

**PAPERS PRESENTED AT THE SECOND
CONFERENCE OF THE
ASSOCIATION OF PARLIAMENTARY
LIBRARIANS OF EASTERN AND
SOUTHERN AFRICA
(APLESA)**

***SEPTEMBER 9 - 13, 1996
CAPE TOWN, SOUTH AFRICA***

**PROBLEMS THAT MEMBER COUNTRIES ARE EXPERIENCING WITH
REGARD TO INFORMATION AND COMMUNICATION
TECHNOLOGIES: WITH SPECIAL REFERENCE TO TANZANIA.**

by P. Ntomolo

1.0 Background:

- 1.1 Most Parliaments in the World exist in order to enact or repeal that laws of the land; to control public expenditure through Committees; to act as a forum for debate in which grievances of the people are aired and attempts made to redress them.
- 1.2 These basic legislative functions underline the importance of Parliaments. Members of Parliament are therefore increasingly being called upon to perform their duties and responsibilities of representing their constituents, of criticising and approving government policies and actions efficiently and effectively. They cannot however do so successfully without being provided with adequate, accurate and appropriate information.
- 1.3 It is mainly because of this reason that almost every legislature has established its own Library and or other information service unit which can provide much of the information required by Members of Parliament.
- 1.4 In their efforts to meet the informational needs of Parliamentarians, Legislative Libraries face material problems which may differ in magnitude from one Library to another. Such problems are the subject in question for our discussion in this Conference.

2.0 Problems:

Like other National Assembly Libraries in the Region, The National Assembly Library of Tanzania faces a number of problems with regard to information and communication technologies. Among them are as follows:-

- Lack of sufficient funding;
- Lack of National Bibliographic control;
- Lack of Trained Personnel;
- Lack of Recognition by the National Assembly Authorities;
- Lack of Coordination.

2.1 Lack of sufficient funding:

This is problem number one which has hindered library development considerably. At the moment prices of information sources, e.g. Newspapers, journals and books have sharply shot up to the extent that the librarian has to be very careful on what to purchase and what to leave out. In 1995/96 financial year the National Assembly of Tanzania Library spent TShs.6,000,000/= (almost equivalent to pound 6,000) on News papers and journals alone. With such a meagre library budget, one fails to acquire the necessary information sources with which to serve Members of Parliament in their continuous demand for information during their debates and decision making. However, it must be admitted that for the financial years of 1994/95 and 1995/96, there has been unfavorable economic crisis in most developing countries and Tanzania has not been the exception. But even though the importance of Libraries has not been considered among the priorities by the authorities. It is the role of we Librarians to continue presenting facts and arguing our case to our authorities to show that our plea for more funding is genuine, lack of which leads to none provision of information the Members of Parliament.

2.2 Look of National Bibliographic Control

Tanzania established its National Bibliographic Control (NBC) in 1969, as a department under the National Central Library in Dar Es Salaam. The objectives were:-

- . To identify, collect, prepare bibliographic records which are authoritative and comprehensive;
- . To publish those records for public consumption;
- . To preserve and disseminate the National imprint.

In order to successfully carry out the above objectives, four sections were created as follows:-

- Document procurement and Registry.
- National Standard Serial and Book Numbering;
- Document Processing;
- Data Base and Products.

2.2.1 Document Procurement and Registry:

For the purpose of practical operation, the NBA needed to be supported by the legal deposit Act. For this reason the Tanzania Library Service Board acquired the legal deposit act of 1975. (Nos.6) The Legal deposit act states. "It shall be the duty of every person who prints or produces or causes to be printed or produced in Tanganyika any book or other literary work intended for sale or public distribution or exhibition, whether in consideration of any fee or otherwise, to supply the Board, Free of charge, not less than two copies of such book or other literary work other than films".]

To ensure that other documents outside the normal publishing trade e.g. Conference proceedings, theses etc. are also collected, a National Document Gathering Programme was started. Under this programme, the Agency maintains other files which comprise personal and corporate bodies. These files are used to ease contacts with the respective authors.

Problems:-

However, not all the publishers, printers or authors abide by the Legal deposit act. Some of them allegedly fail to abide by the act out of ignorance of its existence or are just unwilling to supply free copies due to high cost in the printing industry. Nevertheless, the Agency is striving hard under all these constraints to educate authors, publishers and printers by sending them reminder notices with circular letters stipulating the legal deposit act. Where opportunities allow, short talks are given on the book industry and on the importance of the Legal deposit act. As part of the solution to this problem the NBA representative should not sit and wait for the authors, publishers etc. to send him free copies, instead he/she should make regular visits to their premises to collect copies of what is printed.

Another very serious problem is lack of fund to carry out this programme. For the period of 5 to 6 years, the Tanzania Library Service Board which runs the TBC Programme was not allocated funds by its parent ministry i.e. Ministry of Education and Culture. The only money that was allocated to the TLS - Bosard was the one for Staff Salaries only. Against this gloomy background the programme had to be suspended. The result of which was lack of not knowing what is printed in the country. This move did not affect the National Assembly Library alone, but Libraries of other Institutions country wide as well.

2.2.2 National Standard Serial and Book Numbering:

The National Bibliographic Agency (NBA) is the National Centre for International Serial Book Number (ISBN) in Tanzania. It provides ISBN to monographs and International Standard Serial Numbers (ISSN) to serial titles produced in Tanzania.

It is encouraging to note that all the major and medium publishing companies in Tanzania are now fully integrated in the system. To date, the Agency has registered a total number of over 208 publishers for the allocation of ISBN.

Problems:

With this programme a few operational problems have been cited here and there and efforts have been made to solve them by direct contacts with the respective publishers. For example a few printers have been printing ISBN with errors, such as not leaving sufficient space in between the different groupings or sometimes printing incomplete numbers despite the fact that ISBN manuals were provided to all the Publishers.

2.2.3 Document Processing:

All documents received by the Agency are processed according to accepted International Standards. Non-fiction materials are classified according to Dewey Decimal Classification. Fiction materials are not classified at all, instead they are arranged according to titles or any method considered to be convenient for use.

Cataloging and bibliographic description of materials follows the principles of the International Standard Bibliographic Descriptions (ISBD's) and Anglo-American Cataloguing Rules, 2nd edition. Currently, no subject indexing is done due to the shortage of skilled man power.

2.2.4 Data Base and Production:

For fast retrieval and accurate data, microcomputers were introduced to this section and the following files were maintained: authors, titles, subjects, Publishers, International Standard Book Numbers (ISBN) and International Standard Serial Numbers (ISSN).

2.2.5 Tanzania National Bibliograph (TNB)

Tanzania National Bibliography was first published in 1969 under the title 'PRINTED IN TANZANIA'. The title of Tanzania National Bibliography was adopted in 1977 immediately after the International Congress on National Bibliographies. The TNB Objectives are similar to those of NBA except the TNB covers all the legally deposited materials.

2.2.6 Presentation, Frequency and Distribution:

The TNB is issued monthly in a classified list with author, title and series index since 1983. The Classified arrangement of the TNB is designed to assist Library Personnel in book selection, reference tool, as well as checking and copying bibliographic details. Its arrangement follows that of Dewey Decimal Classification 19th edition. An alphabetical author, title, series and editor index appears at the end of the classified order.

The time lag for the production of this bibliography is still a problem due to lack of funds and shortage of trained personnel. However with the application of computer and in-service training, the performance will be improved and eventually increase the speed in the production.. The TNB is available through subscription and also exchanged with other National Bibliographies produced elsewhere.

3.0 Lack of Trained Personnel:

In Tanzania, the Librarians have been lucky in having local training facilities at least for certificate level. For the diploma course, Librarians had to be sent to Makerere University in Uganda, the University of Botswana etc.

For archivists there have been nothing locally. Trained archivist even for certificate had to be sent to Ghana, Kenya, Polytechnic etc.

This has been very difficult for it involved payment in foreign currency which is very scarce.

However the opening of a two year diploma course at the newly established School of Library, Archives and Documentation Studies at Bagamoyo, give rise to hope for the future. The Tanzania Library Service Board must be congratulated for the opening and financing of the School. For graduate and postgraduate training there is to date no facility in Tanzania. The proposed Library, Archives and Information Studies at the University of Dar es Salaam has not materialized inspite of the planning and researches done for over the last ten years. Therefore, the training situation remains unsatisfactory.

Training at all levels, whether it be induction, professional or skill training is of fundamental importance to all levels of staff working in Libraries. Provision should be made within institutions for schemes/Programmes of training policies. This motivates staff and makes them contribute to efficiency and continuity. It also prepares them for promotion. The kind of training in our libraries should range from formal degree courses to seminars and workshops. The frequency of courses should also be determined by the availability of funds and size of institutions.

Going with the above reasons, a positive training programme should be developed in every country with the cooperation of employees, employers and Professional Associations.

4.0 Lack of coordination of Information and Services:

In Tanzania, almost every Library manages and administers its services independently. If there is any cooperation it is done informally and by the goodwill of the Librarians concerned. No formal cooperation exists.

This lack of cooperation was also pointed out by the late Minister of Education and Culture when he was opening a seminar on the Establishment of a National Information and Documentation Network in Tanzania, in Dar es Salaam, February, 1989. He said: "At present there is no single organization responsible for the development of Archives, Libraries and Documentation Centres."

The quality of Services is therefore uneven and there are many gaps. For instance, there is no systematic collection and organization of the many extensive and expensive studies commissioned by our government. A valuable resource is lost, often necessitating more studies covering much the same ground. One day we will have to purchase the very studies that we commissioned and paid for.²

It is observed from this presentation that Tanzania is blessed with a lot of information units which if properly coordinated would form a very good information network. Tools which could assist in such cooperative venture are the distribution of bibliographies, union catalogues, accession lists, indexes, abstracts, directories. . We should not sit and wait until someone tells us. We should begin where we are with what we have.

5.0 Problem of communication Technologies:

The importance of computers in libraries can not be over emphasized. Their fast and accurate retrieval of information is what makes them be preferred to manual operation. Tanzania like any other country in Africa, has not been left behind in making use of computers in various functions e.g., word processing, inputting datas etc. just to mention a few.

The use of computers and telecommunications has revolutionised data storage, and transmission. Satellites, optical and videodisk technologies, for instance have greatly increased the capacity to store and speed to process and transmit data.

5.1 Problems:

Tanzania's information sector faces many serious problems which inhibit utilisation of the communication Technologies in almost all aspects of development .

5.1.1 Poor economy which leads to a critical shortage of funds to support the importation of the computers and other information technologies.

In Tanzania, Computers are a total imported facilities i.e. the hardware, software, accessories and expertise for installation and maintenance. There is also a problem of high tariffs, because of the competition for scarce hard currency with which to import several ready items. The result is the high cost that many Libraries cannot afford without foreign assistance or tax exemptions, both of which are hard to come by.

- 5.1.2 Telecommunications can be described as poor, equipment is old and dilapidated, spares are unattainable and therefore maintenance costs are high. The result is that communication is very expensive.
- 5.1.3 Tanzania experiences an acute shortage of manpower in all aspects of information technology. The shortage is accentuated by the rapid changes in the technology itself, requiring frequent re-training. While the need for manpower is growing, local training facilities are inadequate. This limits the effectiveness with which the new technology is imparted and used.
- 5.1.4 The Tanzania scene presents a number of problems, like lack of recognition that telecommunication and information are central factors to any development project. Another example is the poor recording of local and indigenous Literature.
- 5.1.5 Some Librarians, a few whom are in position of Power and influence, are not interested in these new information technologies. This could be because of fear of being marginalized or the mere resistance to change and the embarrassment in learning new skills. Some doubt whether computer systems can truly be user-friendly, an important aspect of African Culture. There is also the fear or loss of jobs.

Conclusion and Recommendations:-

This paper has tried to briefly outline the problems of information and communication technologies as viewed from the Tanzania scene. It is the author's hope that during the discussions more new ideas will come-up from the conference participants to fill the gap not covered by this paper.

As a remedial measure to the problems outlined above, some recommendations have been proposed as below:-

- 6.1 The National Bibliographic Agencies in APLESA Parliaments should produce comprehensive National Bibliographies regularly and make them available for exchange within the region and outside. A successful effort in this direction will pave the way to the establishment of a regional bibliographic agency; a very useful tool for resource sharing.
- 6.2 In those APLESA Parliaments where the National Bibliographic Agencies have not been established yet, the National Library Associations should assist in identifying the appropriate institutions to accommodate the National Bibliographic Agencies. The National Library Association should make all possible effort to get these NBA's established.
- 6.3 It is here proposed that APLESA Parliaments should have legal deposit laws (Acts) which will enable them get free copies of documents published in those countries. For the Parliament Libraries which already have a legal deposit laws, should evaluate and introduce necessary amendments in order to make them more effective and up-to-date.
- 6.3 In view of the fast developing technology and its role in efficient storage, retrieval and dissemination of information the APLESA Parliaments should introduce and improve information Technology in their systems of operations.

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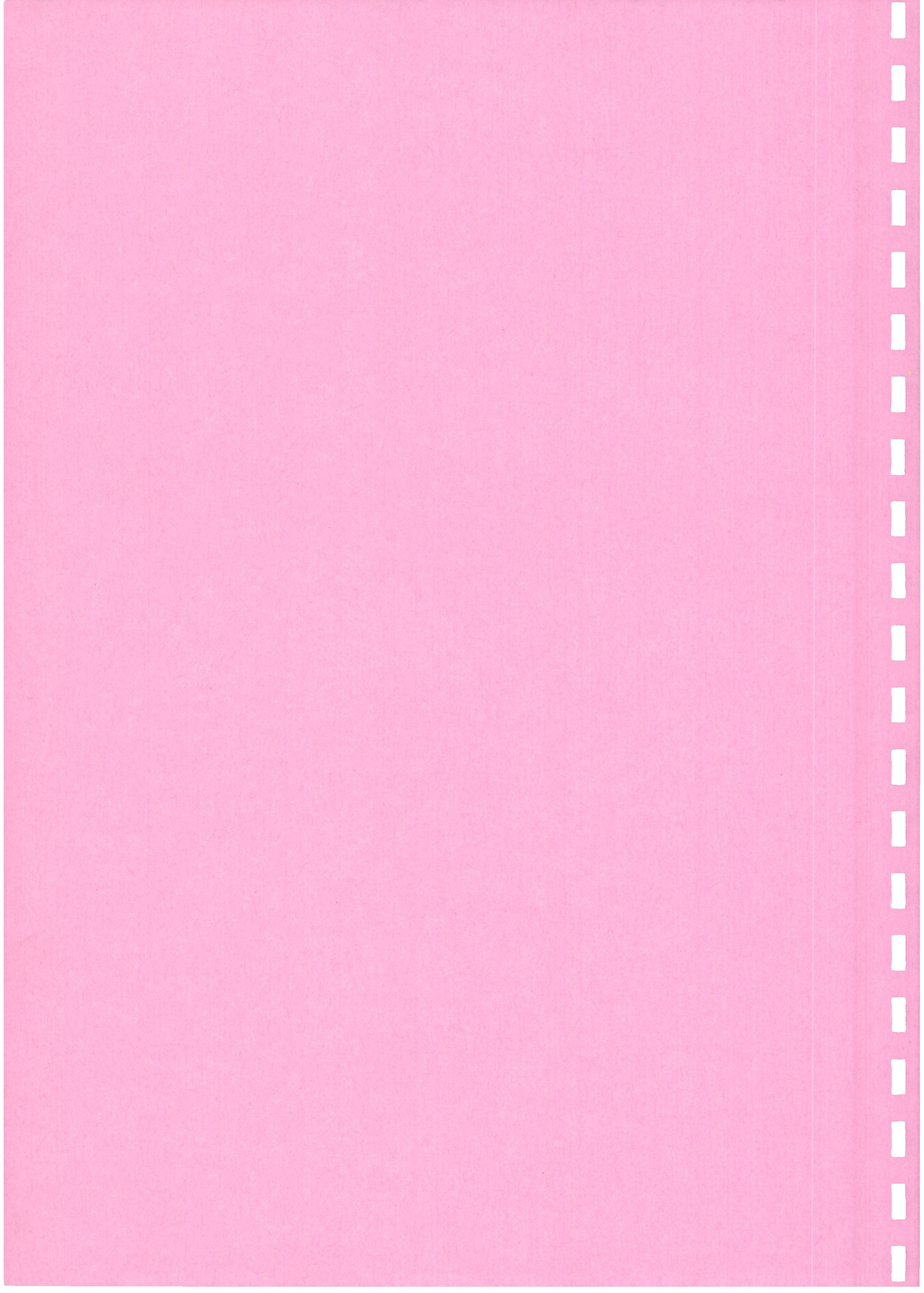
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**PARLIAMENT OF THE KINGDOM OF LESOTHO
LIBRARY**

**The Problems that APLESA Member Countries are
experiencing in regard to Information and
Communication Technology with
special reference to Lesotho**

**T.D. Raliile
Librarian**

**Paper prepared for the APLESA
Conference, Cape Town, September 1996.**

INTRODUCTION

APLESA is a regional Association for Parliamentary Librarians from Eastern and Southern Africa of which Lesotho is a co-founder and a full member. All APLESA member countries are classified as developing countries. Therefore, it is a well known fact that many of developing countries, if not all, are involved in an ambitious programmes to use information and communication technology; this is done so as to accelerate socio-economic development. As a result, countries with limited foreign reserves, high unemployment rates and an urgent need to develop their economies, it is imperative that the technology is used effectively. In response to this need the social and organisational aspects of information and communication technology in APLESA countries, have recently attracted an increasing amount of research interest. And as a result, there should be communication between different researchers and also between researchers and practitioners. Moreover, this technology will help in fast and efficient information storage and retrieval for researchers, who will in turn use this information for the benefit of the nation.

Problems

Lesotho, like many other African countries which had not yet caught the wave of information and communication technological change, is also experiencing problems in this aspect. These problems are both financial and technical, while organisational and political problems cannot be overlooked.

Lesotho Parliamentary Library was founded in 1960s, and since then this Library has never had a Librarian until in 1994. As a result this Library have not got relevant holdings despite its limited space. Therefore, our new Librarian has started acquiring materials, research facilities and some equipment, although this process is disturbed by shortage of staff, however, it is hoped to be straightened up in the next financial year.

The most important problem to be taken into consideration is that this country (Lesotho) depends on expatriate experts and imported equipment in order to meet the user needs in information and communication technology. Therefore, the after services results are not satisfactory, and this resulted in many institutions having developed some kind of fear in fully computerising their services. A simple reason for this is that if there is a mechanical fault in one's computer, he or she will have to wait for almost five or even more days before this machine

is attended by some experts from the Republic of South Africa. All these problems cannot be solved unless Lesotho draws up its information policy, which will enable this country to produce professionals in various fields such as programming and electronic networking. Above all and assured, Lesotho will only afford to have its national experts only if competition is allowed. This will help in reducing high prices charged for services; and also develop an anxiety to explore the talents and experiences of few Basotho professionals whom almost half of them, are crossing the borders into the neighbouring states, in search for greener pastures.

On the side of communication, Lesotho is suffering merely because this country has a monopoly business. The Lesotho Telecommunication Corporation (L.T.C.) is controlling the market. And if the changes for the services are high, there is no other alternative and the standards cannot be determined within a monopoly business. Therefore there is a need for an open market because the cost savings and convenience are changing our social and office activities. Moreover, computer communication and electronic communication are improving the sharing and organising of non-computing resources. As a result it is advisable for us all, to take information and communication technology as need and not a choice. This will help most of us to use computers efficiently, but not as typing machine like most of us do.

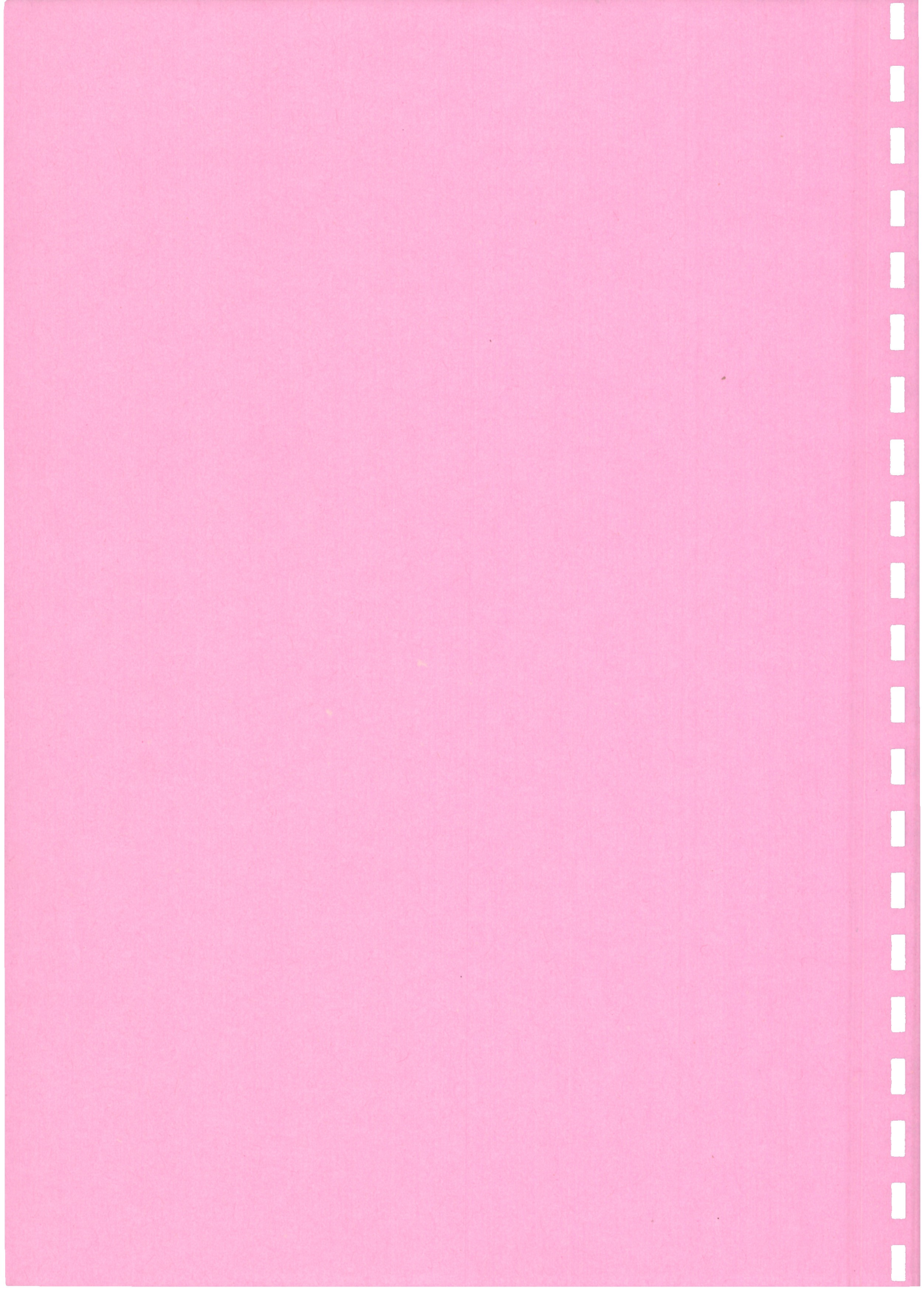
Conclusion

The debate about information and communication technology is as old as Libraries and Information Centres, and will continue. Its problems are its solutions to realise the difference between change and development or to see that the history of Library is a necessity to both developed and less developed countries, particularly in the context of organising and dissemination of development information.

It is however necessary that countries like Lesotho make an urgent appeal to countries such as South Africa and Zambia which have a full internet to give guidance and support about internet. This will help Lesotho to participate in the global dialogue on issues such as democratisation and industrial development.

The most important request for internet systems national and international is directed to PADIS in Addis. Since this organisation has helped a lot of countries here in Africa, we are also longing for its help; therefore its experts may hopefully be of great benefit to us. Its wide experience in dealing with organisations such as UNESCO, and Research Institutions like IDRC can also help our country a lot in the

implementation of internet. This will help the nation to have access to information from far places for their good use in development.



**STATUS OF INFORMATION AND COMMUNICATION
TECHNOLOGY:
BOTSWANA PARLIAMENT LIBRARY**

BY

B. C. MOLATLHEGI

**A PAPER PREPARED FOR THE 1996 APLESA
CONFERENCE HELD IN CAPE TOWN, SOUTH AFRICA
9 - 13TH SEPTEMBER, 96**

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STATUS OF INFORMATION AND COMMUNICATION TECHNOLOGY: BOTSWANA PARLIAMENT LIBRARY

INTRODUCTION

Botswana is a sovereign state. Its constitution provides for a multi-party parliamentary democracy based on the Westminster system. The three arms of Government, namely the Legislature, the Judiciary and the Executive are distinct, however this does not imply complete isolation. The Legislature consists of Parliament. The legislative power is therefore, in the hands of Parliament which consists of the National Assembly and the House of Chiefs. There are 47 seats in the National Assembly, forty of which are contested, four reserved for specially elected members of Parliament one for the State President one for the Speaker of the National Assembly and one for the Attorney General. There are thirty one seats for the Botswana Democratic Party (ruling party) and thirteen seats for the Botswana National Front (opposition party).

Botswana Parliament is unicameral although made up of the National Assembly and House of Chiefs. Where matters of tribal and customary affairs are concerned, the National Assembly is expected to work in close liaison with the House of Chiefs in their advisory capacity. The House of Chiefs has a say where an amendment to the constitution is proposed. As provided for in the Constitution, Parliament has sovereign power to make laws for the peace, order and good government of Botswana.

It has the responsibility of ensuring "national peace, stability and development by making laws which govern the overall conduct of Government and the nation at large; to serve as an overall "guardian" of the nation by ensuring that all public funds are used for intended authorised purposes through the Public Accounts Committee, as well as through taxation, loans etc; and to serve as a medium for representing and articulating the will and needs of the people of Botswana as a whole". Parliament is the only institution in the land which is greatly involved in the Legislative process.

The Library

The Parliament Library is a unit within the Research Information and Public Relations Division of the Office of the Clerk of the National Assembly. It was established in 1966, the primary function being to meet the information needs of legislators through provision of comprehensive range of library and information services.

The collection comprises mostly of official publications on public policy issues and related matters. There are also books - reference and general ones relevant to the legislature. National and international newspapers and periodicals are important components of the collection that provide current information. Their importance is emphasized by the fact that most parliamentarians in Botswana prefer reading periodicals and newspapers to books.

Documents from national and international institutions, literature on Botswana political parties and organisations, previous conferences, seminars and workshops papers including those organised by the National Assembly and those attended by Honourable Members are also available in the library. Also available are non-book materials in the form of audio and video cassettes. The aim is to ensure an exhaustive collection of all important publications - official and non-official particularly in core areas of development such as agriculture, commerce Industry etc.

