mount short courses for parliament librarians.
4. Recognising the fact that no single library can be self-sufficient, the conference urges parliamentary libraries of the region to enhance their libraries' capacity for inter-library exchange of materials and for Internet connectivity within the region and beyond to facilitate information exchange.

5. Recognising the need for a parliamentary library to be more efficient and also to promote rapid access to information held within and in remote areas/places, the conference urges parliament libraries to computerise some or all their library operations.
6. Having noted that the problems of staffing and of retention of well trained and experienced staff in parliament libraries of the region, the conference recommends to Parliaments that they create their own establishment of library and not draw them from the common service of the civil service.