Clientele and Services

As earlier indicated there are forty-seven [47] Members of Parliament, fifteen Members of the House of Chiefs and members of staff who are the clientele of the National Assembly library. The library staff is concerned with meeting the needs of the clients by responding to the requests pertaining to a wide array of disciplines. Therefore, the major task is to provide legislators with information they need to effectively perform their duties.

Members^{of} Parliament require information when preparing for debates, questions and speeches. They also require information for decision making and for statistical analyses. For the backbencher the parliamentary library is virtually the only available documental source of information. The Cabinet Member enjoys the advantage of official briefs and appropriate ministerial library. Provision of information on the other hand calls for acquisition of relevant materials and organising them for ease of retrieval. Staff thus act as communicators of information rather than information gate-keepers. The library also caters for staff of Parliament to enable them to effectively perform their duties and keep abreast with current events.

Councilors, researchers and senior government officials may use the library at the grace of the Clerk of the National Assembly. Clients from other libraries are also assisted where what they require is only available at the National Assembly Library.

The following services are provided:-

- Lending and reference services
- Provision of parliamentary questions and answers, bills indexes.
- Current awareness service in the form of Parliament Clipper is provided weekly when Parliament is sitting and fortnightly when on recess.
- Provision of up-to-date information through selected local and international newspapers, magazines and journals.
- Photo-copying facilities are available at a given fee.
- Materials not available in the National Assembly library can be obtained through inter-library loan.
- Audio and video services

The Parliament Library is fully aware that the above mentioned services are not enough for the nature of the library they are concerned with. However one should note that with the staff constraints faced by the library it is better to concentrate on the few essential services which ought to be done well rather than attempt variety of tasks and perform them poorly. We concentrate on quality rather than quantity.

Information and Communication Technologies

According to A. Rowley "information technology means the collection, storage, processing, dissemination and use of information. It is not confined to hardware and software but acknowledges the importance of man and goals he sets for this technology, the values employed in making these choices, the assessment criteria used to decide whether he is controlling and being enriched by it". Information Technology thus is a powerful tool for information managers to exploit to meet their specific ends. It offers new ways of achieving existing tasks, fulfilling existing functions or offer completely new means of operation.

Information communication technology facilitates the transfer and receipt of information, to that effect electronic communication can aid a variety of services and benefits such as faster communication between distant points, efficiency and instant responses. Information technology can therefore come in handy where there is increased workload, need for greater efficiency, for introduction of new services and functions, network and cooperations.

According to the RT Honourable Sir Billy Snedden "problems which are affecting the capacity of individual parliamentary libraries to effectively carry out their role are:-

- the growing complexing and range of issues facing parliaments which require the application of additional resources of staff and collections.
- the inability of any library to reach a point of relative self-sufficiency in its collections and information resources.
- the rapidly increasing costs of print and other resources.
- rapidly increasing levels of demand from present members who have higher expectations of the library's services than their predecessors".

It is with these problems in mind that the importance of information and communication technologies are realised.

Lack of appropriate technologies

Although the National Assembly library has been, existence since 1966, it is very small both in terms of space and resources. It lacks the information and communication technologies that are common to most libraries nowadays. To get or transfer information from the Parliament Library, we rely mainly on the telephone and fax machine. I hope you are all aware of the frustrations one can suffer in relying on such technologies alone for the transfer/receipt of information.

Late 1995 the library was blessed with a WANG computer and printer which were given as a grant by the American Embassy. Although being old it was welcome as the first computer the library ever had. It was then mainly used for document production. It thus helped us in compiling information request in a neat format as opposed to hand written responses. The WANG computer has proved to have limitations regarding memory and compatibility with the system that we are interested in using. The WANG printer on the other hand also has limitations of using fonts like the manual typewriter. Also it uses the kind of ribbon which is not available in the local market.

Recently the library has been allocated an Apple Macintosh Computer that is DOS compatible. Thus we have installed CDS/ISIS to facilitate creation of databases. We have managed to create one database (Archiv) which consists

of Government publications which are old but essential to the Parliament Library. We are on the process of creating more databases for Parliamentary Questions and Answers, Bills, Acts, Newspaper Index etc. Our aim is to ensure optimum usage of the computer in enhancing our services. Other aspects to consider are that of training. Computer competency and use of the Internet is an area of expertise which should be developed among the library's staff.

These skills are of particular importance as Botswana is poised to add an internet node. Some organisations have managed to get an Internet connection recently through private individuals who have an internet node. Things are moving along swiftly especially after the liberalisation of the telecommunication Act. That is, the Botswana Telecommunications corporation no longer has the monopoly of telecommunications.

Manpower Constraints

The library is manned by one professional librarian and one library assistant. All library work is labour-intensive and requires technical knowledge and skills. It is thus important to have adequate staff to enable the library to carry out its basic functions and services.

Conclusion

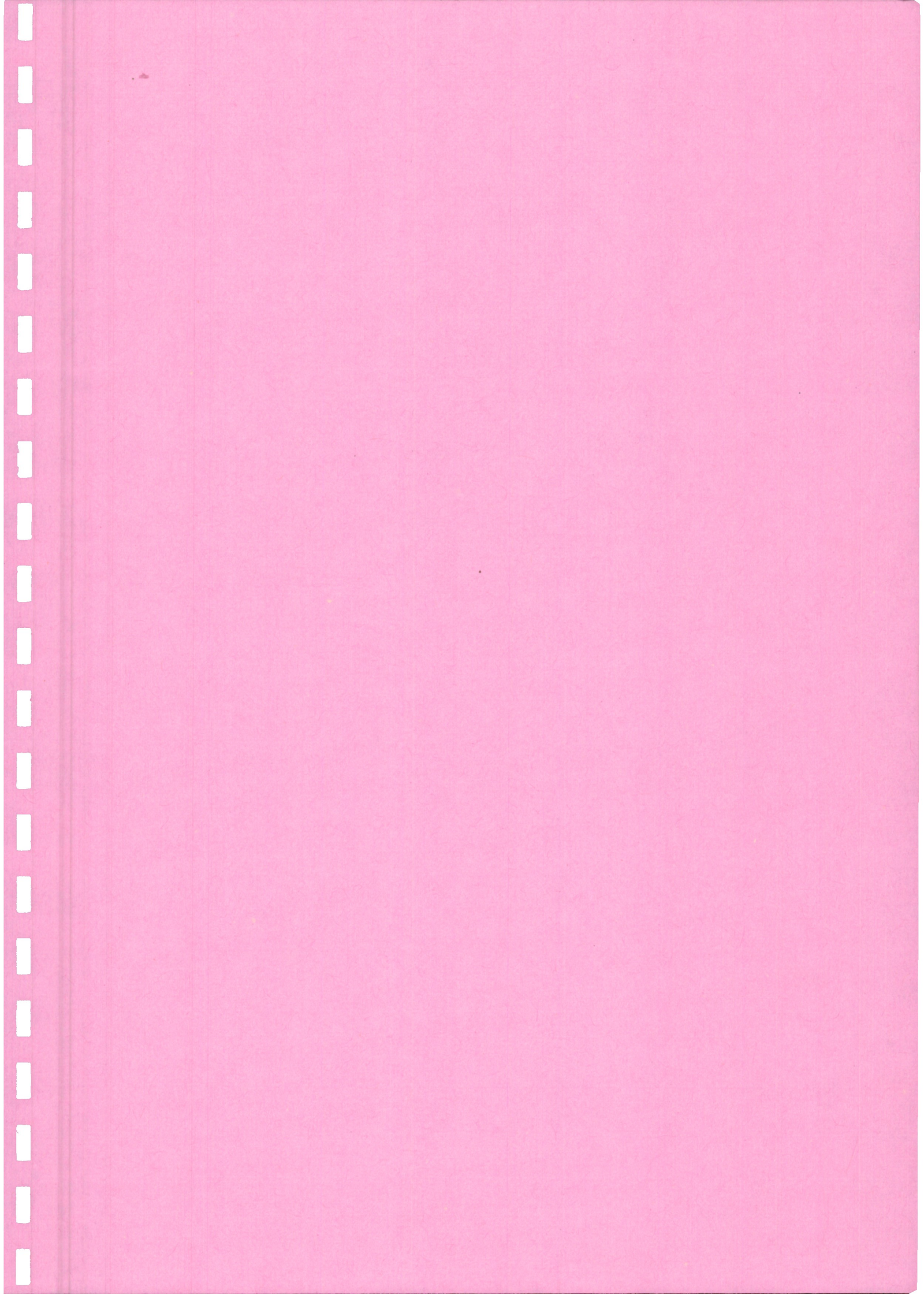
Although the National Assembly library is very old in terms of when it was established, it is still at its teething stage where information and communication technologies are concerned. Thus it is my hope that this conference will benefit us a lot through learning from the experiences of those who have been exposed to such technologies. That we will become more knowledgeable about the options available and acquire special skills to use new tools and facilities.

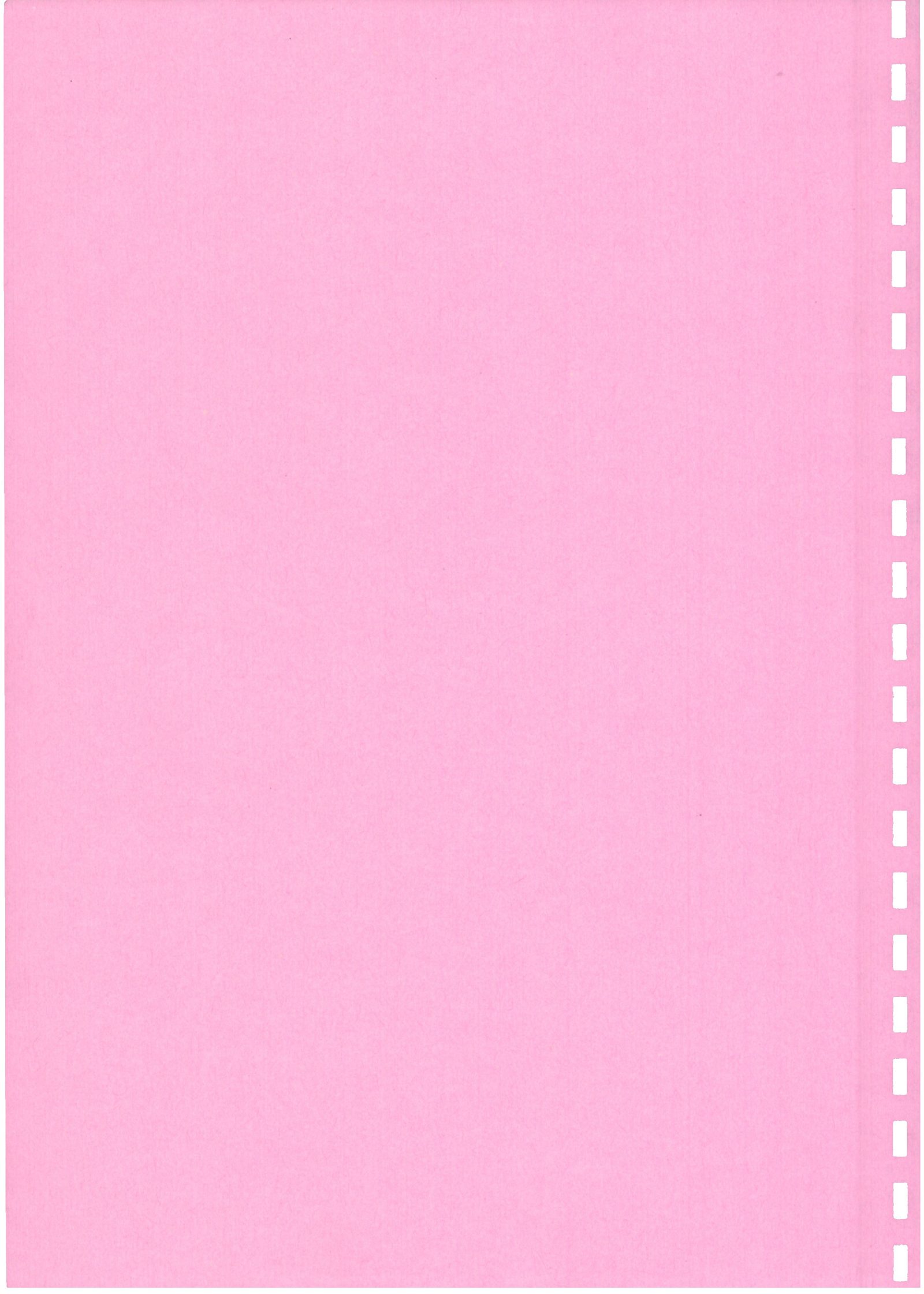
A forum such as this one can go a long way in enhancing Parliamentary Librarians' effectiveness and efficiency in serving legislators by the provision of adequate accurate and timely information as and when required. The information explosion era calls for acquisition and dissemination of information in the most effective and economical way, harnessing of resources and technologies to the best advantage. Nowadays individuals, institutions, and countries are dependent on each other more than ever before with respect to information.

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THE SECOND CONFERENCE OF THE ASSOCIATION OF
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SOUTHERN AFRICA, 9TH TO 13TH SEPTEMBER 1996,
CAPE TOWN, SOUTH AFRICA.

NOTES FOR DISCUSSION

SUBJECT: PROBLEMS BEING EXPERIENCED WITH REGARD TO
INFORMATION AND COMMUNICATION TECHNOLOGIES.

PREPARED BY
LIBRARIAN
THE KENYA NATIONAL ASSEMBLY
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INTRODUCTION

Information technologies could be defined as, the instruments which permit purposeful acquisition and application of information. The ultimate idea of applying these technologies is to locate data, process it into information and then craft this information into knowledge. Information technologies conveys the notion of the application of modern technologies to information handling, or the technologies which allow the various forms of information to be processed, transmitted, stored and retrieved with speed, accuracy and efficiency. The development of information technology (IT) has meant that computers have become the easiest way to run organisations, store data and operate a host of other processes that would otherwise be clumsy if carried out through any other means. What has come to grip the attention of the world today is the information superhighway where computers are networked and exchange of information is instant and fast, from one side of the world to another. Everybody needs to be in it to be able to access to information from different parts of the world. All these depends on what kind of telecommunication networks are available in a given country. The level of technological advancement has an influence on the speed and accuracy of information transfer.

PROBLEMS

The kind of problems experienced with regard to information and communication technologies depends on the level of advancement of the available mode of communication. The higher the level, the faster the means. The only available means of transmitting information at the Kenya National Assembly are telephone, fax and post office. These means have their own related problems. For instance, telephone and fax are costly and their efficiency have to depend on what technologies are available at the post office.

In any political system, it is imperative to continually explore new, more efficient means of transmitting information. One of the main thoroughfares of the information highway is the linkage of various computer networks collectively known as the internet. The internet facilitates information access and retrieval at an enormously rapid and efficient rate, reducing the time required to locate information sources to a fraction of what traditional methods would do.

The internet allows rapid communication over great distances. For example, electronic mail, documents, notes and memos can be transferred quickly and read by the recipient at his or her leisure. If all our parliaments in this region had this facility, exchange of information would be easy and faster.

Despite well developed communications infrastructure in Kenya, interactive access has remained an illusion, largely due to high long_distance telephone costs. However, this state is fast changing especially after the country joined the internet in october 1995, being the 12th African Country to do so.

It must be mentioned, however, that this breakthrough will mainly benefit education and commerce, to which its initial access has been directed. The Kenya National Assembly has no access to the internet. The main reason being the low level of technological advancement in the country. This has made us unable to access and or retrieve information from other institutions with these facilities. Where as it is true that with computer, one can receive information from the superhighway as long as one is hooked, it will also depend on the information storage media available. For example; for information to be transfered through a computer to the internet and vice versa, it must have been stored on Diskettes, CD Roms, Magnetic tapes et cetera. Information storage media is not well developed as for the case of Kenya National Assembly.

The world's fastest growing industry today is the computer field. Within a period spanning barely a decade, computers have dominated the world and different institutions are hastening to keep abreast of the changes that are making the world one small village. As a direct result of these changes, computer training has become the single most necessary form of education today. As computers become more and more affordable, so does the exploitation of them spread and individuals find themselves obligated to be computer literate.

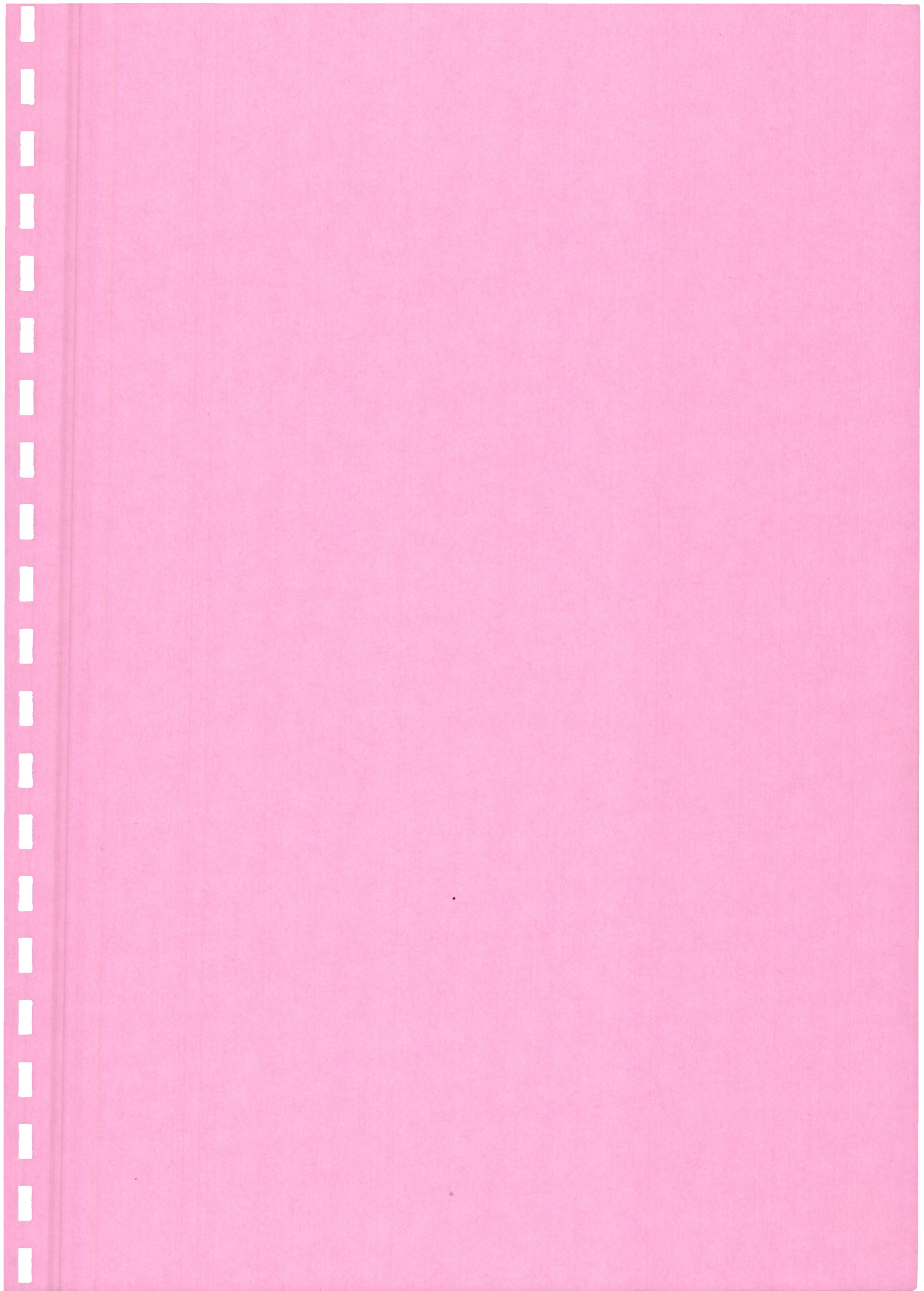
Nowadays, individuals with their computers at home or businesses in the office can turn to the internet to find information on a variety of subjects. Where as the sending of E-mail on the internet is quicker and cheaper than any other form of communication, there are a host of other costs which make it very expensive for the ordinary African. A powerful computer is needed plus a modem and then there are subscription fees and connecting charges. Because of this, African users of the internet form only a fraction of the total world usage. Another problem is that Africa lacks the basic telecom links and computer bases which provide internet access. The proper use of the internet requires a good phone system.

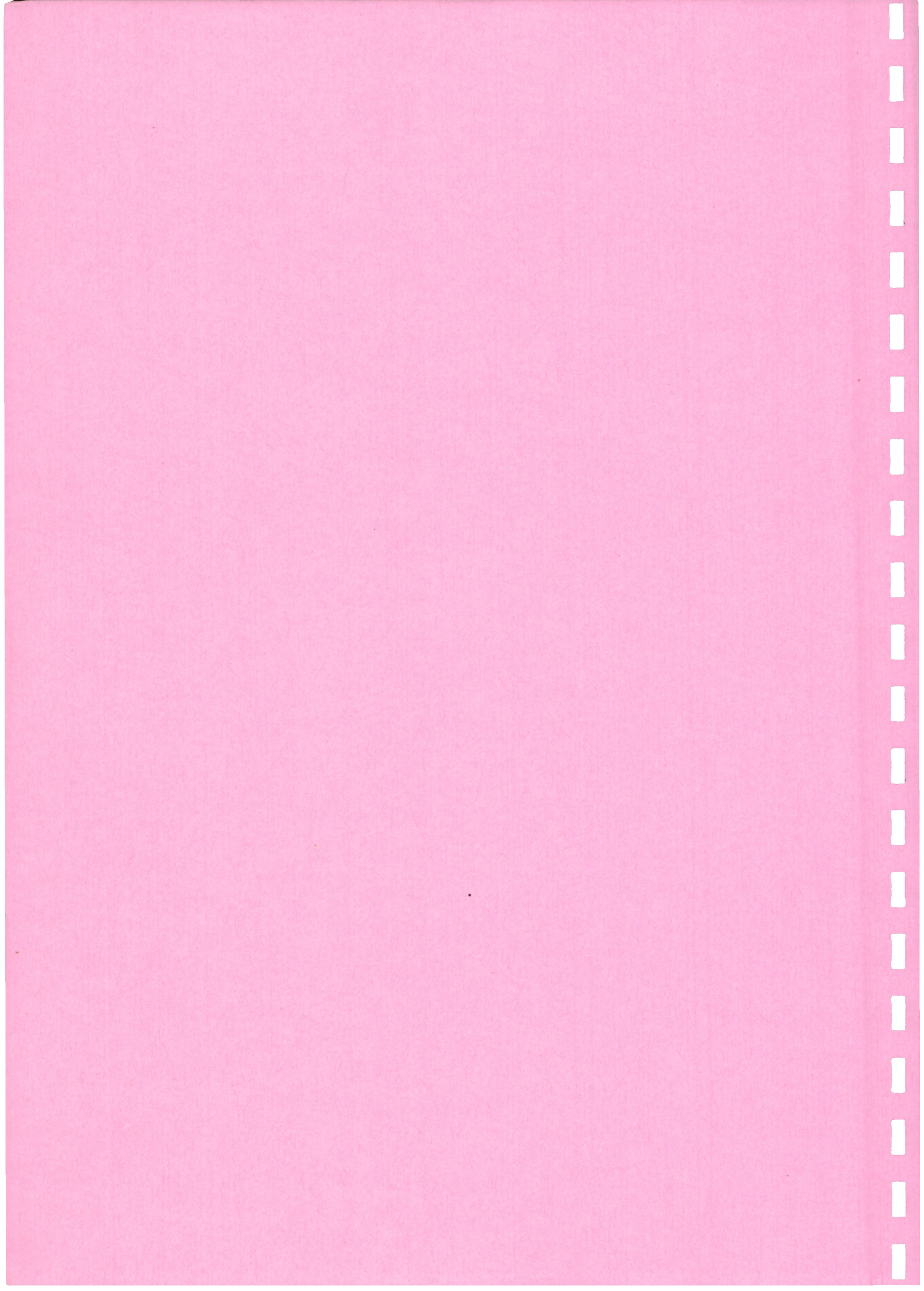
The internet is also viewed with suspicion by some African governments who are not keen that their citizens should have unrestricted access to all sort of information. Anyone anywhere can post highly confidential information on the internet and it is virtually impossible to stop them or even trace them. That is to say that literally everything good or bad can be found on the net as long as you have the patience, time and money to spend. It must be mentioned however, that the benefits of the internet, especially in the commercial sector, has made it virtually impossible to stop its spread.

CONCLUSIONS

To facilitate quick information flow among our parliaments, we will need to establish a network of parliamentary libraries in the region of Eastern and Southern Africa. This will then ensure access to information in all our libraries by any member of APLESA. The ultimate aim should be to have a central data base to be accessed by all our libraries and an efficient system for transmission of documents. In order for this to be realised and for easy inter-library co-operation, each parliamentary library in the region must have a fully established local infrastructure and internationally standardised information storage and retrieval systems.

Finally, it should be noted that, the slow diffusion process of information technology in most African countries has been due to; lack of specific information technology strategies and policies, lower levels of personnel, lack of supporting infrastructure, lack of investments and the inability to keep pace with the rapidly changing technologies.





REPORT ON THE 62ND IFLA GENERAL CONFERENCE TO APLESA MEMBER COUNTRIES

*Paper presented by Tembi Mtine at the APLESA Conference,
9-13 September 1996, Cape Town*

The 62nd IFLA General Conference was held in Beijing, China, between 25 and 31 August 1996. The meetings of all divisions, sections, core programmes as well as the opening and the closing sessions took place at the Beijing International Conference Centre (BICC). Some workshops were held off-site.

OFFICIAL OPENING OF THE CONFERENCE:

The Conference was officially opened on Monday, 26 August 1996 by Li Peng, the Premier of the State Council of the People's Republic of China. In welcoming the delegates on behalf of the Chinese government, he said "libraries are the treasure chests of our knowledge and have played an irreplaceable role in promoting civilization. The 62nd IFLA General Conference is being held in China, a country with an ancient civilization which is now engaging in modern cultural construction." He pointed out that he believed the conference will be of great significance to the development of librarianship and information science in China and to other countries throughout the world. The conference will promote further cultural exchange and friendly cooperation between the library and information profession in China and the profession in the rest of the world. With that he wished the Conference great success and declared it officially open.

Several people from the IFLA 96 Organising Committee and IFLA Headquarters spoke before the Premier.

The delegates were informed by the representative of the Organising Committee that there were 200 Chinese volunteers from 15 universities, library schools and colleges who had generously offered their services to ensure the smooth running of the 62nd IFLA Conference in Beijing. The volunteers had been preparing for the IFLA Conference for a whole year at their respective institutions by holding seminars in English, holding English conversation contests, viewing English television programmes and following general lectures on the history of IFLA.

The Chairman of the China Organising Committee, State Councillor and Secretary-General of the State Council in the People's Republic of China, Luo Gan, in welcoming the delegates said that libraries are the windows of social civilization and important places of using documents and information resources. The world now is entering into an information era, and to use the information technology, to develop and to use information resources to serve the economic development is arousing ever-increasing attention of library circles worldwide. He therefore appreciated the 62nd IFLA General Conference for choosing the theme "The Challenge of Change: Libraries and Economic Development," and that he believed that through thorough discussions the conference will give impetus to the economic development of all nations all over the world. China is one of the world's nations with an ancient civilization and a developing nation as well. Since China started its reform and open-up policies on 1979, the Chinese people have made great achievements in the march towards modernization, and is now advancing steadily on the road of building socialism with Chinese characteristics. The Chinese government has always attached great importance to the construction of libraries. Old library systems have been turned into

modernized library systems with rich collection of books and diversified services. He hoped that the IFLA Conference would be an opportunity to strengthen exchange with colleagues from other countries, so as to promote further the development of China's librarianship. He reiterated that to develop the world's libraries and to strengthen the friendship among the people of different nations, as hosts of the conference, they would do their best to contribute to the complete success of the 62nd IFLA General Conference.

The President of IFLA, Mr Robert Wedgeworth, also spoke during the opening ceremony. He welcomed the participants and thanked the Chinese Government for hosting the 62nd IFLA Conference in Beijing. The theme of the Conference, "The Challenge of Change: Libraries and Economic Development", recognizes the rapid pace of development and the importance of putting knowledge to work in order to improve the quality of life in all regions of the world. Mr Wedgeworth informed the delegates that the officers and members of the divisions, sections, round tables and other units of IFLA with the Organising Committee of China had organised an exciting program of scholarly, professional, cultural and social activities intended not only to advance libraries and librarianship, but also to explore the theme of the conference from many different perspectives. He said that our focus on economic development comes at a time of great volatility in the library and information services world. Even as libraries in many parts of the world struggle to obtain the financial and human resources to provide access to the world's store of knowledge and information, IFLA has advanced the concept of the global library community by the advent of IFLANET, its global electronic communications system. Recognizing that many businesses worldwide fail for lack of adequate information about products, materials and markets; recognizing that many individuals suffer due to lack of adequate access to medical and public health information; recognizing that access to information cannot compete with the major crises due to war, disease, famine and natural disasters, IFLA is committed to focusing attention upon the electronic importance of access to information for the improvement of the quality of human existence.

CONFERENCE PROCEEDINGS

During the conference simultaneous interpretation services in English, French, German, Spanish, Russian and Chinese were offered in indicated sessions. These were mostly sessions that discussed problems that were common to all types of librarians and were held in the huge convention halls of the BICC. Other than that, each of the 33 sections had a programme of their own that had been approved by IFLA Headquarters. There were a lot of meetings that took place in different rooms at the same time.

The Parliamentary Libraries Section which is one of the 33 sections, started its programme on Saturday 24 August 1996. This was our Standing Committee Meeting. This year's Standing Committee meetings took place on Saturday 24 and Friday 30 August, 1996. Everyone in the section was invited to attend to allow for a full discussion of Parliamentary Library Section business, projects, and plans for the future. During these meetings the Chairman, Mr William H. Robinson reports to the Standing Committee what the Professional Board of IFLA is doing for the Section and the members share their ideas and views. The minutes of last year's Standing Committee meeting were considered and adopted. There was an item on the agenda "Report of Regional Activities." This was considered on Friday 30 August 1996 as the Chairman wanted as many section members as possible to listen and comment on the same. There were the Chairpersons of the regional associations to brief the Section about their activities. I gave a report on the history and activities of APLESA. I also told them the constraints we have and the cardinal problem of not enough funding. My paper was well-received and a lot of questions followed. The discussion that

followed was very helpful. I learnt that the libraries in Asia and the Pacific had more-or-less the same problems. Solutions were offered freely not only by librarians from the developed countries, but from the developing countries too - e.g. APLAP members.

SUNDAY, 25 AUGUST

Our Section had arranged a two day workshop on "Parliamentary Libraries of Asia and the Pacific." Speakers were from Australia, China, Hong Kong, India, Japan, Kiribati, Korea, New Zealand, Philippines and Thailand. They addressed the following topics: History of the Library, Setting of the Library Organisation and staffing of the Parliamentary Library, Library collections and other resources, services and products, developments in automation and important developments in the library. Since there were a number of speakers the Workshop was divided between all day Saturday 25th and Thursday. So on Sunday we had the Speakers from Australia, India, Japan, Kiribati and Korea. After each speaker there were discussions and points raised for clarification purposes.

MONDAY, 26 AUGUST

Monday morning was devoted to the contributed papers. These are researched papers on different issues of the library profession and a panel chooses which of them are the best. The authors of these papers are then invited to the IFLA Conference to address the participants. In all, there were ten papers presented and among them was a paper entitled "Free Versus Fee: the Challenge of Government Libraries in Uganda." This paper was presented by Sarah Kagoda-Batuwa, the Librarian at the Economic Policy Research Centre in Uganda. Her paper discussed the pros and cons of a free versus fee government library service in light of new challenges facing government libraries in developing countries, and in particular Uganda. This paper was of interest to me, and I discovered later, to the librarians from the developing countries, especially from Africa. The problems that the government libraries face in Uganda are very similar to those found in Zambia. But it was heartening to learn, from the contributions after the paper, that though there are all those problems, the librarians have the will to carry on fighting for the development of libraries. The librarians from the developed countries gave encouragement to all the librarians from the developing world.

Another paper of interest was the paper, "A helping of Democracy? - Telematics, democracy and libraries," by Tuula Haavisto of Helsinki in Finland. In his paper he stressed that without publicly available information democracy was probably impossible. The matter becomes demanding as democracy requires quality in everything to do with information. The importance of the library has become more clear during the past year. Even the telematics, where anyone can get information easily from their own computer, libraries are still very useful in that, as information appears in ever vaster quantities and more diverse forms, so the need to organise it is all greater, and skilled help is all the more necessary for finding the right information at the moment of use."

The afternoon was devoted to the official opening ceremony. This, as I mentioned earlier, took place between 16:00 and 18:15 hrs. The security preparations of the arrival of the premiere at the BICC were between 13:00 and 16:00.

TUESDAY, 27 AUGUST

In the morning, the Parliamentary Libraries Section had their open meeting with the theme "Regional and Global Cooperation among Parliamentary Libraries: A Ten-year Vision."

Three papers were presented during this session. The first one was a paper entitled "Regional and Global Cooperation among Parliamentary Libraries" by Richard Paré, the Chief Librarian of the Library of Parliament of Canada. In his presentation, Mr Paré discussed the changing role and services of libraries; Parliamentary libraries in evolution; - how this will affect changes on Parliamentary and legislative libraries. He pointed out that since the Parliamentary and legislative libraries are strictly client service institutions, devoted primarily to the Members of Parliament or legislature and their staff, in some cases to other privileged users and the general public, their future is inextricably linked with the future of Parliament. The fundamental justification for their existence is that they meet the information and documentation needs, and research and analysis needs of Parliament more effectively and efficiently than any available alternatives.

He then discussed the new opportunities for regional and global cooperation. He believes that new technology will build upon, not replace, our traditional modes of cooperation. The cooperation among parliamentary libraries has been flourishing for many years, mainly through the networking of international and global association, like our Section of Parliamentary libraries of IFLA, and the regional Parliamentary library groups:

1. The Association of Parliamentary Librarians of Australasia (APLA)
2. The Association of Parliamentary Librarians of Asia and the Pacific (APLAP)
3. The Parliamentary Libraries of Nordic Countries
4. The Parliamentary Libraries of South East Asia
5. The Association of Parliamentary Librarians in Canada (APLIC/ABPAC)
6. The Association of Parliamentary Librarians in Eastern and Southern Africa (APLESA)

He gave examples of how the member Parliaments of APLIC share resources as a region. Internationally he talked about how meetings and conferences are an important element of our cooperation.

He said "The annual conference of the IFLA Parliamentary Libraries Section constitutes the permanent link by which the cooperation of Parliamentary and legislative libraries worldwide is continuously maintained. This gathering is generally attended by the heads and senior managers of Parliamentary Libraries. In the regions associations organize their own meetings where library heads and senior officers can meet and discuss common issues and share their different experiences."

Professional visits have been another form of cooperation exploited by many of our parliaments, not only between library and research services but also with procedural and legislative services as well.

Staff exchange between Parliamentary Libraries for specific periods of time have

been another popular form of cooperation.

Of course, already the Internet has created potential new ways of cooperation between libraries in general and Parliamentary and legislative libraries in particular. Response time between Parliamentary libraries for sharing of information and the making of cooperate decisions will be radically shortened.

The next paper to be presented was a joint presentation by Dobrin Kanev from the Research Department of the National Assembly of Bulgaria and Margarita Anguelova, the Librarian. Their paper was entitled "Parliamentary Libraries and Research Services: Co-operation, Coordination and Future Directions." They discussed the relationship between the two departments and how they work together towards satisfying the MPs' needs.

The third paper of the morning was by John Brudenall of the Parliamentary Library in Canberra, Australia. This one was entitled "Bringing the Electronic Library to Parliament: Opportunities and Challenges." In his paper, Mr Brudenall discussed the library environment now and what the near future will bring. He notes that many Parliamentary libraries are in transition at present. They still have significant collections of information resources in print formats which are organised along traditional library lines. However, a growing proportion of the resources used are in electronic form - CD-ROMs, on-line databases. He discussed the needs of Parliamentarians - how sophisticated they have become.

He looked at most of the Parliamentary Libraries as they are today and discussed the need for organisational change. He mentioned, though, that there is great diversity between Parliamentary libraries, and some are not yet in a position to become an effective electronic library, perhaps not even a well endowed library with trained staff and an adequate collection of books.

For those that can, there is need to share resources by publishing all key documents of our Parliaments on the Internet and cooperate in the development of specialised databases, guides to Internet resources and on policy matters such as copyright. The electronic library provides us with the opportunity to provide a higher level of quality of service than ever achieved before. The challenge is for us to shape our organisations, develop our skills and redesign our services so that they meet the needs of our clientele in a cost effective and timely manner.

A lot of participants contributed during this session, and some issues were to be continued later. The session broke off for lunch much later.

The afternoon session started at 15:00. This was an informal meeting that was a problem solving session. It was a very lively session where different members put forward their problems and together, using experiences, tried to find solutions. The problem that took a while to discuss was how to market your library so that more MPs use the different services you offer. Then there was the question of bridging the gap between the well developed libraries and the under developed libraries. There were suggestions that were floated around and the Chairman promised to look at the solutions that were suggested.

WEDNESDAY, 28 AUGUST

In the morning, the Parliamentary Libraries Section decided to go to the Exhibition and have discussions with different book publishers. From 13:00 to 17:00 the Parliamentary Libraries Section toured the National People's Congress. All were amazed at the size of it and the beauty of the building.

THURSDAY, 29 AUGUST

This was the second day of the workshop which started on Sunday, 25 August. We had presentations from the remaining Parliaments - China, Hong-Kong, New-Zealand, Philippines, Thailand, and Pakistan. The workshop was a success in that we could compare the different services offered and note why one Parliamentary Library does it differently from the other, what could be done to improve a service, and so on.

FRIDAY, 30 AUGUST

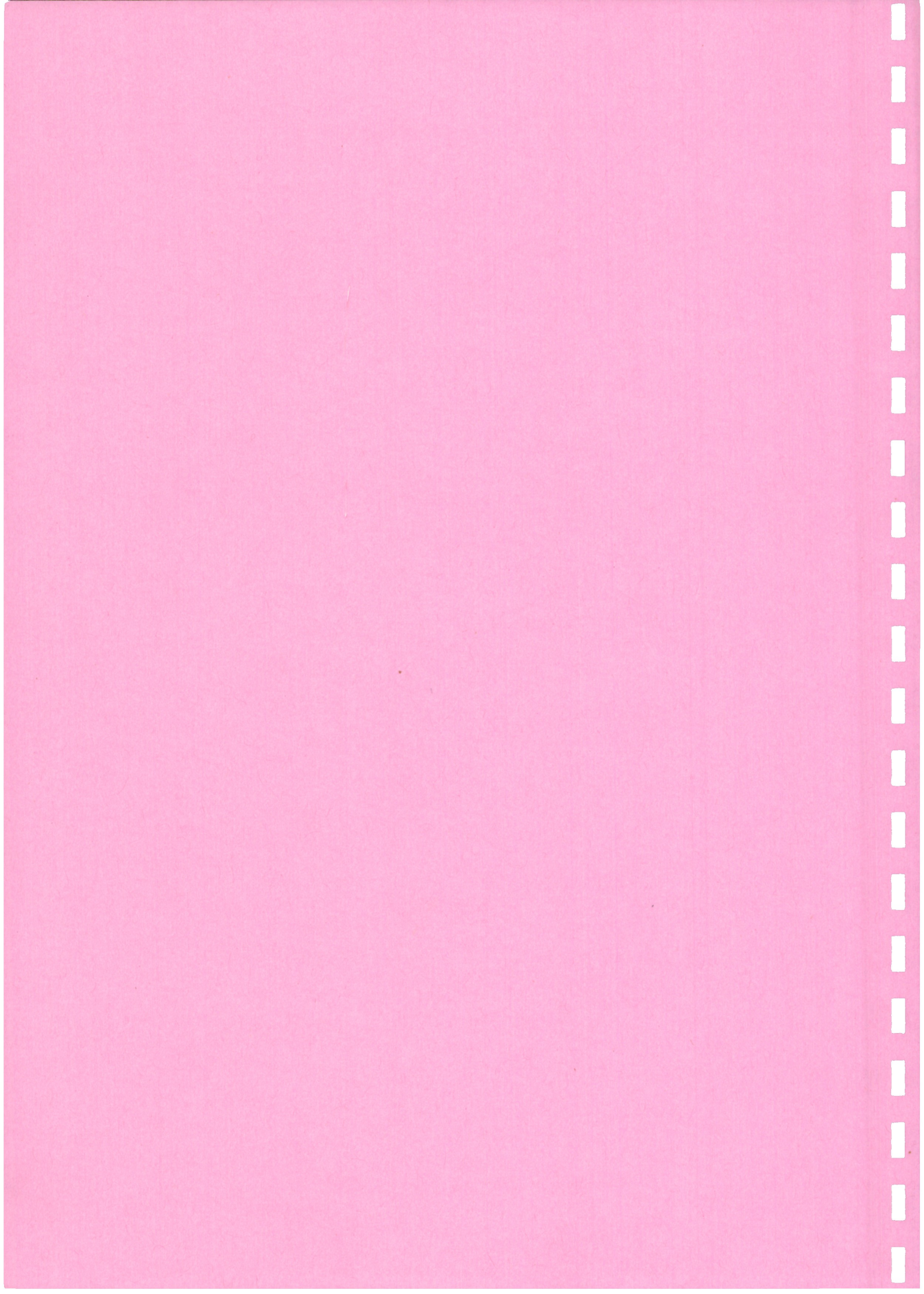
The Parliamentary Libraries Standing Committee had its 2nd meeting. The Chairman had invited all members of the Section to attend this Committee meeting as we were discussing crucial matters that involved all members. So every one's input was welcome. These included the reports of Sectional projects approved and partially funded by the IFLA Professional Board.

Other issues discussed were the editing responsibilities, the Listservs, electronic bulletin boards and e-mail for Parliamentary libraries section. The section took a while to discuss the draft Medium Term Program for the section - i.e. the goals and objectives for the next 4 years - 1998-2001.

The closing session took place in the afternoon. It was a long but colourful ceremony that included a number of reports from some chairpersons. The Secretary General of IFLA, Leo Voogt, gave his report that included announcement of Grants and Prizes. We had final words from the representative of the China Organizing Committee, and the Minister of Culture. There were invitations to future Conferences: - in Amsterdam in 1998 and Copenhagen in 1997. Librarians from developing countries got a special invitation and were encouraged to attend, especially next year's conference.

In the evening, the section organized a section farewell dinner.

The IFLA Conference was a great success. I learnt a lot from the conference.



DRAFT

**IFLA Section on Library and Research Services for Parliaments
1998-2001 Medium Term Programme**

Part 1: Scope

The Section on Library and Research Services for Parliaments recognizes the central role that information must play in the effective functioning of a democratic legislature. In some cases, the parliamentary library includes a research service; in others there is a separate department which provides research and analysis for legislatures. Moreover these services are provided to national legislatures in unitary states, and to both national and regional legislatures in countries with a federal system of government. The activities undertaken by those who provide library and research services for parliaments range from the identification, location, interpretation, synthesis, and timely delivery of information to in-depth analysis and development of choices for the legislature. In addition to the established library skills of acquisition, indexing, reference work and the use of information technology, there is often a need for subject and disciplinary expertise, a requirement for an understanding of legislative procedure and official publications and significant presentational skills. The concept of service to members of the legislature, the primary clientele, is fundamental to parliamentary libraries and research services.

Part 2: Goals, 1998-2001

- 1 Promote understanding and cooperation between legislatures and their information services, recognising the ever growing need for legislators to have access to up-to-date and accurate information about developments world wide, but also the financial constraints which apply to every parliament in some degree.
- 2 Promote fruitful relations between the parliamentary libraries and research services of the world and encourage the organisation of regional conferences and other forms of regular contact between parliamentary information services operating in particular world regions.
- 3 Provide advice and assistance for the establishment of new parliamentary libraries and the development of comprehensive parliamentary information systems throughout the world. In the context of newly emerging democratic legislatures, it is important to encourage library and research services to help sustain democratic development. The Section works with bodies such as the European Parliament and IPU to encourage bilateral and multilateral assistance and development programmes and acts as a clearing house to further such help.
- 4 Encourage programmes to foster the adaptation of the latest information technologies, including the Internet, by parliamentary information services and encourage liaison with other libraries and research services so as disseminate knowledge about new systems and databases.
- 5 Promote membership in the Section to encourage the development of active libraries and research services for parliaments throughout the world.

Annex: Action Plan, 1998-1999

Goal 1 - Promote understanding and cooperation between legislatures and their information services, recognising the ever growing need for legislators to have access to up-to-date and accurate information about developments world wide, but also the financial constraints which apply to every parliament in some degree.

- 1.1 Publish a seventh edition of the Section's *World Directory of National Parliaments* or some equivalent source of information. Make arrangements for the compilation of a new edition of the *World Directory of Non-National Parliamentary Libraries* or some equivalent source of information.**
- 1.2 Plan conference papers and discussion meetings which are relevant to the developments affecting legislatures, including budget restrictions, electronic publishing and other changes in the field of government printing and copyright.**

Goal 2 - Promote fruitful relations between the parliamentary libraries and research services of the world and encourage the organisation of regional conferences and other forms of regular contact between parliamentary information services operating in particular world regions.

- 2.1 Seek to hold a Parliamentary Libraries Conference before the main IFLA Conference in 1998 and 1999 and to organise a workshop and an open meeting with agendas which are of interest both to librarians and researchers at the Parliamentary Libraries Conference and/or the main IFLA Conference in each year.**
- 2.2 Encourage the establishment of regional associations in the Black Sea and in Latin America. In Africa support will be given to the newly formed association of Parliamentary Libraries of Eastern and Southern Africa (APLESA) and the Association of Librarians, Documentalists and Archivists of African Parliaments (ALDAAP) and PARDOC, the program of assistance to parliamentary library development in countries of the south set up by the Assemblée Internationale des Parlementaires de Langue Francaise (AIPLF). Other associations to which the Section will lend support include the Association of Parliamentary Libraries of Australasia (APLA), the Association of Parliamentary Libraries of Asia and the Pacific (APLAP), the European Centre for Parliamentary Research and Development (ECPRD) and APLIC, the Association of Parliamentary Libraries in Canada.**
- 2.3 Publish further volumes in the integrated series of publications analysing the development of parliamentary libraries in various areas of the world to follow books which will be published shortly on Latin America and on Central and Eastern Europe and the former Soviet Union.**

Goal 3 - Provide advice and assistance for the establishment of new parliamentary libraries and the development of comprehensive parliamentary information systems throughout the world. In the context of newly emerging democratic legislatures, it is important to encourage library and research services to help sustain democratic development. The Section works with bodies such as the European Parliament and IPU to encourage bilateral and multilateral assistance and development programmes and acts as a clearing house to further such help.

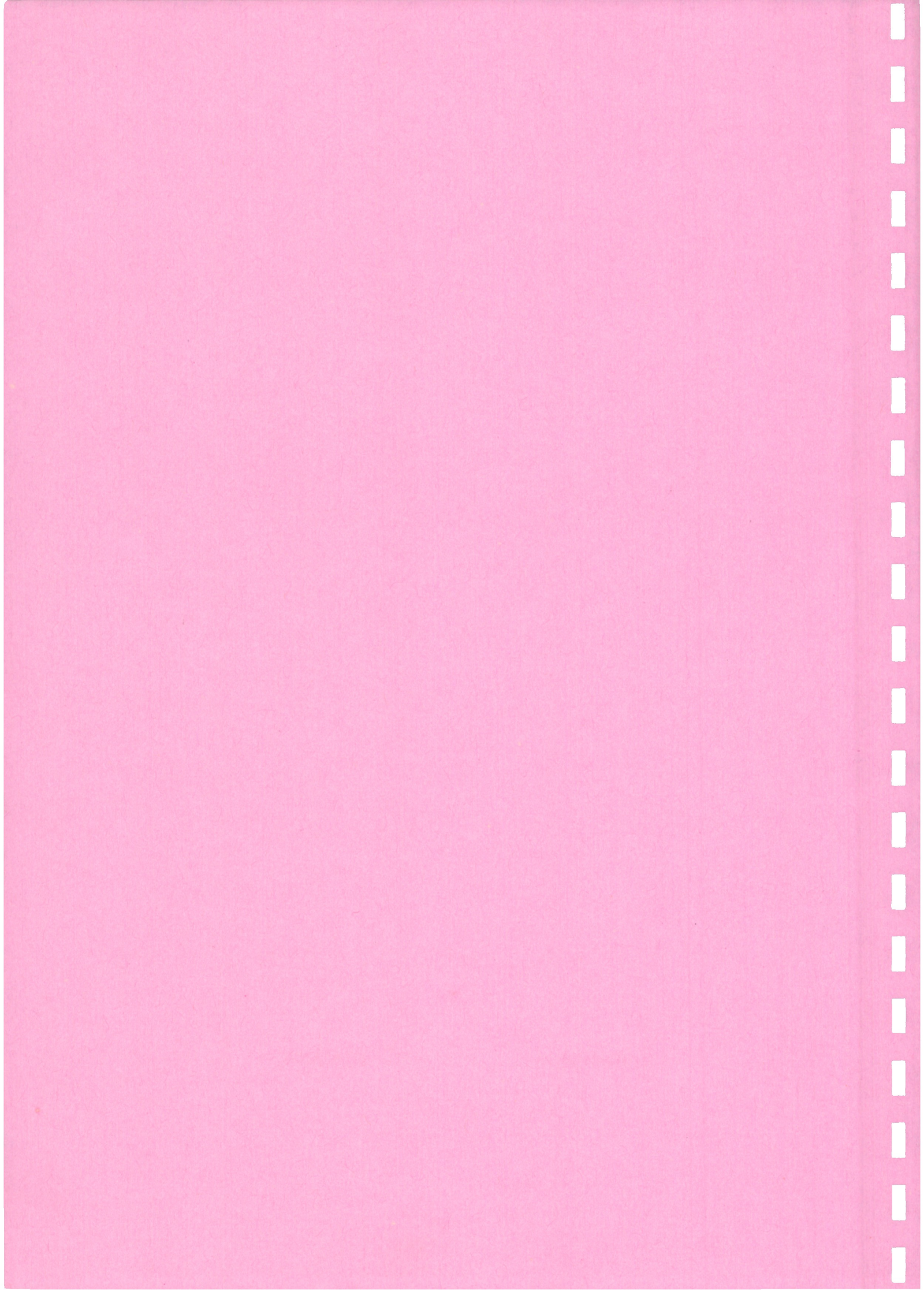
- 3.1 Review the currency of *Guidelines for Legislative Libraries* so that advice can be readily supplied to new parliamentary libraries.
- 3.2 Explore new methods for establishing more effective partnering or twinning between more established library and research services and those nations seeking to build more effective services for their legislatures.

Goal 4 - Encourage programmes to foster the adaptation of the latest information technologies, including the Internet, by parliamentary information services and encourage liaison with other libraries and research services so as disseminate knowledge about new systems and databases.

- 4.1 The section will facilitate electronic communication between its members by publishing email address lists and information about useful web sites and will seek to set up its own listserver.
- 4.2 Initiatives suggested at the 1997 IFLA meetings, which will focus on automation, will be followed through and the section's publications will be reviewed to assess whether any should be converted to, or duplicated in, electronic format.

Goal 5 - Promote membership in the Section to encourage the development of active libraries and research services for parliaments throughout the world.

- 5.1 Discuss with the Section Standing Committee and regional associations a strategy for increasing membership of the Section.



AN INTRODUCTORY OVERVIEW OF THE LIBRARY OF PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA

by

G SWANEPOEL, CHIEF LIBRARIAN

1 The Library's Origin:

The history of the South African Library of Parliament, which is the oldest library of its kind in Eastern and Southern Africa, is closely linked to the country's constitutional history. The Library's origin can be traced back to 1857 when book collections were established for the chambers of the Legislature of the Cape Colony that had obtained Representative Government only three years earlier in 1854.

In 1872 Representative Government made way for Responsible Government and soon afterwards it was decided that permanent and adequate accommodation had to be provided for the Legislature that had been housed in temporary quarters up to that point. When the new Houses of Parliament were inaugurated in 1885, the above-mentioned book collections were amalgamated and housed in specially designed library quarters situated exactly halfway between the Legislative Council and the Legislative Assembly.

When Cape Town became the legislative capital of the Union of South Africa in 1910, the Union Parliament took over all the buildings and facilities of the Cape Legislature, including its Library. Since that date successive generations of dedicated librarians have continued building up a Library that is worthy of the institution which it has faithfully served. The mere fact that the Library still exists provides ample proof that it has survived quite a number of further constitutional developments.

2 The Library's Mission:

The primary objective of the Library of Parliament is to meet the official information requirements of its users by the unbiased provision of relevant services and facilities in order to contribute to the realisation of Parliament's role as the highest institution of democratic government and the fulfilment of its functions and obligations with regard to legislation, control of the executive and fiscal matters.

3 The role of the Library's Management:

The primary responsibility of the Library's management is to administer the sustained and optimal utilisation of the available resources of staff, funding, physical facilities of space and equipment, as well as the resources of the national and international library and information infrastructure in order to fulfil its basic functions of the procurement and maintenance of a dynamic stockpile of relevant information sources to satisfy the information needs of the Library's users.

4 The role of the Library Committees

The Committee on Library of Parliament (National Assembly) and Committee on Library of Parliament (Senate), meeting separately or jointly as needs may dictate, are the official bodies of oversight and review in respect of the Library. Matters pertaining to library policy, quality of services, staffing and finances, or any topics which the Committees deem fit for their attention, may be discussed at meetings that must be convened to take place at least once every

year. The Chief Librarian, who attends committee meetings *ex officio*, may also provide the Committees with agenda items and input regarding problems experienced by the Library.

The Committees, which do not have executive powers but function in an advisory capacity, are regarded as strong allies of the Library.

5 Library Finances:

As from 1996 the Library started providing the Finance Section of Parliament with comprehensive estimates regarding all of its financial requirements for the next financial year. These estimates, which relate to budget votes in respect of expenditure on staff salaries, publications, electronic information services, communication costs, stationary, postage, travel and attendance of professional meetings, etc., are subject to the approval of the Parliamentary Budget Committee consisting of members and officers of Parliament.

6 Authorised Library Users:

In addition to all members of Parliament (that is 400 members of the National Assembly and 90 senators) the privilege of using the Library is also extended to the President, former State Presidents, judges of the Supreme Court, officers of Parliament and Government Law Advisers. Ex-members and ex-judges may borrow books during recesses.

In this regard it is interesting to note that the Library's user community has more than doubled in size from approximately 650 in 1994 to over 1 300 library users at present.

7 The Library's collection of Information Sources:

The Library's collection of information sources consists of approximately 200 000 monographs and over 2 700 serial publications are currently being received (the collection of monographs grows at a rate of approximately 2 000 titles per year).

The Library specialises in the subject areas of social affairs, legislation, political science, economics, public finance, law, government and administration as well as other topics that are relevant to the needs of Parliament. In addition to its collection of domestic and foreign statutes, government and parliamentary publications, the Library is also responsible for Parliament's own collection of official documents and papers.

The Library of Parliament is a legal deposit library and it is therefore entitled to receive one free copy of every publication published in the Republic of South Africa. This privilege contributes to the maintenance of a well-balanced collection of information sources. Approximately 80% of the Library's accessions of books and periodicals are currently received as legal deposit material.

Foreign publications are acquired selectively by means of purchases and exchanges.

The Library also contains the Mendelssohn Collection consisting of one of the country's important Africana collections that is especially strong in history, political biography and early travel accounts.

8 Staff:

The Library's staff establishment consists of 24 professional and semi-professional posts of which four posts are vacant at present; and 20 posts for support staff such as technical, administrative and service staff.

Although the major portion of the Library's professional staff complement is primarily assigned to the sections responsible for housekeeping activities such as the procurement and processing of library material, a rigid system of compartmentalisation is not applied with regard to staff utilisation. The Reference Service, for instance, is not staffed with a fixed team of reference librarians but draws staff from other sections on daily rotation in such a manner that all the professional and semi-professional staff members below the level of assistant chief librarian have to perform reference duty on a regular basis.

This pattern of staff utilisation has evolved as a consequence of the fluctuating demand for reference services that occur during sessions and recesses of Parliament as well as the need to use limited staff resources as cost-effectively as possible. This approach has made it possible to attain a high level of flexibility, which would not have been the case if a model of high specialisation had been pursued. It has, however, prevented the development of a reference service based on subject specialisation, which is the trend that is currently being followed by most academic and research libraries.

Certain minimum qualifications in librarianship are required for the professional librarians. The duties of the professional librarians include book selection, acquisition of stock, stock control, administration of periodicals, cataloguing and classification of monographs and periodicals for a computer database, indexing of papers tabled, and handling reference queries received from official users.

The duties of the supporting staff include administrative work relating to interlending, legal deposit control and accessions, restoration and conservation of library material, typing, maintenance work on the card catalogue, creating draft computer records for legal deposit material and other accessions, the shelving of books and periodicals and cleaning.

9 Library Services and Facilities:

The provision of lending and interlending services, reference services, press-cutting services, pro-active preparation of legislation files; support to parliamentary research assistants and photocopying facilities will be discussed in detail by the staff members who are directly involved in the various activities.

10 The Utilisation of modern Information Technology:

After a modest start in the mid-seventies, the Library's utilisation of computerised information handling procedures derived considerable momentum during the eighties as a result of the advent and rapid development of new generations of reasonably priced computing equipment and software, the incorporation of the Library into the newly established S A Bibliographic and Information Network (SABINET) in 1984 and a decision in 1987 by the Library Committee that supported the development of library computerisation.

At present the Library utilises over 30 personal computers that are linked together by means of a local area network for the following purposes:

to obtain direct access to remote databases of institutions such as SABINET for the retrieval of large volumes of bibliographic data and full-text information from an ever-growing number of sites; the Institute of Contemporary History for the retrieval of press-cutting data; and more recently, the Internet;

the accessing of computerised catalogues for monographs and serial publications; an index to documents tabled in Parliament, as well as various smaller databases that have been compiled for internal administrative purposes;

extensive word processing that has replaced conventional typing almost completely; and

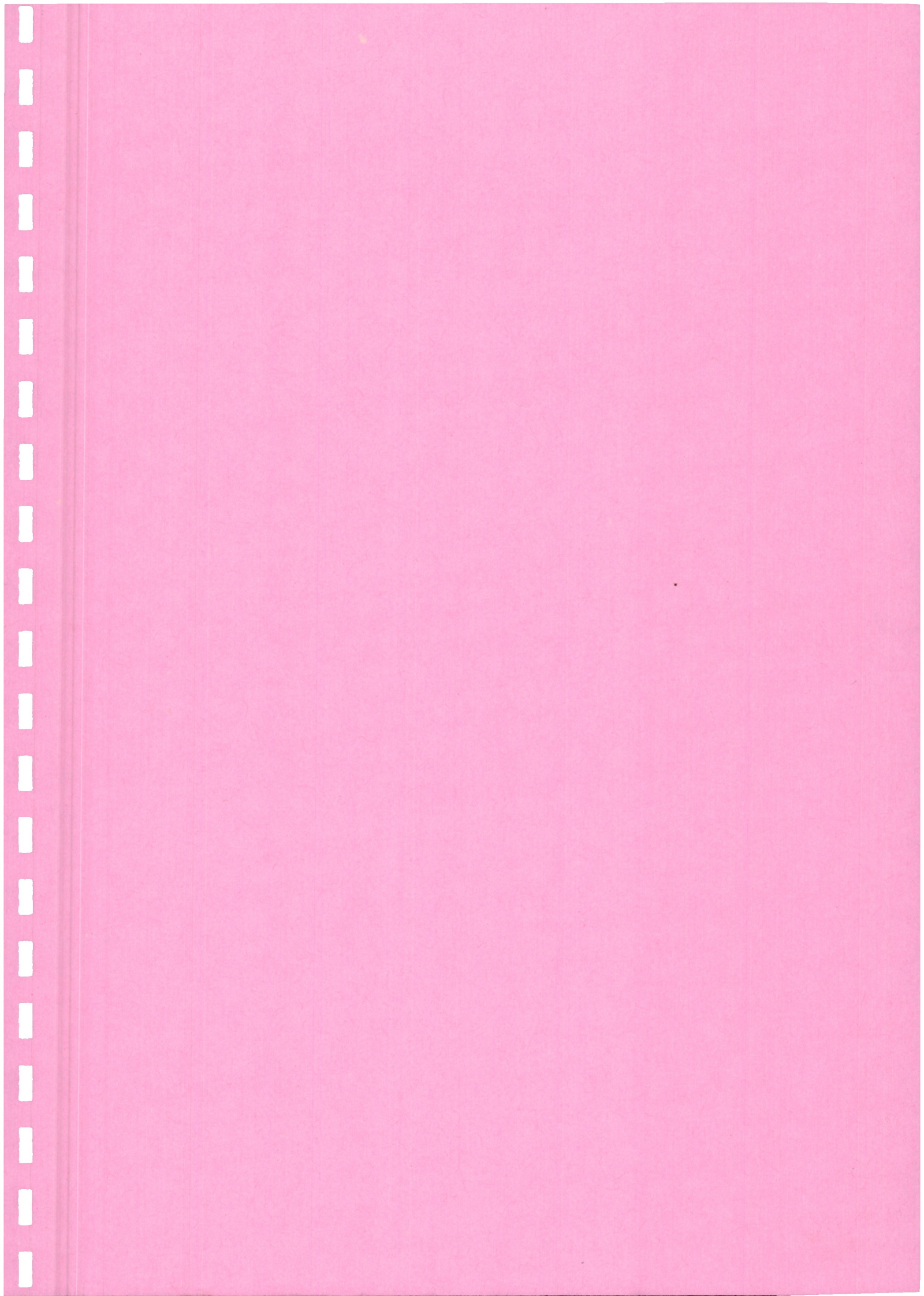
the retrieval of data from information sources such as statutes, bibliographical databases, indexes, dictionaries, encyclopaedias, etc. that are being acquired in CD-ROM format.

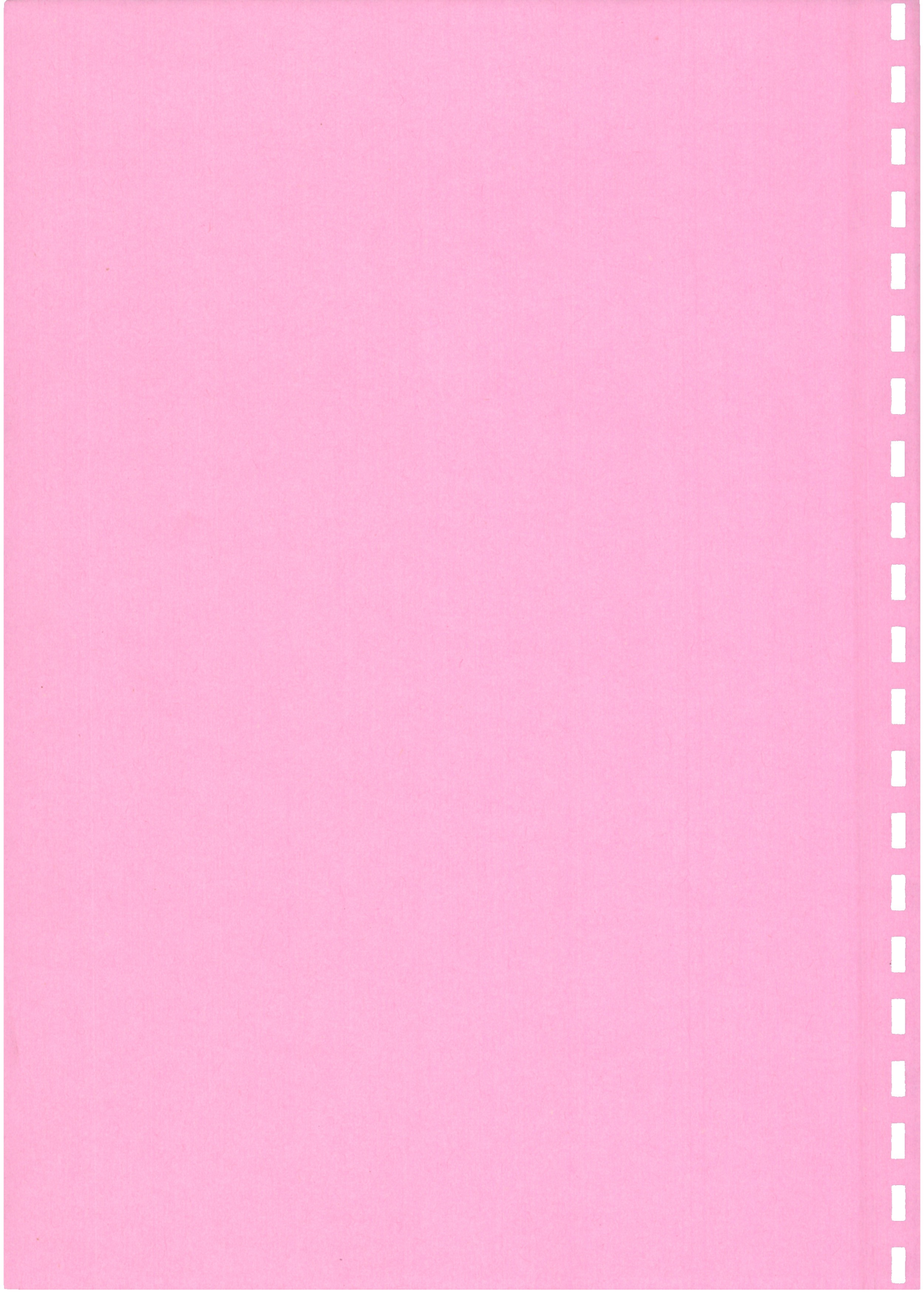
Since the Library of Parliament's capacity to provide adequate services is under threat of being outstripped by the increasing demand for faster services and greater volumes of information in respect of a growing spectrum of subject areas, the expansion of the scope and volume of the utilisation of electronic information sources has become a matter of urgency.

11 Co-operation with other Institutions:

All librarians are painfully aware that in view of problems related to concepts such as "the publication explosion" or "docushock" as it is also being referred to, it is no longer possible for libraries, small and large alike, to satisfy the information needs of their users from own sources. Co-operation with other libraries and institutions has therefore become indispensable.

In this regard our Library is very fortunate that it is able to utilise the well-developed resources of the local, national and international library and information infrastructure.





RESEARCH AND THE LIBRARY OF PARLIAMENT, SOUTH AFRICA

Paper presented by Marius Burgers at the APLESA

Conference, 9-13 September 1996, Cape Town

BACKGROUND:

The library has never provided a research service in the past and has limited its service in this regard to extensive and penetrating reference work. The reference staff will therefore identify and obtain or retrieve sources of information and make it available to the user, but will not read up or interpret information. Nor will they write reports.

In 1984 the Committee of Inquiry into a Research Service for Parliamentarians was appointed to look into the matter and this committee reported in 1985 (RP 35/1986) with the recommendation that a Parliamentary Research and Information Service be established, with the Library forming part of it. The report, however included a minority report with the recommendation that Members should employ researchers at the cost of Parliament to do research for them and that the Library be expanded and modernised to supply a better library service.

The Report was debated in Parliament and the findings of Parliament were that the main recommendation of the committee was not adopted but the recommendations of the minor report was.

At the time the various parties in Parliament each had an Information Officer with researchers doing research on the party's behalf. These researchers were permitted to visit and use the Library under the auspices of the relevant Member who acted as information officer for that party, but were not registered as library users.

PRESENT SITUATION:

With the introduction of the new South Africa in Parliament during 1994/5 Members began appointing researchers who do research for them individually. This trend grew rapidly and a system was developed by the Library through which a Member could introduce one or more researchers to the Library to use the Library on the Member's behalf. Such researchers are then granted full library rights but the Member for who they work accepts financial and disciplinary responsibility for them.

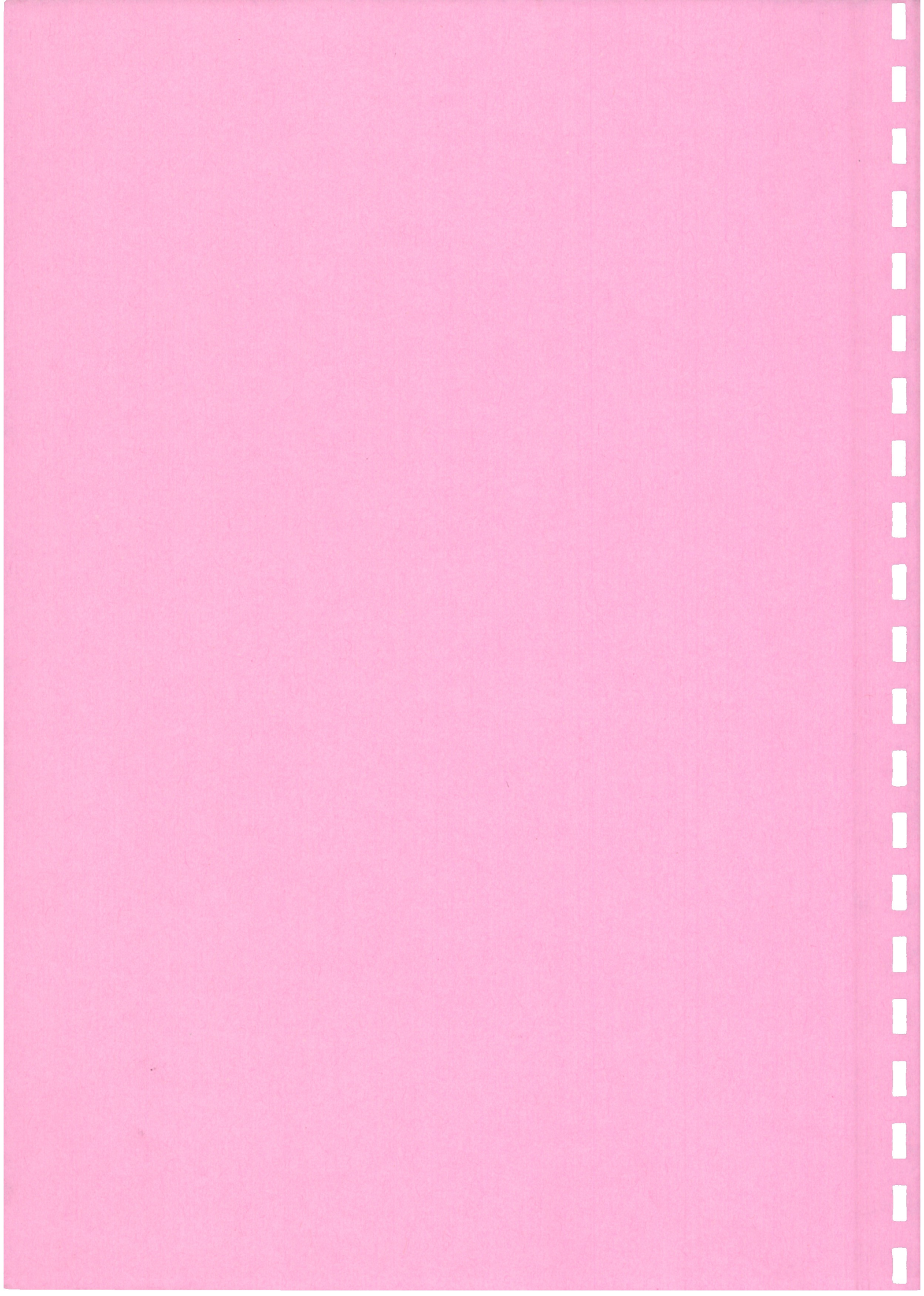
Certain of these researchers formed groups to do research for the whole party but for Library administration purposes they are still working for specific Members.

This system is however under constant review as new situations develop where more and more groups of researchers are established and require Library service.

The presence of these researchers in the Library brought about a marked increase in reference work, not only in numbers of inquiries but also in the depth of reference work required to satisfy the inquiries. The researchers spend most of the day in the Library while Members have to attend debates and other meetings. The researchers also go much deeper into issues than the average Member would have done.

Because researchers have longer deadlines to meet than the average Member, they are also prepared to wait longer for material to be requested on inter-library loan. This again places greater pressure on the Inter-library loans Section, to the effect that the volume of requests processed by this Section as increased six-fold over the last two years.

While the library realises and accepts the symbiosis that exists between it and the researchers, the impact of the presence of these researchers in the Library is felt, not only in terms of increased workload, but also in terms extent and scope of library service.



SELECTION AND ACQUISITIONS IN THE LIBRARY OF PARLIAMENT

*Paper presented by Susan Botha at the APLESA Conference,
9-13 September 1996, Cape Town*

1. SELECTION

In spite of the fact that most libraries regard it as standard practice that the selection of library material takes place prior to its acquisition, this procedure is not followed for at least 60 % of new stock in the Library of Parliament. This reversal of practice is due to the fact that more or less 60% of our library material is received in accordance with the provisions of the Legal Deposit of Publications Act, 1982.

This act stipulates that the Library of Parliament is at present one of five legal deposit libraries in the country to receive one copy of every publication published in the country free of charge. Taking into consideration the fact that we also receive donations, gifts and exchange publications, this leaves us with the smaller part of our library stock being acquired after having selected it.

This does not mean that we do not have a selection policy in place as it stands to reason that the Library of Parliament does not necessarily take every legal deposit publication we receive into its stock.

At present the ratio of publications received in the Library of Parliament could be divided as follows:

Legal deposit	- 60%
Gifts, exchanges	- 5%
Purchases	- 35%

Before discussing the guidelines of our selection policy we will briefly look at how the Legal Deposit Act affects our Library, for both books and periodicals, with minor differences between the two. Thereafter, we will discuss the selection policy and procedure and the handling of purchases, gifts and exchanges as means of acquiring library material in the Library of Parliament.

LEGAL DEPOSIT

Because of the provisions of the above-mentioned act most of the important publications published in the country automatically find their way to the Library. This includes material of any possible kind, wanted and unwanted. It means that we do not have to spend many hours in local bookshops looking for titles because publications are being sent to us. It also results in many titles being received that would otherwise not have come to our attention. We also receive all government publications as a result of the provisions of the act. This greatly assists in the Library having one of the most complete sets of government publications in the country. This collection especially helps in answering a large percentage of our reference queries. The fact that the Library also indexes many of these publications when they are tabled in Parliament, makes them accessible to our users.

i) Exemptions

As incomprehensible as it may sound to a lay person that a library may not want certain books, we are often inundated with categories of books which have no bearing on the fields of interest of the Library of Parliament.

Fortunately the act makes provision for exempting a publisher from supplying publications to certain of the legal deposit libraries. In the case of books, we can safely exempt publishers from supplying us with certain categories of books e.g. school textbooks, nursery books, colouring books, religious tracts, etc. We do, however, have to be extremely careful in stipulating that:

- a) such an exemption only applies to our Library,
- b) the publisher's obligation with respect to the other four legal deposit libraries are not affected by our exemption, and
- c) the exemption may be withdrawn at any point should we, at a later stage, find a need for such publications.

Applications for exemption

Should a publisher, on the other hand, wish to be exempted from supplying publications to the legal deposit libraries for some or other reason, e.g. financial limitations or limited printing, he has to apply to the Ministry concerned for exemption. (Department of Arts, Culture, Science and Technology)

Similar procedures are followed for exemptions with regard to periodicals with the major exception that specific periodical titles can be exempted from being supplied to the Library of Parliament.

Very often, especially in the case of the major publishers in the country, heed is not paid to notices of exemption. This results in us continuing to receive unwanted categories of publications. We keep these publications for approximately a year before distributing them to various educational institutions and libraries.

ii) **Reminders:**

The Library also tries to ensure that as many as possible publications reach us by means of sending reminders to publishers. The act also makes provision for this aspect.

We are made aware of titles that might not have reached the Library by means of advertisements, reviews in newspapers, magazines, by visiting bookshops, as well as by our users.

At present we are experiencing difficulty in identifying many titles mainly because of the fact that private publishing is on the increase. This is a direct result of the advent of the much more sophisticated home computer and desk top publishing systems available to the public. Authors publish limited printings of their books and are often not even aware of the provisions of the Legal Deposit of Publications Act. These so-called "grey publications" often do not appear in conventional bookform which makes them much more difficult to trace. The Library, however, tries to get hold of as many locally published publications of interest to our users as possible.

Both reminders and exemptions are sent on standard form letters with variable information being added appropriately. (Examples of form letters are available for scrutiny).

2. **SELECTION PRINCIPLES**

In selecting publications for our Library, be it periodicals or books, legal deposit material, publications to be bought or publications that we receive on appro or as donations, we have found that the same principles are valid

throughout with slight differences.

The following main criteria have acted as guidelines in selecting publications for the Library:

- a) Works that have bearing on legislation and will enhance debate regarding a certain issue are always relevant.
- b) We give preference to works dealing with subjects discussed or explained in such a way that it will provide legislators with necessary background to debate an issue i.e. factual, easy accessible information versus long-winded, theses-like discussions
- c) Works that approach subjects from different angles or provide new or comparative information on certain subjects have been found to be extremely helpful in answering reference queries.
- d) With regard to legal deposit material we have found that we tend to be a bit more "lenient" in our approach when selecting material. We would rather keep something than discarding it seeing that it could possibly be of value and because we did not have to pay for it.
- e) Every publication is judged on its own merits depending on various criteria, e.g. presentation, subject matter and physical format. Should a book cover an obviously important subject, but the presentation is extremely technical, the item will not automatically find its way into the library collection. On the other hand, students' textbooks on invaluable subjects, e.g. law and parliament would definitely be kept.

The Library cannot afford to remain static with regard to our selection policy. We are forced to be flexible and sensitive in constantly having to adapt and review our framework of reference according to needs and requests from our reference desk. A few examples that we have identified during the recent past are the following:

- a) A change in government could for example have an effect on selection policy. We have experienced that we receive requests for more overseas published books on South Africa. Books on principles of accounting and management are in higher demand because of new departments that have been installed in Parliament. More publications on workplace situations with the advent of labour unions and various other fields reflecting the present topics of subjects debated in society are also being sought after by our users.
- b) Another example is our new "browsing collection" that was established to accommodate the larger parliamentary staff contingent in their recreational needs. Instead of discarding books on hobbies, sports, gardening, cooking, do-it-yourself manuals, etc. we are now keeping them after receiving numerous requests for publications of this kind. We do not purchase books for this section, but legal deposit material falling into this category finds its way to this collection. We follow a simplified cataloguing and classification procedure and the collection is housed in a special corner of the Library, easily accessible to everybody. We have found that it is a well used section that makes the Library more user-friendly.

The role that the reference staff play in continuously identifying new fields of interest are of great value to the Library.

(Copies of guidelines regarding selection of publications are available.)

3. PRACTICAL SELECTION PROCEDURES

All librarians are involved in the selection of monographs and periodicals. Every publication received in the Library is logged onto the library database and is supplied with a selection form. All publications undergo a pre-selection process. Librarians responsible for this task scrutinize incoming books on a regular basis according to the following procedure:

- a) All books that will obviously not be added to the library collection, e.g. school handbooks, will be set aside. Reasons for not keeping them are indicated on the selection forms. These reasons are added onto the database. The publications are sent for distribution to various institutions as mentioned earlier.
- b) Books that will definitely find its way into the library collection, e.g. President Mandela's life on Robben Island, will be sent for accessioning with reasons for its acceptance indicated on the selection form. These reasons are added onto the database.
- c) The remainder of the books usually consists of publications discussing borderline subjects, new editions of publications, multiple copies of publications, works of dubious presentation, etc.. These are distributed to all librarians for making a decision on whether to keep or discard the publication on the grounds of our selection guidelines.
- d) Open selection meetings are attended by all librarians and are called on approximately a monthly basis. Each librarian gets the opportunity to present his/her books with recommendations for either rejecting or accessioning the publications. Their decisions may be opposed by other librarians and could result in some form of debate. Final decision is reached by consensus. From there the books are sent for either accessioning, or distribution with reasons for decisions being added to the database.

4. PURCHASING OF PUBLICATIONS

- a) When presenting titles to be purchased for our collection, the same principles will be valid for recommendation as for legal deposit material. The exception would be that price may affect our judgement and that borderline publications will not be readily considered for purchasing.
- b) Review magazines, subject magazines, newspapers, advertisements, publishers' catalogues, interlibrary loan requests and recommendations from users are a few of the sources that make us aware of titles that could be of interest to our Library.
- c) Recommendations are typed and loaded onto the database and librarians get together on more or less a weekly basis. Their recommendations are considered in an open selection meeting, noted and debated by all librarians for either purchasing or rejecting.
- d) Similarly, as with legal deposit material, these recommendations for ordering are added to the database indicating whether the titles have been rejected or recommended. Reasons for these decisions are added to the database. We keep these records to substantiate our reasons for not keeping a certain publication should we be asked for it by one of our users. It also serves as a checking point when sending reminders.

5. APPROS AND GIFTS

- a) **Gifts:**
With books received as gifts and on appro, similar principles as with purchasing or legal deposit material are applicable. The exception is that we might be compelled to keep certain material handed to us as gifts because of the source of the donation. Fortunately most gifts are received with no special provisions attached to them.
- b) **Appros:**
As far as publications sent on appro are concerned, they are considered in the same way as publications recommended for purchasing. The advantage is that we have the physical book in hand which helps making a decision much easier.

6. ACQUISITIONS

The acquisitions department consists of 4 staff members (working mainly on acquisitions related tasks as part of their overall duties), as well as 1 part time-student doing in-service training. They take care of the following tasks:

- a) creating of computer records for all incoming publications and supplying each publication with a typed selection form;
- b) pre-selection of publications;
- c) accessioning of publications in the accessions register;
- d) adding of accessions onto the database, adding the reasons for keeping books;
- e) adding of reasons for not keeping books;
- f) sending of exemptions to publishers;
- g) sending of reminders to publishers;
- h) distribution of unwanted material to various institutions;
- i) ordering and purchasing of publications from local and overseas booksellers;
- j) handling of invoices and customs clearance of publications;
- k) handling of all queries regarding legal deposit and orders, and
- l) maintaining shelves containing acquired material.

7. ACQUISITIONS PROCEDURES:

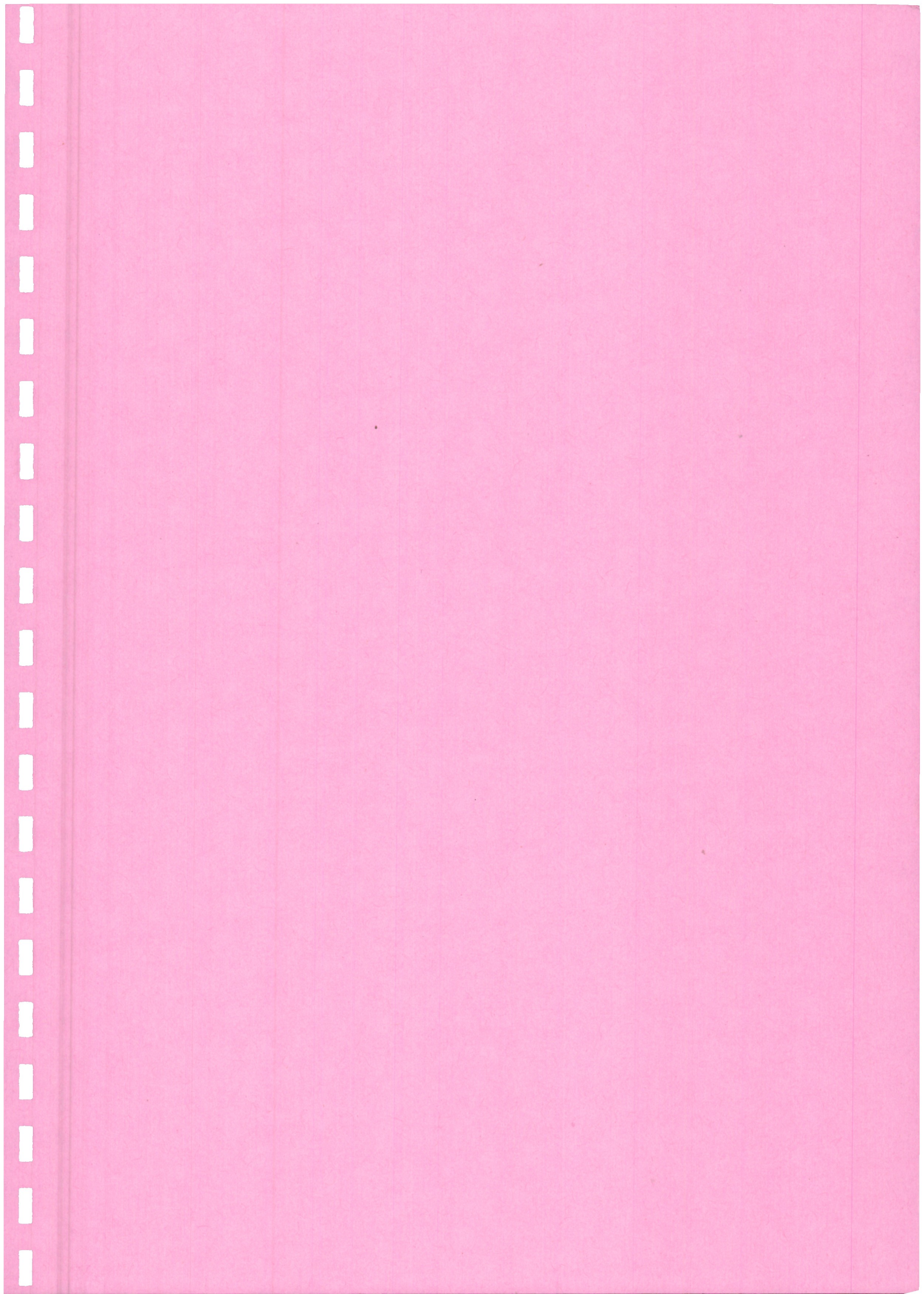
- a) When a new record is added to the library database, the information that is loaded consists of the most basic information relating to the publication e.g. author, title, place of publication, publisher, date of publication, ISBN.
- b) As this publication is reviewed further down the processing line, more information gradually gets added in our department e.g. reasons for keeping or not keeping, extent of publication, contents of publication, added title or author information. When the book reaches the cataloguing stage, the record will be completed by the cataloguers with the addition of further categories of information.
- c) In spite of the fact that we have a computerised library system in place we maintain a manual system of accessioning as well. It acts as a backup should any computer hiccups be encountered and it serves as a valuable checking system for the computer.

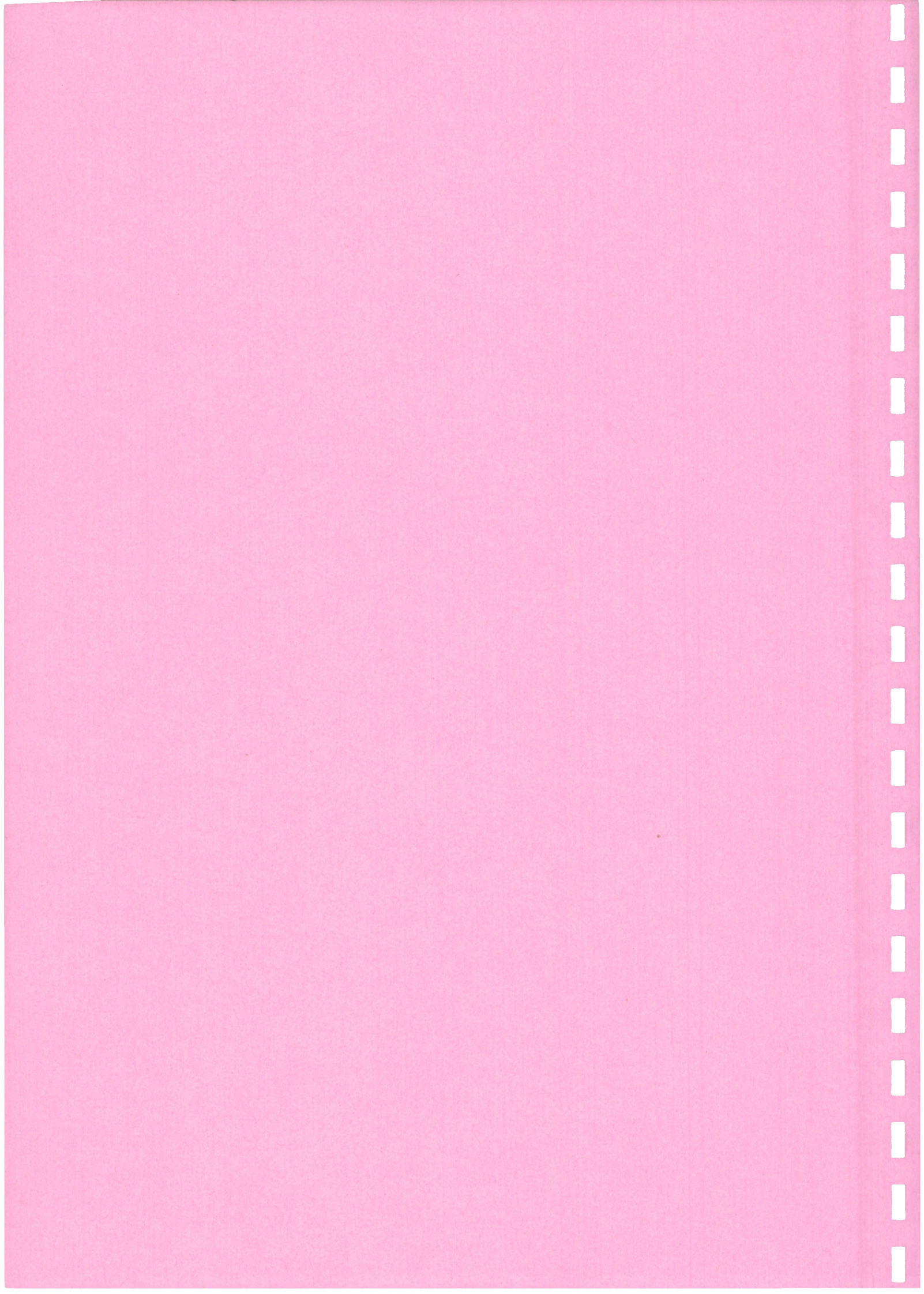
We have found that our acquisitions department form a totally integrated and invaluable part of our library service, mainly because our staff members are involved in other parts of the Library as well. We are not an administrative branch

stuck away somewhere in the Library dealing only with invoices and not coming into contact with activities in the rest of the Library.

Almost our complete staff are involved with the acquiring and selection of our library publications. Because of their involvement at the reference desk they are aware of new publications and shortages in our stock.

We can truly say that we run an "integrated library service"!





THE PERIODICALS SECTION IN THE LIBRARY OF PARLIAMENT, SOUTH AFRICA

*Paper presented by Lutfeyah Samsodien at the APLESA Conference,
9-13 September 1996, Cape Town*

INTRODUCTION

The role of the periodicals section in the Library of Parliament has become increasingly important over the last few years. It had to face many challenges of which the most important one is the proliferation of periodicals in its various forms. Periodicals became more heavily used with the increase in Members of Parliament, researchers and staff after the 1994 democratic elections. In 1995 this heavy use necessitated the restriction on the issuing of periodicals. Periodicals are now only issued to our patrons in exceptional cases.

HOW THE SECTION OPERATES

We currently have seven people working in this section. Periodicals are divided into two mainstreams namely:

- (a) **LEGAL DEPOSIT** (locally published materials) and
- (b) **SUBSCRIPTIONS, DONATIONS, MEMBERSHIPS** and **EXCHANGES** (overseas publications)

In 1995 we had **2 568 current titles and continuations** and they consisted of the following:

LEGAL DEPOSIT	2 178
SUBSCRIPTIONS	161
DONATIONS	152
EXCHANGE PUBLICATIONS	77

In May of 1996 our running titles for **LEGAL DEPOSIT** increased to **2 240** (62 new titles) with **83** titles having ceased in the same period. In 1994 with the major shift in the political situation in our country we experienced an increase in the sheer bulk of national serial publishing.

Our major subscription agents in South Africa are: **Argo, Blackwells, Ebsco, International Subscription Services (ISS), Mast and Swets**. Quotations are obtained from the major agents at the beginning of each year. For administrative purposes we channel our subscriptions through one agent as far as possible.

The library also entered into various **EXCHANGE** programs with a number of countries. We send our parliamentary documents, Hansards, consolidated acts, yearbooks etc. to them, in exchange for their documents. The member countries are: **Australia, Canada, Germany, Great Britain, Korea, Malawi, The National Library of Estonia, New Zealand, Namibia, United States of America and Russia**. It is cheaper today to obtain the necessary documents you require from a particular country through a subscription agent in your own country. The advent of consolidated acts on CD-ROM and the fact that one can for example obtain consolidated acts certain countries' (i.e. Canada, Australia, United States etc.) **free** full-text on the **INTERNET**, has made exchange programs an expensive exercise.

The area of acquisitions of serials that mainly includes ordering and claiming amongst others is not automated. **Claims** are divided into the various frequencies i.e. annual, quarterly, monthly etc. April claims for example are done at the end of June only because publishers have 30 days to deliver on legal deposit. A maximum of four claims are sent and if we get no response, we telephone the various publishers. If there is still no response, we will most likely mark it as cease on the records.

The librarians concerned still use the Kardex system of the **VISIBLE FILE** and everything therefore is written in by hand. Each item is identified by an **S NUMBER** (Serial number) and a sticker with the relevant information is stuck on to each item.

Each **NEW** item that enters the periodical section is first checked on the various databases, and then kept until the **SERIALS PRE-SELECTION COMMITTEE** can sit to **PRE-SELECT** the item. Recommendations are formalised by stating whether the periodical should be **ACCESSIONED**, put on the **WAIT SHELF** (i.e. wait until more information on the item can be obtained) or sent to the **FULL SERIALS SELECTION COMMITTEE** (i.e. the rest of the librarians not in the periodicals section). All supplements to periodicals are also sent for evaluation to check whether they should be left in the periodicals or, depending on the importance of the subject, whether they should be accessioned and catalogued as a book or pamphlet.

In 1991, when our library started with the automation of our catalogues, a very basic form of the catalogued periodical record was put on computer. This presented many problems as the record often had very little bibliographic information. This prompted a decision in 1994 to fully catalogue all periodicals using **AACR2R** and **DDC 20**. Two main databases were created using the **INMAGIC** system namely: **SCAT** (Serials Catalogue) and **SMEM** (Serials Memory File). They consist of the following:

- | | |
|-------------|---|
| SCAT | Includes: (a) All current periodicals already catalogued and classified
(b) Items already accessioned but not yet classified
(c) Authority file records
(d) Subject indexing: indicating classification numbers and subject terms assigned to an item
(e) Information records e.g. This item was catalogued as a book |
| SMEM | All periodicals rejected at periodicals selection meetings as well as periodicals withdrawn from the library collection. |

Staff members were brought together to make suggestions as to what they would like to see on the records. The idea was to keep as close as possible to the format of the catalogued book record. The realisation of an important long term objective i.e. the merger of both the books and periodicals catalogues into one database, would hopefully flow from this. This would facilitate the maintenance of large quantities of information more effectively, and most importantly, improve staff and patron (i.e. Members and researchers) access to all the library's records.

Our biggest challenge was and today still is to **RE-CATALOGUE** all the old records, some of which go back to 1800.

GOVERNMENT PUBLICATIONS

Serials are published by commercial and university presses, learned societies, academic departments, small presses, commercial firms and government agencies. Serials control has always been a problem for libraries, largely because of the erratic nature of serials themselves, and our library is no exception. Government publications seem to still be our major headache and this was further compounded in 1994 when various new departments were established in the new South Africa. One particular example is that of the **GREEN PAPER**, a government policy discussion document, that emerged in 1995. What complicated matters was that the document was not always green. Various departments in both the **PROVINCIAL** and **NATIONAL** governments published them, and a way had to be devised to make them accessible for our staff and patrons. It was done in the following manner:

THE CONSTITUTIONAL ASSEMBLY

The constitution writing body, the **CONSTITUTIONAL ASSEMBLY**, also generated many reports, submissions, Order Papers etc. **SIX** major **theme committees** were established. They were:

- (a) Character of democratic state
- (b) Structure of government
- (c) Relationship between the levels of government
- (d) Fundamental rights
- (e) Judiciary and legal systems
- (f) Specialised structures of government

To aid the various constitution writers in their jobs, various experts in the respective fields were brought in. Cataloguing the documents i.e. reports by experts, submissions made by various members of the public on issues such as **abortion** for example, presented many problems.

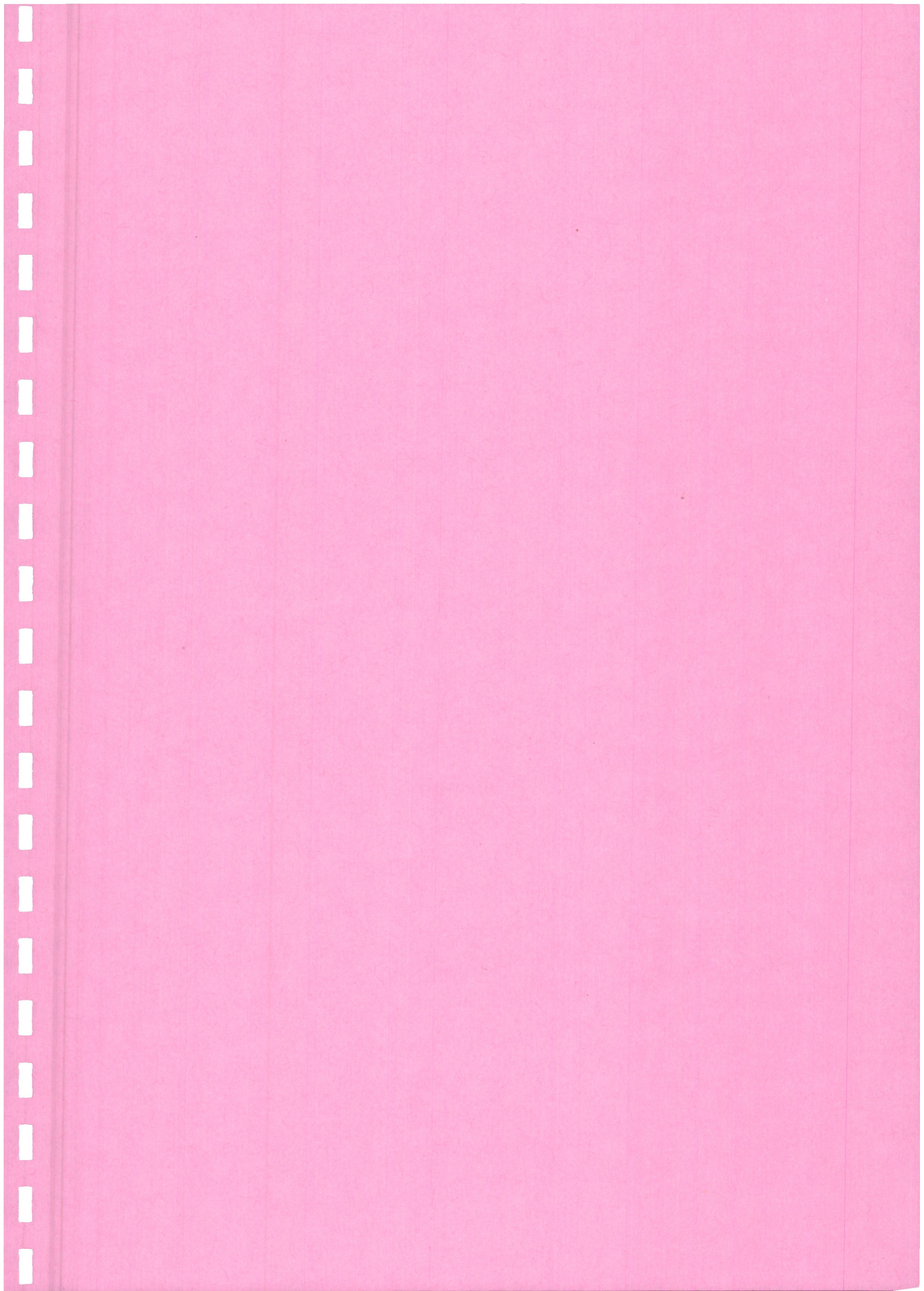
Staff in the periodicals section were continuously on the lookout for items relating to the various subjects of the theme committees appearing in periodicals. All the documents of the **CONSTITUTIONAL ASSEMBLY** are however accessible via the **INTERNET**.

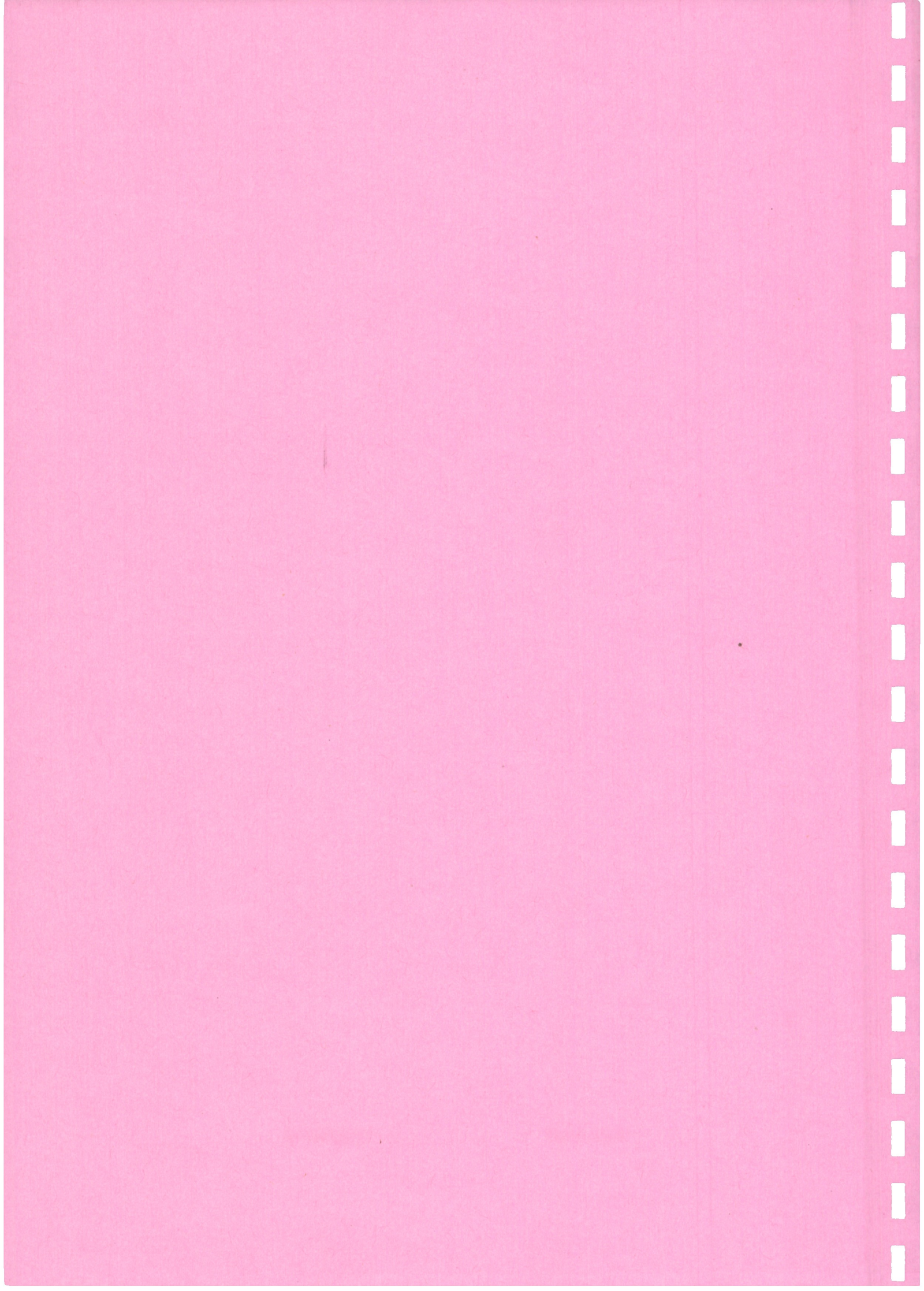
CD-ROM'S

The proliferation of various CD-ROM's necessitated their cataloguing. The library currently has \pm 23 CD-ROM's. The main problem we experienced here was not the cataloguing of the item itself, but where to place the sticker identifying the item. It was decided to place the sticker on the CD itself.

CONCLUSION

The ever changing nature of serials can be frustrating as well as challenging. It is a particularly exciting time to work in our serials department as we as librarians, together with publishers and vendors, all have important roles in influencing future directions regarding the management of serials. The emergence of the electronic journal opened up many doors and options for librarians, reference workers and information scientists alike.





CATALOGUING AND CLASSIFICATION OF MONOGRAPHS IN THE LIBRARY OF PARLIAMENT, SOUTH AFRICA

Paper presented by Muriel Egan at the APLESA Conference,
9-13 September 1996, Cape Town

THE HISTORY

Since the establishment of the Library of Parliament catalogue records have been kept of all books and other material acquired by the Library. Records of items were originally painstakingly handwritten on catalogue cards, many quaint examples of which can still be found in the old card catalogue. Thereafter typed cards replaced the handwritten cards. Over the years various editions of the Anglo-American cataloguing rules have been used and in the card catalogue various interpretations of these rules can be seen.

In 1991 the library commenced with computerised cataloguing. Records on computer replaced records on cards. The card catalogue for the period 1980-1990 was computerised retrospectively. Consequently today we have a mixture of a card and computerised system.

PROS AND CONS

During the past few years we have really come to enjoy the wonderful **benefits of a computerised catalogue** as opposed to a card catalogue. These include:

- (a) One only needs to create a **single computer record** with no laborious duplication of records as on cards
- (b) Many **more searching points** are available. A card catalogue only allows you to search by first word. Now not only the usual author, title, class number or subject heading can be searched but keywords, that is meaningful words in any text, can be searched in many different fields such as titles, headings, publishers, notes and contents.
- (c) **Subject retrieval** is consequently greatly enhanced through keyword searching in titles, summaries of the contents of books and contents notes of chapters and other portions of books.
- (d) **Searching of records is speeded up.** Typing in a word in order to trace the required information takes far less time than searching through a card catalogue.
- (e) The catalogue is much more **accessible** to cataloguers, reference staff and other library departments, and to users. It is not limited to one place but is physically available in many locations. Cataloguers can save much time with the catalogue being available in their own offices.

However, we have found that our computerised catalogue has **disadvantages** which include:

- (a) **Initially it is not so user-friendly** as users have to be trained to use it. Although the search procedure is not complicated some instruction in the various steps that have to be followed is necessary.

- (b) It is **costly**, for example, to computerise an existing card catalogue, to install computers in numerous offices and to keep up to date with the latest technology.
- (c) **The computer does not forgive errors.** If a word is spelled incorrectly, for example, it cannot be found.
- (d) **The computer catalogue is dependent on the power supply.** When there is a disruption in this supply records cannot be traced or created. Some records might even be lost if they have not been saved.

NOT BY MAGIC

In the transition from a card catalogue to a computer catalogue we found that it is not something done with a wave of a wand. Much time goes into the checking of computer records against the original card records. All kinds of problems arise along the way. Things which were necessary on cards, such as duplication of records, are not necessary on computer.

HOW WE DO IT

The library uses, with amendments, the Dewey Decimal Classification system , 20th edition (**DDC 20**) and the Anglo-American Cataloguing Rules, 2nd edition, 1988 revision (**AACR2R**). The catalogue is a **classified catalogue** with a **subject index** which is based on the DDC 20 index. Subject headings (e.g. Sears) are not used but subject terms from the Dewey index as well as numerous additional terms are chosen which refer the user to a specific Dewey class number.

Cataloguing is not done on-line. Cataloguers do not type in the information directly onto the computer network. They fill in (by hand) printed forms which list the various fields which correspond with the areas of AACR2R. The information on the forms is then typed by typists, checked and loaded on the database CAT. Similarly forms are also filled in and typed for an **authority file** as well as for the subject index. The authority file lists the forms chosen by the Library as headings for personal and corporate authors as well as for a series. When the catalogue records are loaded the books which have been pasted with their bookplates etc. are shelved according to their main Dewey number.

WE ARE UNIQUE

Every library is different with different needs and so the cataloguing of each library tends to be unique. We find that our cataloguing is not just an academic exercise but is closely related to the needs of our users. For example, it is **very detailed as regards subject retrieval** in order to facilitate subject searches at the reference desk. Very specific subject terms e.g. RDP, which do not appear in the Dewey index, are indexed. Lengthy summaries are written about the contents of books and contents notes of chapters and other portions of books are made. Not only is a main Dewey class number given but additional class numbers are allocated in order to bring out all the main subjects covered by a book.

In the Library **cataloguers have to be particularly aware of the needs of their users.** They must keep up to date with current events and be on the lookout for new concepts, buzzwords and catchy phrases which can be brought out in catalogue records.

APRIL 1994 AND CATALOGUING

Cataloguing in our library has also had its share of transformation since the birth of the new South Africa in April 1994.

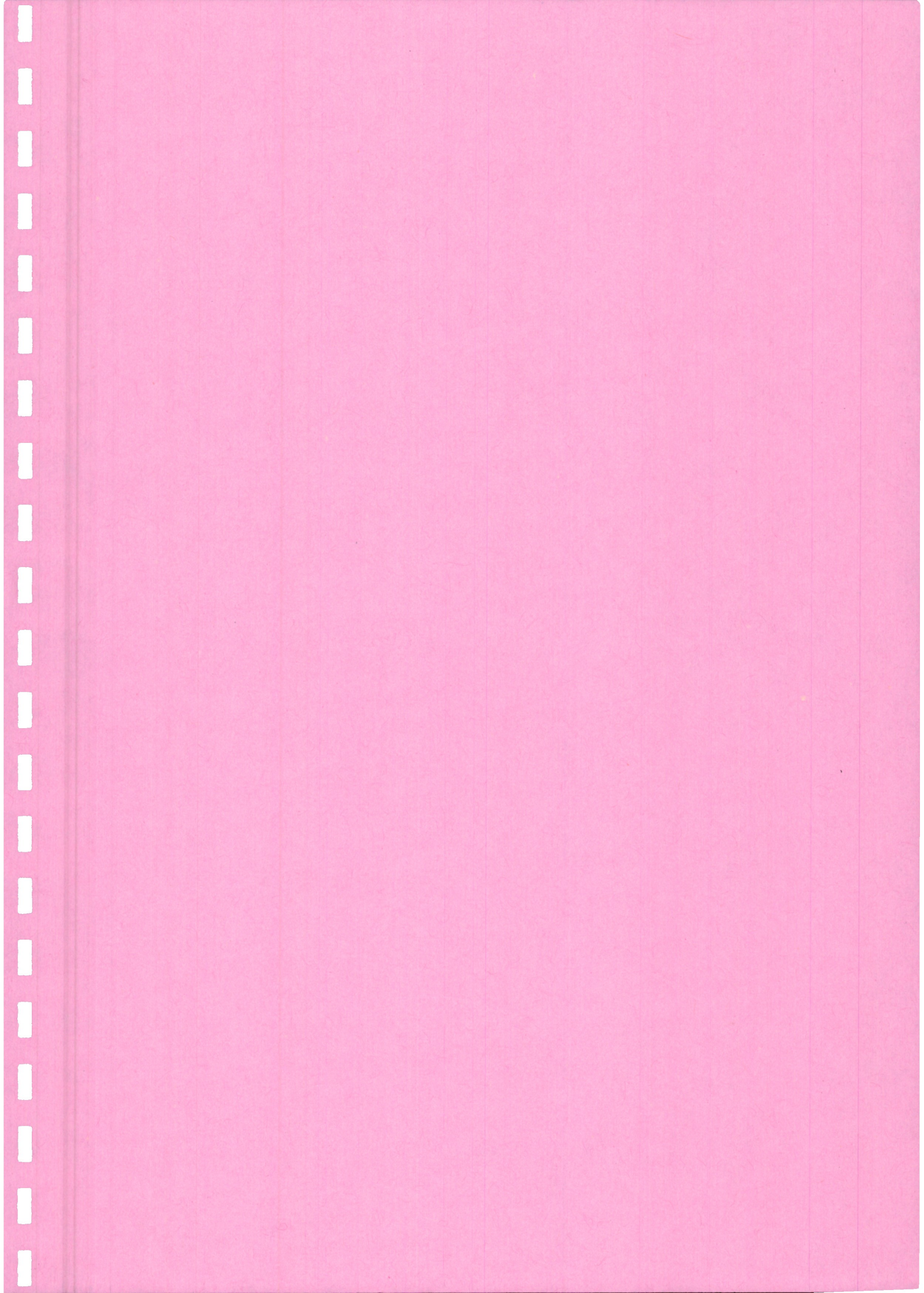
- (a) Many libraries have a cataloguing backlog. Ours already existed prior to 1994 but it increased dramatically with the **influx of many new categories of works being acquired by the library**. These include Constitutional Assembly publications, many works on the interim constitution and the new provinces, "liberation" material acquired retrospectively by the library, and many overseas parliamentary publications brought back by parliamentarians visiting abroad. Besides the sheer bulk the different nature of the publications has been most interesting and challenging.
- (b) As the number of reference queries has escalated over the past few years **cataloguing staff have also increasingly been used to assist at the reference desk**. Hopefully this problem will be remedied in the near future when new staff are appointed and cataloguers are used solely for cataloguing.

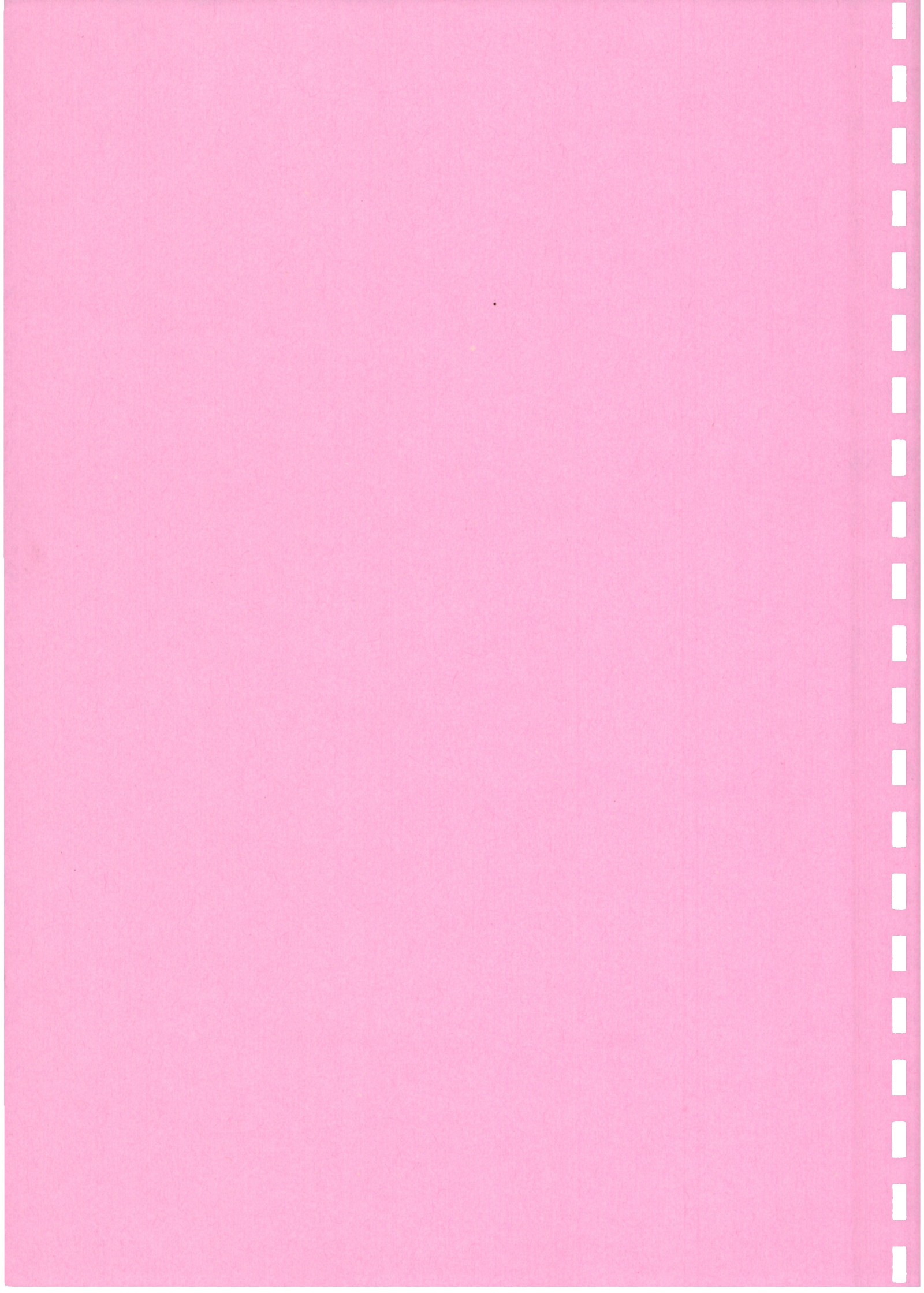
IT'S NOT SO "BORING"

For those who are not cataloguers it may be interesting to know that cataloguing is not as boring a job as it is often made out to be. Cataloguers find that every book is unique and the whole process of creating a record can sometimes be quite challenging (well, to some of us).

CONCLUSION

No reference service can function efficiently without good supporting services, especially with regard to cataloguing and classification. The cataloguers in our Library who are both cataloguers and reference workers can vouch for this.





PAPER ON THE INDEX TO DOCUMENTS TABLED IN THE SOUTH AFRICAN PARLIAMENT

Paper presented by Diana Riley at the APLESA Conference,
9-13 September 1996, Cape Town

Introduction

The Library of Parliament is the custodian of the **Parliamentary document collection**. This collection consists amongst others of the Debates, Order Papers, Question Papers and Minutes of Proceedings of the South African Parliament. The papers and legislation tabled in Parliament form part of this collection. The Library of Parliament is responsible for the creation of an index to these papers and legislation. It is also the responsibility of the Library to collate and bind these papers. The papers tabled are documents issued either by governmental bodies or by parastatals.

During a Parliamentary session the papers tabled are listed daily on the Announcements, Tablings and Committee Reports sheet. The papers listed under the heading "tablings" are referred to as **annexures to the Announcements, Tablings and Committee Reports sheet**. The Library creates an index to the papers and legislation tabled.

Tablings:

Papers tabled fall into two categories:

- (i) Documents tabled because of **legal obligation** such as the annual reports of government departments and estimates of expenditure.
- (ii) Documents tabled **voluntarily to inform** Parliament. Green and White Papers tabled fall into this category.

Legislation tabled

Bills tabled in Parliament are also listed under the heading "tablings" on the Announcements, Tablings and Committee Reports sheet. **Enactments** are listed under the heading Announcements.

Index to Annexures of Parliament

The present **Index to Annexures of Parliament** started out as the **Index to Manuscript Annexures and Printed Papers of the House of Assembly**. This Index covers the period from 1910 to 1990 and appeared in four separate volumes. In 1991 the Library of Parliament assumed responsibility for the Index. Since then it has existed as an Inmagic database for in-house use only. No decision has yet been taken on whether or not the database will be produced in printed form. However the present method of indexing accommodates the future publication of a printed index.

Assigning annexure numbers

All **papers tabled** in Parliament are assigned an annexure number. **Legislation tabled already has a unique identifying number**. As such bills are not assigned an annexure

number. The first paper tabled in Parliament in a certain year becomes annexure number one of that year. If the Library receives only one copy of a specific document, that document is treated as a "manuscript". The master set of bound volumes of annexures consists of a single copy of each document arranged according to annexure number. Multiple copies of a document are marked correspondingly and shelved.

Annexure numbers are also assigned to some of the replies to questions tabled in Parliament. Questions and most of the replies thereto appear in the publication **Interpellations, Questions and Replies**. If a reply consists of a document too lengthy to include in this publication it is assigned an annexure number and bound with the papers tabled. These replies are treated as "manuscript" annexures. The question is printed in the **Interpellations, Questions and Replies** publication with a reference to the relevant annexure number.

The database record for papers tabled consists of the following fields:

- (i) A **SUBJECT-field** in which broad subject terms are assigned to each document.
- (ii) Responsibility for the content of the document is indicated in the **RESPONSIBILITY-field**.
- (iii) The title of the document as it appears on the Announcements, Tablings and Committee Reports sheet appears in the **ENGLISHTITLE-field**.
- (iv) The **ENGLISHINDEX-field** has been inserted into the record for the purposes of generating a printed index in the future.
- (v) The **PERIOD-field** is used to enter the period which a publication covers.
- (vi) Some government publications are published with a unique identifying number namely a RP-number (Republic Paper number) or in the case of a White Paper a WP-number. These numbers are entered in the **RPWPNO-field**.
- (vii) When the Library receives only one copy of a specific document that document is treated as a "manuscript". The annexure number assigned to the document is then preceded by the letter M. This is noted in the **MANUSCRIPT-field**.
- (viii) The annexure number allocated to a specific document is entered in the **ANNEXURENO-field**.
- (ix) The **DATE-field** indicates the year in which a document was tabled in Parliament.
- (x) Whereas most documents belong in the general category, categories such as bill, commission report and question also exist and are entered in the **CATEGORY-field**.
- (xi) The languages in which the document has been published appear in the **LANGUAGE-field**.
- (xii) Whenever the report of a commission of inquiry is tabled in Parliament the name of the chairman of the commission is entered in the **CHAIRMAN-field**.
- (xiii) The field **TABLEDBY** indicates by whom the document was tabled, e.g. a government minister, the Speaker or the President of the Senate.
- (xiv) The Library often receives queries as to whether a specific document or legislation has been tabled in Parliament or not. The **DAYTABLED-field** indicates on which day a document was tabled in Parliament and whether it was tabled in the National Assembly or the Senate.

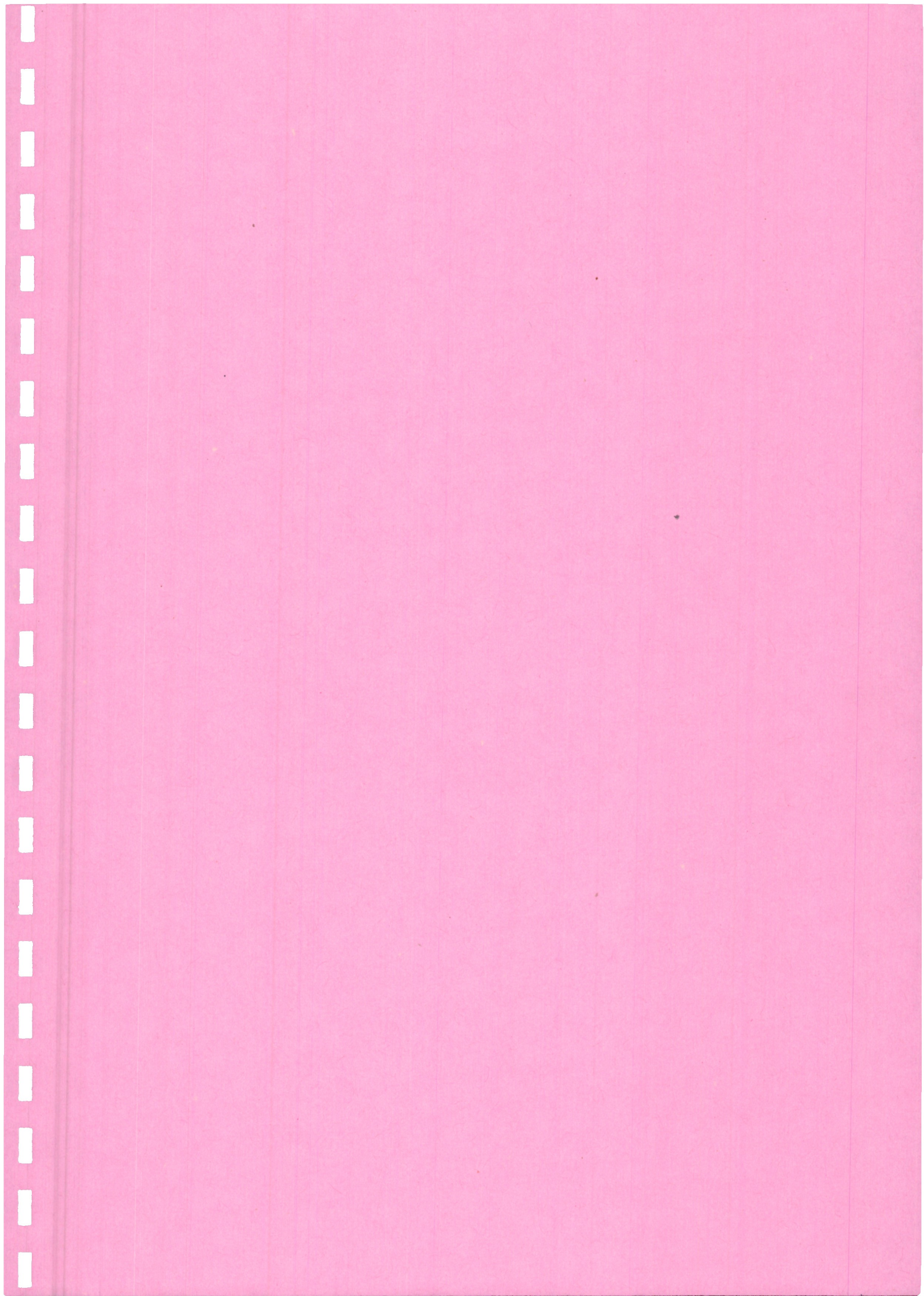
- (xv) If the title as it appears on the document itself differs substantially from the title on the Announcements, Tablings and Committee Reports sheet the document title is added at the bottom of the record in the **TITLEORIGINAL-FIELD**.

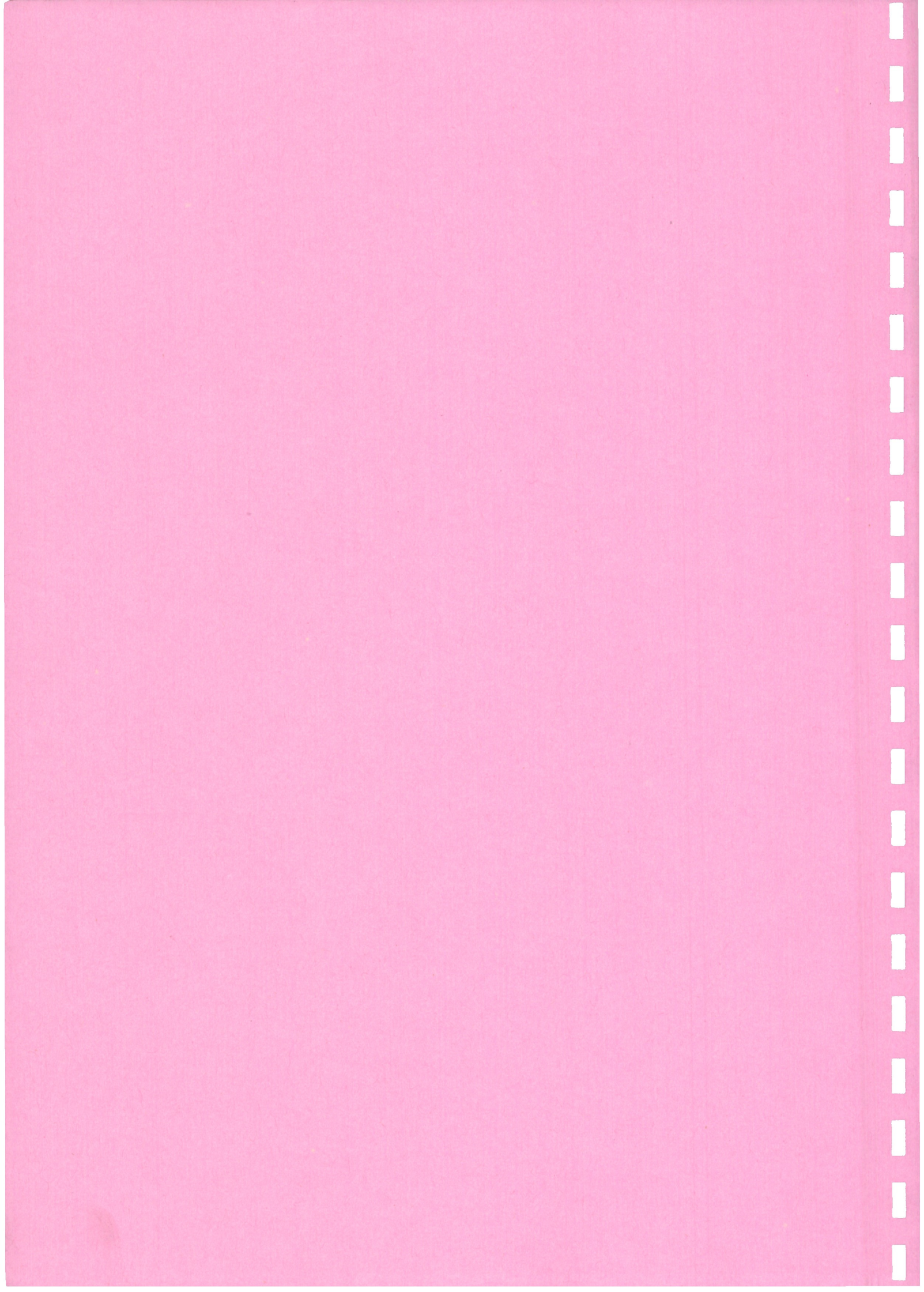
The record for legislation differs from the record for documents tabled and consists of the following fields:

- (i) The English title of legislation is recorded in the **TIE-field**.
- (ii) The Afrikaans title of legislation is recorded in the **TIA-field**.
- (iii) The **INDEX-field** has been included to accommodate the generation of a printed index.
- (iv) Both the bill number and the year in which a bill is first tabled is entered in the **BILL-field**.
- (v) Once a bill is enacted the number of the act is recorded in the **ACT-field**.
- (vi) The day on which a bill is tabled as well as the day of enactment are recorded in the **DAY-field**. This field also indicates in which House of Parliament legislation was tabled.

A valuable reference tool

The Index to Annexures of Parliament is an extremely valuable **reference tool** for the Library of Parliament and replaces to a large extent the need to catalogue government publications. The database is accessed on a daily basis by the reference staff in the performance of their duties.





INTERLENDING IN THE SOUTH AFRICAN PARLIAMENT

Paper prepared by Annalise de Wet,
presented by Bertie van Eck
at the APLESA Conference, 9-13 September, Cape Town

1 Introduction

The interlending service was established to enable the Library to provide a more comprehensive service to its borrowers by obtaining for them material not in its collection.

2 Southern African Interlending Scheme

In order to perform the interlending function as effectively as possible the Library is a member of the Southern African Interlending Scheme.

Any library may become a member of the Scheme provided that it is prepared to accept the rules of the Scheme and has registered as a member of the Scheme at the State Library.

Libraries that participate in the Scheme are requested but not compelled to make their own stock available for use by readers of other libraries, provided that the items requested are not needed by its own users. Libraries decide individually which items in their collection are not available for this purpose. Members of the interlending scheme make their bookstock known by regularly contributing records of holdings to Sabinet.

To register as a member of the Scheme libraries pay a biennial registration fee. Each newly registered member of the Interlending Scheme receives a copy of the "Interlending Manual for Southern African libraries", published by the State Library. The Manual will familiarise you with current interlending procedures. The registration fee also covers printing and distribution of regularly updated address lists and circulars to members.

The State Library presents training sessions, workshops and seminars in various parts of the country from time to time. These offer opportunities to meet colleagues, discuss problems and exchange information.

3 Interlending on Sabinet

In August 1993 Sabinet introduced its online interlending system and by the end of 1993 the Library of Parliament implemented the online system. The online interlending module of Sabinet incorporates the total interlending process from requesting to financial reports and statistics. The interlending request moves through a process from new request to completed request. Throughout the process the request status is updated and available for display at any time. This eliminates the long time lapses you get when mailing requests to other libraries. All libraries doing requests online are obliged to answer requests within 24 hours.

There is also an option to mark urgent requests where the system will immediately tell the supplying library an urgent request is awaiting his/her attention. Another advantage of the system is that it will draw your attention to items overdue and allow you to renew such items online. The system also allows you to send messages to a certain library or to all libraries. Messages could be in connection with a specific request or to inform users of changes in address and telephone numbers. The interlending module will also allow you to do requests on behalf of a non-member.

Sabinet offers training courses for beginners as well as refresher courses throughout the year.

About 90% of all our requests are done online. Requests to and from non-members are done manually by making use of the standard interlending request forms or fax forms as supplied by the State Library. We do not do requests on behalf of non-members online as we found it to be too time consuming.

4 Statistics

Record of interlending statistics are kept manually on forms that are based on the national and international statistics forms of the State Library which all members of the interlending scheme have to complete at the end of each year.

Since 1995 we have experienced a tremendous increase in the number of outgoing interlending requests. In 1994 we sent a total amount of 65 requests to other libraries while in 1995 the total amount were 398. By the end of August 1996 the total was already 421. On the receiving side we received 131 requests in 1994, 154 in 1995 and 79 up till the end of August 1996.

We did not receive or send any international requests during 1994, but received one international request during 1995 and send two international requests during 1996.

5 Borrowing of material from other libraries

5.1 Eligibility

All registered borrowers may make use of the service throughout the year, but borrowers not ordinarily resident in Cape Town are not allowed to obtain books on interlending during the recess.

5.2 Categories and format of material obtainable

Requests by our users for information on any subject will be accepted. Requests for books, microfiche and photocopies of journal and newspaper articles will be accepted by this Library.

There are however certain categories of material which may normally not be borrowed from outside libraries through interlending, for example: light reading matter (fiction);

valuable and rare material; books which would be difficult to send by reason of weight or size; works prescribed or recommended for university and school projects; newspapers; microfilms; periodicals; reference material; patents and standards.

5.3 Obtaining the item

If a particular item, requested by a user, is not in our stock, the reference librarian will verify the bibliographic details of the item on Sabinet. Sabinet allows you to see which libraries in the country have that particular item in stock. The database also indicates to you if there is any restriction on the loan of an item. As our users do not have access to Sabinet themselves, the reference librarian will do a pre-request on behalf of the end-user.

Requests will normally only be sent to libraries in Southern Africa that participate in the interlending scheme. If more than one library has the particular item in stock, the request will be sent to the nearest library in order to minimize delay. We also have an informal interlending agreement with the South African Library. We make use of a log book to keep record of items sent and received between the South African Library and ourselves.

5.4 Interlending tariffs

Most libraries participating in the interlending scheme charge handling fees as determined by the State Library. Currently the cost for a book loan is R17.00 and for photocopies it is R17.00 for 1-15 pages.

Our Library implemented cost recovery on interlending in 1990. Since then the Library established special agreements with certain university libraries to whom we supply government publications free of charge, to exempt us from interlending charges. Furthermore we also have agreements with the University of Cape Town, University of Stellenbosch, Cape Technikon, Provincial Administration: Western Cape, University of Pretoria and Unisa for reciprocal exemption of interlending charges.

Up till the end of July 1996 we recovered interlending charges from our users except in cases where it was for official purposes for members of staff. From the 1st of August 1996 all interlent books are supplied free of charge to users and for photocopies the normal fees of 10c per page applies.

5.5 Conditions of loan

The issuability of an item obtained through interlending is determined by the lending library. Our loan period is a fortnight. This Library holds the borrower responsible for any costs incurred if the item is lost, damaged or returned late.

Should the borrower fail to make good any expenses incurred by the Library on his behalf, the Chief Librarian may at his discretion, instruct library staff not to accept any further inter-library loan requests from the borrower until he settles his debt.

6 Lending of material to outside libraries

6.1 Eligibility

Any library in Southern Africa that participates in the interlending scheme is eligible to borrow material from this Library. The service is available to other libraries throughout the year.

6.2 Categories of material available for loan

As the Library's chief function is to provide a service to Members of Parliament its lending policy is necessarily restrictive, especially during session.

Apart from the categories not normally lent out, such as reference works and periodicals, we also do not loan: Africana (and valuable non-Africana) published before 1940; material in great demand during the session e.g. works covering politics, law, sociology, Parliament, economics (although less important works may be lent out during the recess), manuscript material, annexures and works consisting mainly of illustrations.

6.3 Conditions of loan

Borrowing libraries will normally be allowed to lend out books received from this Library. The lending period is four weeks for libraries in the Western Cape and six weeks for libraries up country.

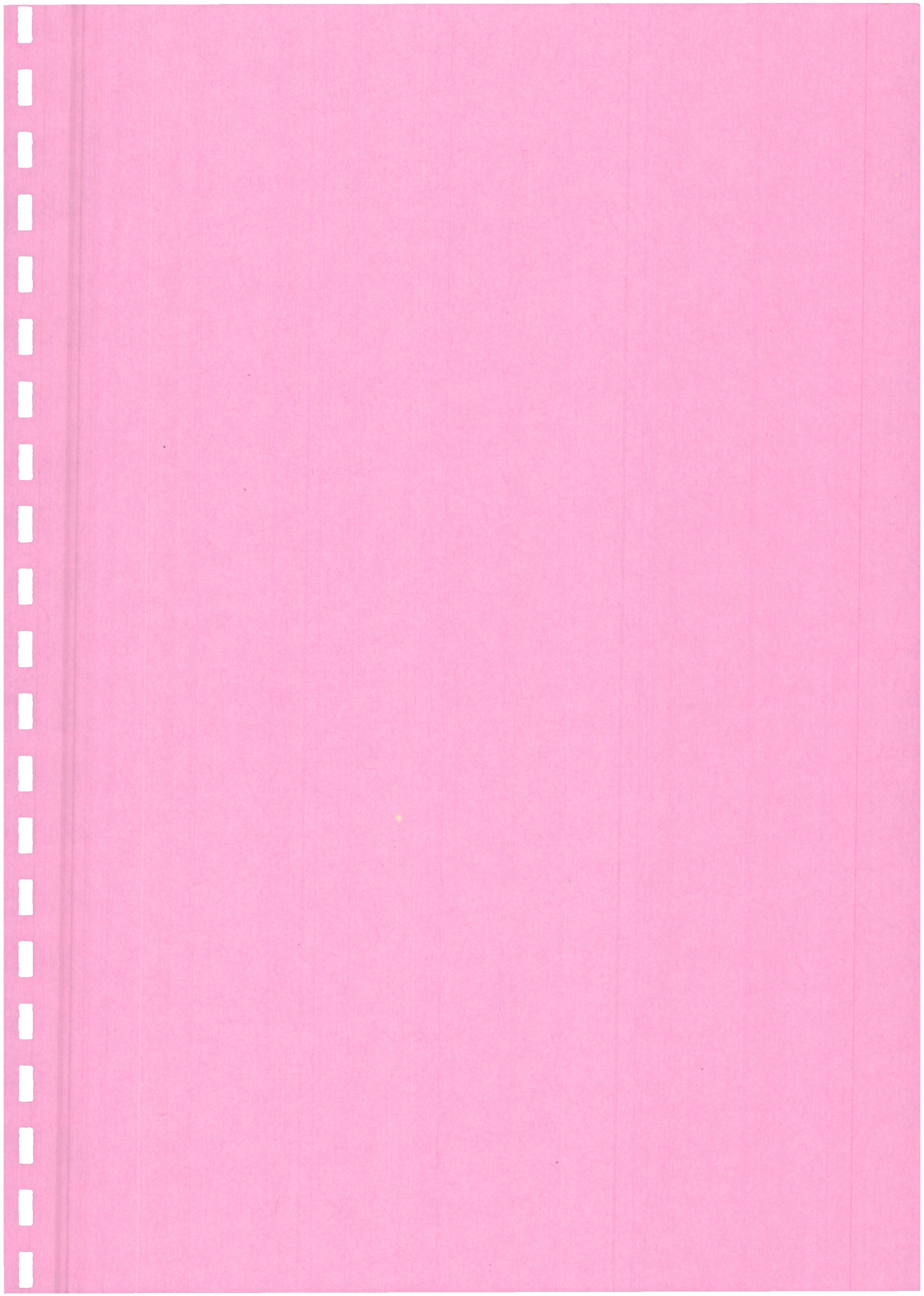
6.4 Loss of, damage to or late return of items

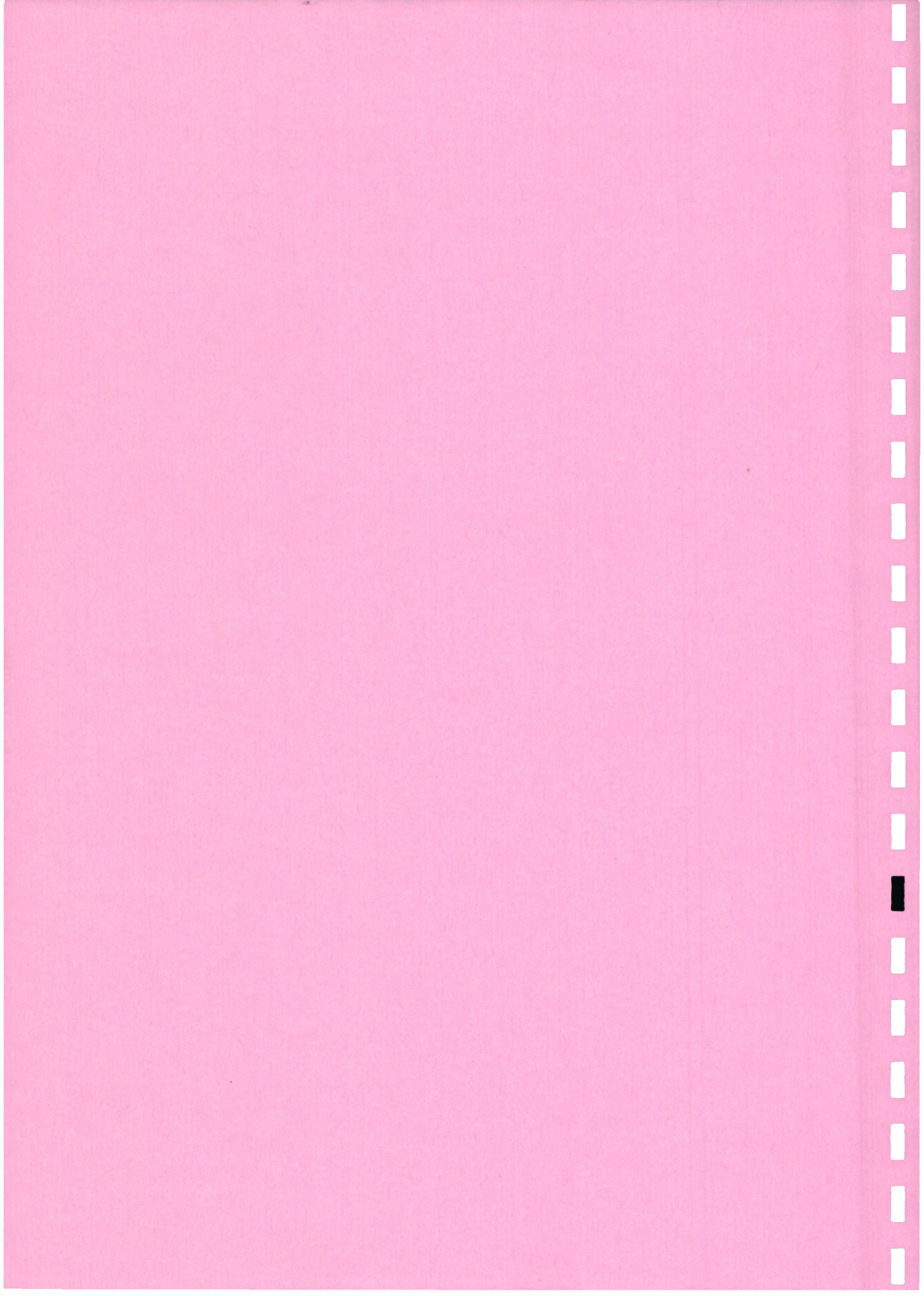
It is not the policy of this Library to fine borrowers or borrowing libraries for the late return of books. In serious or repetitive cases of disregard for the loan conditions stipulated, this Library may refuse any further requests from the offending library.

The borrowing library will be charged for the loss of or serious damage to an item. If the debt is not paid the Library may refuse to make any further loans to the offending library.

7 Supervision

Interlending in our Library is managed by two library assistants under supervision of the head of the reference section.





REFERENCE SERVICES IN THE LIBRARY OF PARLIAMENT, SOUTH AFRICA.

Paper presented by Juanita van Zyl, at the APLESA Conference,
9-13 September 1996, Cape Town.

1. Introduction:

The Library of Parliament was formed in 1885 when the book collections of the old Cape Legislative Assembly and the Legislative Council of the Cape Colony were brought together. Since then the Library has been housed in the original part of the Parliamentary buildings.

The Reference section is the heart of the Library. It is here where the work of all other sections of the Library comes together.

2. Users:

The use of the Library is restricted to Members of Parliament, the Office of the President, Heads of the various government departments, Judges of the Supreme Court, Government Law Advisers, the Secretariat of Parliament, researchers of the various political parties and staff members. While the Constitutional Assembly was writing the new Constitution, a reference service was rendered to the researchers and the various experts seconded to the Constitutional Assembly.

During the recess ex-members and ex-judges may also make use of the lending facility.

The Library has a membership of almost 2 500. (400 Members of the National Assembly, 90 Senators, almost 500 researchers of political parties, 900 staff members and ex-members)

3. Collection:

The Library collects books, periodicals and other publications on topics relevant to the needs of Parliament but specializes mainly in social affairs, legislation, government, administration, law, economy and political science.

The Africana collection is especially strong in history, biography and early travel accounts.

4. Hours:

When Parliament is in session the Library is open from 08h45 until the last House of Parliament adjourns. The hours for Saturdays are from 09h00 to 12h00.

During the recess the Library is open from 09h00 to 16h00 during weekdays and closed on Saturdays.

5. Reference Service:

The reference desk offers an unbiased service to its users. Each inquiry is treated as highly confidential.

The reference team comprises fourteen staff members. The librarians are divided into four teams which rotate. There are five librarians on desk duty every day and three during lunch time. There are also four persons on standby to assist when the pressure at the desk gets out of hand or if a team member is off sick.

The fact that the desk staff rotates makes it very important to note the exact details of each reference inquiry on a standard enquiry form. This enables the staff that take over during lunch time or the following day to know exactly what progress has been made with each inquiry.

When a Member needs information it is advisable that he phones the Library or comes in personally or a researcher comes in on his behalf. We encourage Members to contact us in person and not to let a service officer bring the inquiry or let their secretaries phone in the inquiry. The reason is that when a third party is involved in conveying a reference inquiry, it can easily lead to misinterpretation.

Members indicate whether they need books, journal articles or just a concise overview of the subject. They are always requested to submit a deadline to ensure that high priority queries are done first. Members are continuously reminded of the fact that the more time the librarians have to spend on his/her query the better the result will be.

The type of queries vary from the date Mr Mandela was inaugurated as President, to very in-depth queries on, for instance, abortion legislation in African countries or money laundering.

When an in-depth search is to be done, an information package is put together. This will normally consist of books on the subject and print-outs of articles available from the various databases to which the library has access. The Member will be contacted once all the pre-searching has been done. The Member will then come to the Library, have a look at the books available, mark the pages he needs photocopies of, or have the book issued to him. The Member will also go through the print-outs of journal articles available on the subject and mark the ones he is interested in. The librarian will then ensure that the different journals are fetched from the stores, mark the indicated articles and have it photocopied if so requested by the Member. Otherwise the Member will first evaluate the articles and decide whether he wants a photocopy. The cost for photocopying is 10 cents per copy.

Should the Library have a gap in its collection on the specific subject, the Librarian will go out of his/her way to find the information by contacting the right institution or government department, etc. This includes obtaining books on the subject on Inter-Library Loan.

In cases where staff members have difficulties in obtaining information on a subject a staff member will open an information file. This is an in-house database updated by library staff members and contains references to various sources where information on the subject was found or photocopies of the relevant information. Sub judice rule and maternity and paternity benefits of Members of Parliament of various countries are just two examples of the subjects in the file. It also includes information requested frequently, e.g. the numbers and names of female Members of Parliament and of the Provincial Legislatures or the shortened version of Nkosi Sikelel' iAfrica and the National Anthem. Each information file receives a number and is kept in numerical order.

The Library has access to the following remote databases:

5.1. INCH (Institute for Contemporary History)

This is a database of newspaper clippings indexed by the University of the OFS. Although the keywords are in Afrikaans it also indexes English newspapers;

5.2. DIALOG;

5.3. the Internet;

5.4. Through SABINET (South African Bibliographic Network) the Library has access to:

5.4.1. SACD (South African Cooperative Library Database);

5.4.2. ISAP (Index to South African Periodicals);

5.4.3. KOVSIDEX (Index of journal articles indexed by the Library staff of the University of the OFS);

5.4.4. RIEP (Research Institute for Education Planning);

5.4.5. UNCOVER and

5.4.6. OCLC.

These will be extensively covered in the talk on remote databases.

In 1995 the Library introduced a new service whereby information files are compiled on all Bills tabled in Parliament. Once a Bill is tabled it is allocated on a rotating basis to a staff member who is then responsible for the compiling of the information and the updating of the file until the Bill has been discussed in Parliament and enacted. This ensures that there is already information available when a Member requests some information on that subject. The information file can be used as background information on the subject if a Member wants to highlight another aspect of the Bill.

The information files include the Bill, photocopies from books, journal articles, references to previous years' Hansards, equivalents from other countries and bibliographies on the subject.

6. Lending service:

Users receive six library pockets every year. Books and pamphlets may be borrowed for a period of two weeks but there is a restriction on the issuing of journals.

During the writing of the constitution the Library identified a core collection of books that could be needed by the theme committees of the Constitutional Assembly. These books were made available to Members and Constitutional Assembly staff on a short loan basis. The issuing of these books were restricted to overnight lending or lending over weekends.

7. Statistics:

Statistics are kept of queries done, books issued and photocopies made.

Queries done during 1994.....	4243
Queries done during 1995.....	6679
Queries done Jan to May 1996.....	4340
Books issued Jan to May 1995.....	2369
Books issued Jan to May 1996.....	2700
Photocopies done Jan to May 1995....	52 788
Photocopies done Jan to May 1996....	78 186

One thing is certain There is never a dull moment at the reference desk!

***INFO RECORD ON MATERNITY AND
PATERNITY BENEFITS OF MEMBERS OF
PARLIAMENT:***

SUBJECT/1 MATERNITY BENEFITS

SUBJECT/2 PATERNITY BENEFITS

SUBJECT/3 PARLIAMENT

SUBJECT/4 ALLOWANCES

SUBJECT/6 REMUNERATION

CONTENTS/1 Copy of a fax received on 28 March 1996 from the House of Commons Library detailing the maternity and paternity benefits of the House of Commons staff such as leave and pay. [INFO 226]

CONTENTS/2 Letter dated 28 March 1996 from the German Bundestag which includes a compilation of all remunerations and allowances which the members of the German Bundestag are entitled to. [INFO 226]

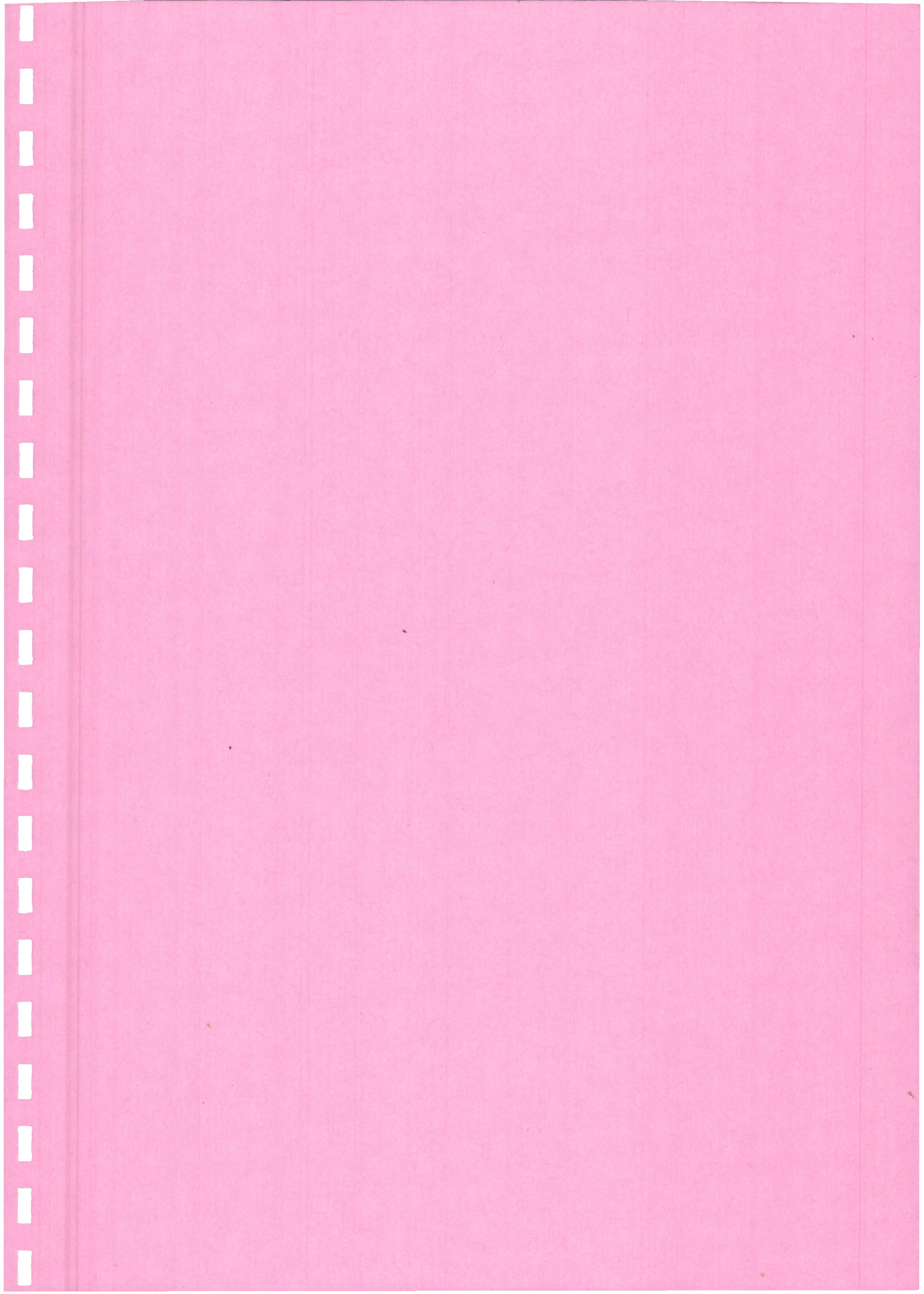
CONTENTS/3 Copy of a document dated 15 May 1996 received from the Norwegian Parliament on the maternity and paternity benefits of members and staff of the Norwegian Parliament. [INFO 226]

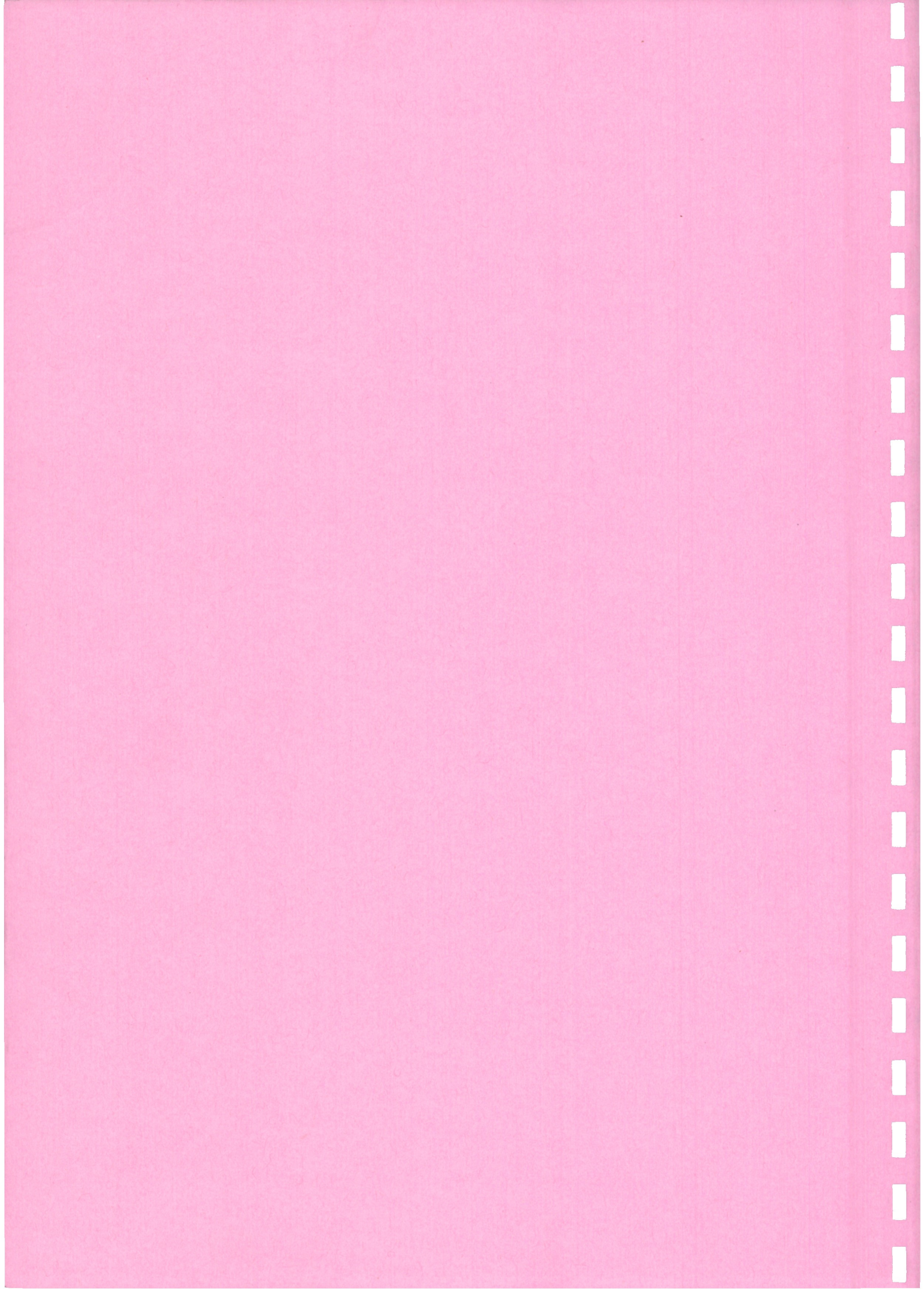
SOURCE/1 INFO 226

INPUTDATE/1 21 May 1996

SEARCH/1 Geldenhuys

\$





INFORMATION AND COMMUNICATION TECHNOLOGY
IMPLEMENTED BY THE LIBRARY OF PARLIAMENT, WITH
PARTICULAR REFERENCE TO REMOTE DATABASE ACCESSING,
CD-ROM, MICROFILM AND FAX, BY M E O BURGERS FOR THE
1996 APLESA CONFERENCE, CAPE TOWN

1 **INTRODUCTION**

This paper deals with information and communication technology implemented by the library of parliament, with particular reference to remote database accessing, CD-ROM, microfilm and fax. It begins with the ways in which the Library of Parliament accesses remote databases and discusses some databases used. It also deals briefly with CD-ROM applications and touches upon microfiche and fax technology.

By its very nature the first topic of this paper is more technical than the rest. The terminology used will however be kept as user friendly as possible.

2 **EXTERNAL COMPUTER DATABASE ACCESSING**

2.1 **BACKGROUND:**

The first external computer link that this library established was to the Computer Centre of the University of the Orange Free-State. This link was established in 1978 to access the Institute for Contemporary History Clippings Service index database.

The linking system and apparatus was very primitive. It required the making of a trunk call to Bloemfontein to gain access to the host computer. The apparatus consisted of a Silent 700 terminal from Texas Instruments that did not have a VDU (screen), so that one could not see what one keyed in. Obviously commands or spelling mistakes could not be checked and corrected before sending it of. Output was directly to a printer on which search results were received. The system ran at the stately pace of 300 baud (300 bits per second).

During the 1980's new developments made it possible to replace the Silent 700 with a standard PC, which made things considerably easier. In 1986 the South African Post Office (later South African Post and Telecommunication Service) introduced a data-network called SAPONET and we switched to this, later implementing their SAPONET Easy-Access X.28 dial-up system, supporting a communication speed of 2400 baud.

This new technology opened the field for linking to external databases. Through the X.28 system it was possible, at affordable communication costs, to link to any host in the world which offers a telephone PAD access facility.

We basically phone to the local SAPONET node in Cape Town, paying for a local call only, and link through the Post Office data network to the remote node of the host computer (usually the same city as the host), which again links to the host computer.

Some services (such as Internet suppliers) have their own data networks with a local node and in such cases one dials locally to that node to gain access to their data networks. These systems support a communication speed of 28,800 baud.

The result was that we switched to X.28 to link to SABINET and BELTEL in South Africa and to DIALOG abroad. Lately we are also using dial-up links to the Internet through local Internet supplier nodes.

This then is the standard that we implement at present. However, technology constantly develops and there are much faster and more sophisticated options available for linking externally today. We shall have to make moves in this direction in the close future.

In the mean time dial-up linking still has many advantages. It can be run using an ordinary PC fitted with certain software and some accompanying hardware. It can be moved about, requiring only a telephone line to link outwards. Used in conjunction with a network such as SAPONET X.28, it is affordable and can be upgraded as one goes along.

2.2 BASIC REQUIREMENTS FOR DIAL-UP LINKING:

Basic requirements to link externally to a remote host are a PC fitted with a communication card, loaded with an emulation programme, a modem (modulator-demodulator) and a telephone. If a data network is available, it can be used to save much money and improve data transfer but is not essential.

The components work like this:

The PC is the work station.

The communication card in the PC links the PC to the telephone.

The emulation programme loaded into the PC translates the computer language of the PC into that of the relevant host being linked to, if necessary. Some emulation programmes, such as the one we use, can be programmed with scripts files (small programmes) to automatically set to a specific emulation, dial a set telephone number, enter a host address, enter our user-identification and password as prompted to do so. It can also be programmed to switch from database to database within a host system and to log-off from the host as well. This makes it unnecessary to have to keep all the log-on sequences and various identification codes and passwords for every host or database at hand, and avoids time consuming mistakes when logging on.

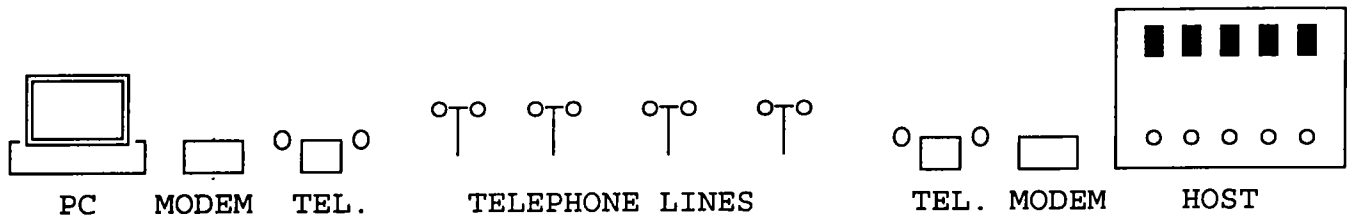
The modem (modulator-demodulator) translates digital pulses into audio pulses that can be transmitted through a telephone line and also does the reverse for incoming data.

The telephone is used to dial to the local network node or the host's pad.

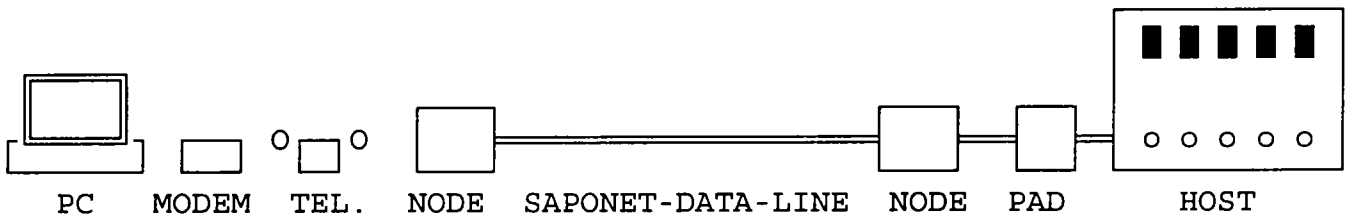
The data network acts as local exchange and has several advantages, the main of which are that it saves money by avoiding the making of trunk calls to far destinations, and protects the data being transmitted to and fro from the host from distortion, thus avoiding loss of data.

3 GRAPHIC ILLUSTRATION OF EXTERNAL DATABASE LINKING SYSTEMS

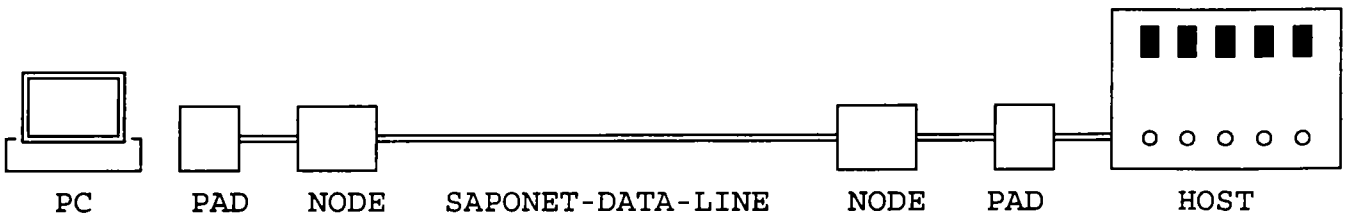
DIRECT DIAL-UP SYSTEM



SAPONET X.28 DAIL-UP SYSTEM



DEDICATED DATA-LINE SYSTEM



3.1 SETUP USED BY THE LIBRARY:

The Library typically uses a 486-PC, fitted with a communications card, a Mirror II emulation programme, an internal 9600 baud Fastlink modem and a direct telephone line. For Internet linking we use an external 28.8 Fastlink modem. An added programme we use is a Dos-driven menu-programme, called Auto-Menu, that initialises the correct emulation setting and script file when a specific database is selected from the menu. We currently have 6 such stations in the library.

3.2 INFORMATION SERVICES SUBSCRIBED TO:

We subscribe to various services, some which again provide access to yet more services or databases:

3.2.1 Institute for Contemporary History (INCH) Press Cutting Service

INCH scans and cuts 56 regional South African newspapers and periodicals on a daily basis. The cuttings collection is divided into 22 subjects. The cuttings are microfilmed, duplicated and mailed to the Library.

Every article cut is also indexed on computer and the index is loaded onto the mainframe of Computer Services at the University of the Orange Free State. The index covers the period 1978 to date.

When undertaking a search, index terms, taken from a thesaurus, are entered on the terminal to form a search strategy or question, and is sent to the host database. Index terms are matched to articles by the host mainframe and a list of article-references are sent back to the terminal and displayed on terminal's screen. This data can be captured to the terminal and/or printed to paper.

The list is then used to retrieve the microfilmed articles, which are printed to paper using a microfilm reader-printer.

3.2.2 Beltel

BELTEL is a Post and Telecommunication Services information service on which anybody can register as an information provider (much like Internet). It does, however, have a number of attributes which makes it cumbersome to use and is not much used by the Library. Handy information on BELTEL is weather predictions, currency exchange rates, etc.

3.2.3 Southern African Bibliographical and Information Network (SABINET).

SABINET is probably the one service that is the most heavily used by the library staff.

We originally linked to SABINET in 1988, using a GOVNET supported dedicated SNA data-link. This link was slow and expensive. When X.28 technology was implemented, we dropped the SNA link and switched to X.28

SABINET offers a variety of services. These include:

Government Gazette and Provincial Gazettes, containing the full texts of Central and provincial government Gazettes from the mid 1990's onwards;

Index to South African Periodicals (Isap), which consists of an index to articles from more than 440 South African periodicals;

Kovsidex, compiled by the Library and Information Services of the University of the Orange Free State and containing a selection of articles from periodicals, books, pamphlets, etc., according to the needs of lecturers and students of the university;

Navtech, containing information on current and completed research projects undertaken at South African technikons;

Microcomputer Abstracts, covering the popular magazines and professional journals for business, education and industry;

Netfirst, an authoritative database of Internet-accessible resources (available via OCLC's FirstSearch online reference services and also on the World Wide Web);

PapersFirst, containing citations of papers presented at worldwide meetings, conferences, workshops, expositions, congresses and symposia, as collected by the British Library Document Supply Centre;

SACat (SACD), which reflects the stock of libraries in South Africa and contains bibliographic information referring to books, periodicals, audiovisual items and other information material kept in these libraries;

UCTD, (Union Catalogue of Theses and Dissertations) which contains bibliographic records of theses and dissertations at master and doctorate level submitted to universities in South Africa since 1918;

UnCover, which is a periodicals index database, containing over 5 million records from approx. 20 000 journals. Table of content information is also available;

WorldCat, which is the OCLC Online Union Catalog, containing more than 32 million records describing items owned by libraries around the world;

RIEP, a database covering a wide range of reference works on the theory and practice of education dating back to 1975. Its contains references to both local and foreign books and periodical articles from organisations such as UNESCO, OECD, the EC, etc.;

Library of Congress Database (LC), which reflect the holdings of the Library of Congress;

British National Bibliography (BNB);

South African National Bibliography (SANB); and

British Library Inside Information, which consists of a electronic table of contents database containing information taken from the 10,000 most used journals held by the British Library Document Supply Centre.

3.2.4 Dialog

Dialog is an American based database service. It offers access to a large number of databases, most of which are located in-house on their mainframe and are available through a single charging system for connect time to DIALOG and all database searching.

These databases can be categorised as:

bibliographic, supplying a reference or citation, sometimes including a summary or abstract, to a publication, magazine or journal article, news story, patent, conference paper, etc.;

full text, containing the complete texts of magazine articles, news wire stories, encyclopedias, etc.);

directories, giving factual information about companies, organisations, products, people etc.); and

numeric, consisting of numeric tables, financial data, etc.

A standard search interface is used for all databases with small variations within each database for output formats.

A paper binder containing information pages, called blue sheets, on each database, supplies information on the contents thereof, also giving frequency of updating, specifications on search formats, etc.

While DIALOG is obviously more expensive to use than free Internet databases, the integrity and quality of information offered through DIALOG is ensured.

3.2.5 Internet

This library has fairly recently connected to the Internet. We are at present using, for evaluation purposes, two separate Internet suppliers and may still trial-use even more suppliers before making a final choice.

In the meantime the Internet and its e-mail component has proved to be a vital information tool. The information databases of various parliaments around the world have proven to be exceptionally useful.

4 **CD-ROM**

CD-ROM technology is well known today and the value of searchability of information on CD-ROM's is tremendous.

Standard requirements for a CD-ROM application is a PC, a CD-ROM drive and accompanying CD-ROM software that comes with the drive.

Most CD-ROMs run on either or both Dos and Windows platforms, so that most CD-ROM's can be used even if one does not have Windows. The current trend is, however, to switch to Windows which is more user friendly and easier to use for a fine-tuned search.

At present the Library has two PC's fitted with CD-ROM drives. A third one is soon to be installed on the Library floor for the convenience of library users. The installation of a CD-ROM network server tower to bring CD-ROM to the library network is also in the pipe line.

CD-ROM's are selected much in the same way that monographs are. There are reviews on CD-ROM products in the same journals that cover monographs. There are CD-ROM journals that announce new CD-ROM products. In addition most CD-ROM publishers, such as Silver Platter, publish catalogues of their products.

This Library is fortunate to receive some very useful CD-ROMS on legal deposit from Juta & Co., a Cape Town based publishing company of legal material. These include:

South African Statutes
South African Law Reports
South African Criminal Law Reports
South African Appellate Division Law Reports
Constitutional Library
South African Tax Library
The Labour Library
Occupational Safety and Health Act
Road Traffic Legislation
Jutastat - Hortors Legal Directory
Juta's Digest of South African Law
Trilingual Dictionary and
Indexes to the South African Government Gazette.

Other CD-ROMs that we find of value include:

Isap (Index to South African periodicals);
Unbis plus on CD-ROM (the United Nations publications index and full texts of resolutions, speech citations, voting information, agendas, documentation series, and the collection of the Dag Hammarskjöld Library in New York and the library of the United Nations Office in Geneva.);
Index to the House of Commons Papers;

Scad (the European Communities bibliographical database) and **OJCD** (the official journal of the European Communities).

5 **MICROFILM**

We have various microfilm collections. These include:

INCH Press Cuttings;

PISAL (Periodicals in South African Libraries), which gives holdings of periodicals in South African Libraries;

American Congressional Record;

House of Commons papers and

Government publications of the former independent and self-governing regions of South Africa

To utilize them we have four microfiche readers and two microfiche reader-printers.

6 **FAX**

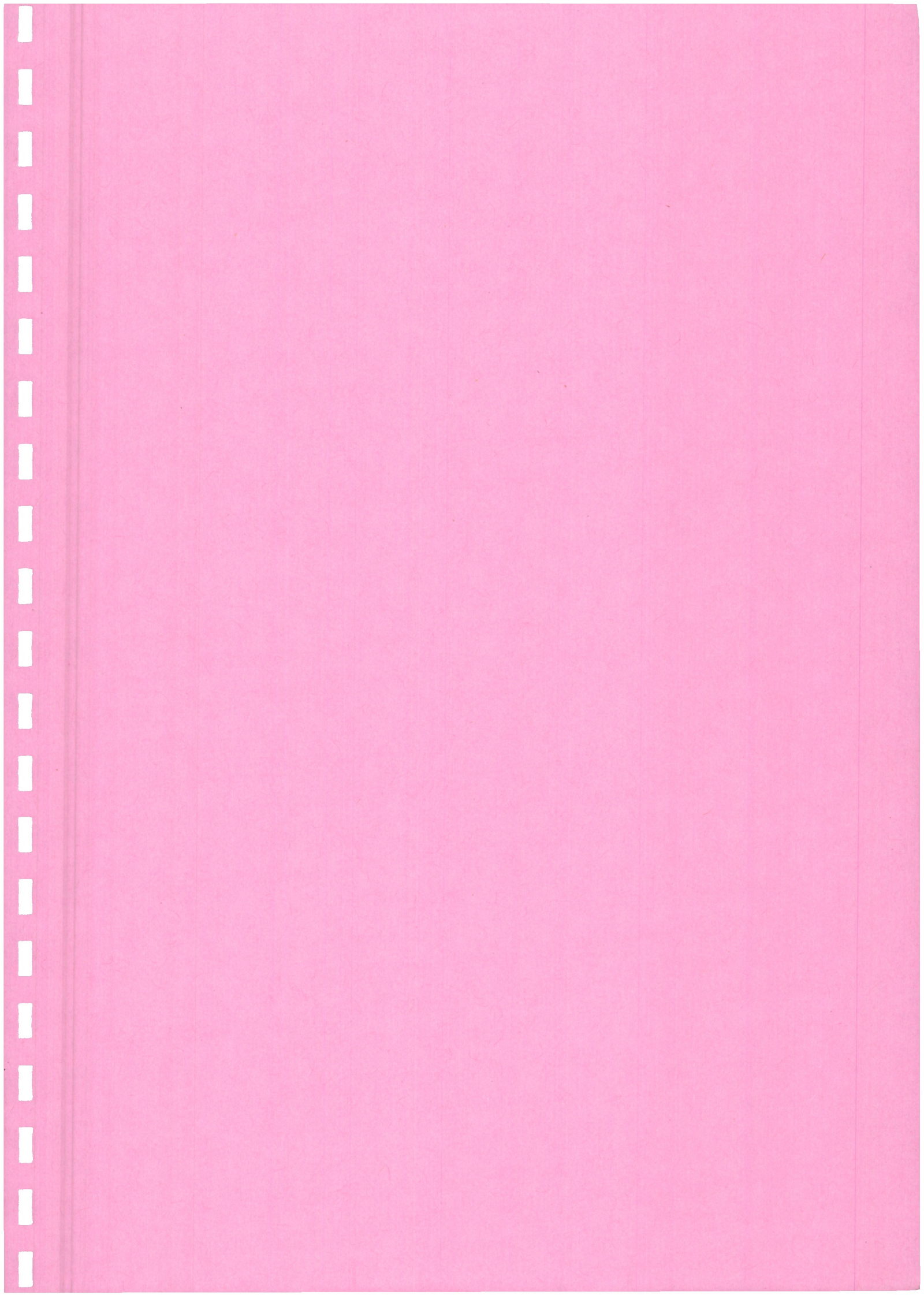
A fax facility is a necessity in modern information business. We have one fax machine which, while not being the latest model on the market, is pretty sophisticated and does the job admirably.

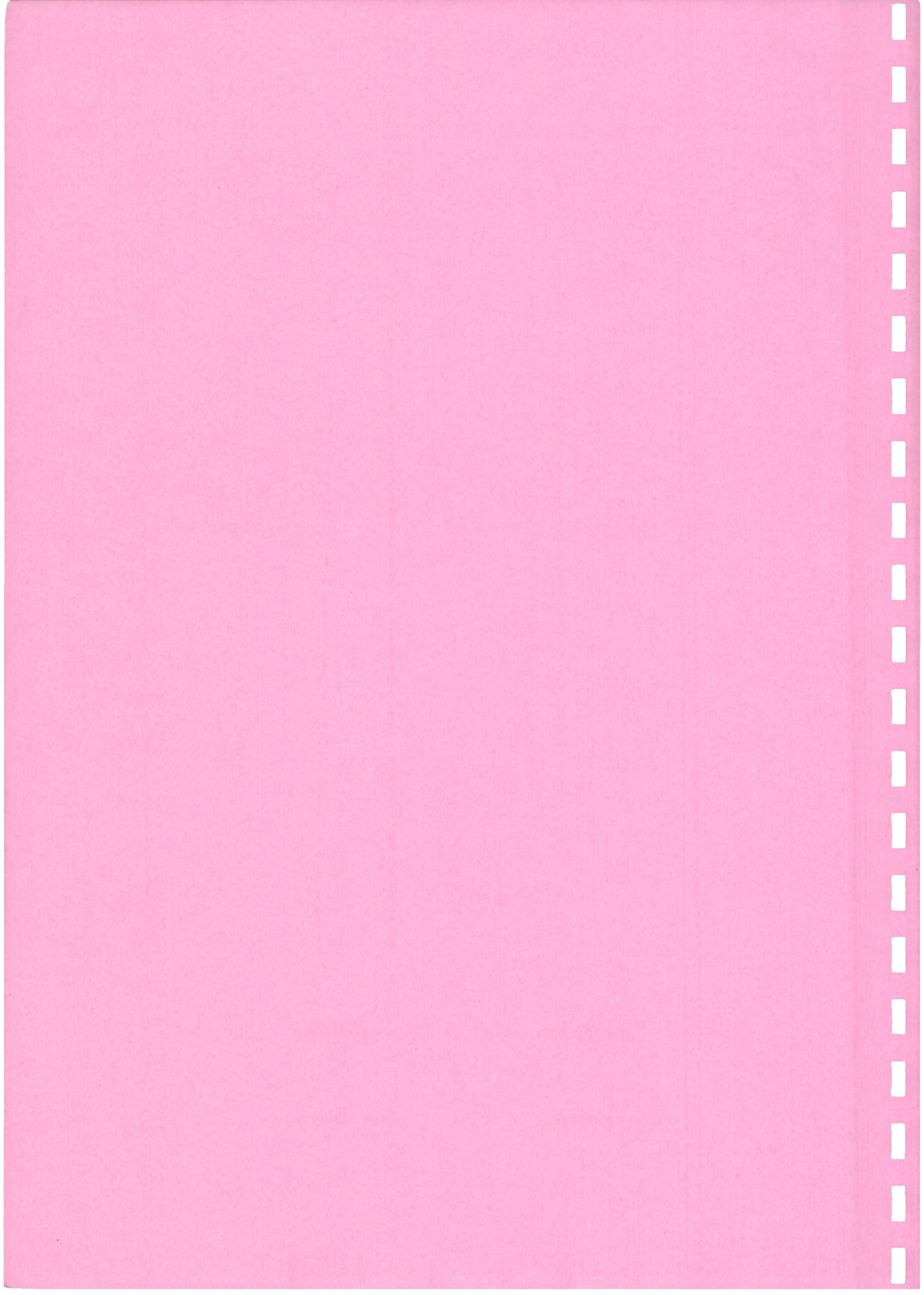
7 **CONCLUSION**

This library has come a long way with regard to the implementation of information and communication technology and still has a long way to go in this respect.

Apart from the counseling and advice that Parliament's Technical Service Department provides to the library, there are information and communication technological publications which keeps one informed of new products and services. These publications are, however, proliferating at such a rate that it is becoming difficult to keep up with everything that reaches the market place every day.

In closing it would be appropriate to state that, while this library does not in all cases implement the latest or most sophisticated communication technology, the technological services and facilities that it does implement have proven vital for the provision of an modern information service to its users.





COMPUTERISATION IN THE SOUTH AFRICAN LIBRARY OF PARLIAMENT: THE ESTABLISHMENT OF A COMPUTER NETWORK FOR THE LIBRARY

*Paper presented by Corna Sadie at the APLESA Conference,
9-13 September 1996, Cape Town*

1. BACKGROUND

(a) Previous experience with computer databases:

Before the Library of Parliament started experimenting with the use of computers to create its own databases the staff had already been doing computer searches for a number of years (since 1978) in the database of the press cutting service of the Institute for Contemporary History, University of the Orange Free State. The Library's first big computer project was the compilation by Library staff members of an index for the 1986 debates of the three Houses of Parliament. Due to a staff shortage this project had to be stopped after only one year. Personal computers (PCs) were only used during the last phases of the project and the end-product was a printed index but it did give us some idea of what could be accomplished if information was stored on computers.

(b) Decision to implement an integrated computerised library and information system:

As a result of the findings of the Subcommittee on a Research Service for Parliamentarians, the Standing Committee on the Library of Parliament recommended in 1987 that the Secretariat should start with planning for the implementation of an integrated computerised library and information service. The Library then started with the search for "the ideal integrated library system".

(c) The search:

In 1988 contacts with other libraries in South Africa brought *Inmagic*, a software package developed for database management, to the Library's attention. It was decided to use this software on a trial basis to catalogue publications in the Library's pamphlet collection. The main purpose of this exercise was to see to what extent *Inmagic* would be a viable software package for the Library's computerised catalogue. Although this test proved to be successful, an embargo on the export of all software to South Africa by the American developer of *Inmagic* in 1989 seemed to put an end to any further developments in this direction.

In the meantime we were also looking at other possible systems. At that stage the general feeling in the library world was that a computerised catalogue required an integrated system which could handle all the steps involved in ordering, accessioning, cataloguing, searching and issuing an item. The idea was that all changes to a record should be immediately visible regardless of whether you are cataloguing, searching, etc. The Library therefore investigated and evaluated as many of these integrated software packages as possible without finding one that complied with all the Library's requirements for the creation and searching of databases. Neither did it satisfy the criteria with regard to cost and reliable support facilities, particularly since Parliament's Secretariat had also indicated that a DOS-based system for personal computers would be preferred.

Major problems encountered included the fact that the integrated systems we saw were very rigid. One could only enter the information for which the system made provision and there were always limitations with regard to the number of fields and often also with regard to the length of each entry. Another problem was usually the huge investment required as most of the integrated library programs required a main-frame computer with only a computerized version of a card catalogue as an end result.

It rapidly became clear that we would have to settle for a compromise as none of the systems seemed to provide both an integrated library system and the flexibility required to allow the Library to adapt the program to suit its own needs.

(d) **The choice:**

Fortunately for us, *Inmagic's* distributors changed their policy regarding exports to South Africa towards the end of 1990 and it again became no. 1 on our list of likely candidates. We liked the way in which it allowed us to develop various databases (not just a computerised catalogue), that it had room for 75 fields, that we could decide which fields we required, that no limit was placed on the amount of data placed in a field, that the first 50 fields could be indexed and especially that it provided a powerful search facility. Also important was the fact that its developers were constantly upgrading the system, each time adding important new facilities. It did lack certain capabilities which would prevent us from creating a fully integrated system, but we decided that its positive aspects, including the fact that it operated in a DOS-environment and was intended for personal computers, made *Inmagic* an attractive software package for our needs. The major shortcomings, e.g. that we would not be able to use it as an issuing system or for periodicals administration, were seen as obstacles that could be overcome in another way. The rapid development of the *Inmagic* software also promised future improvements which would probably in the long run eliminate many of the existing shortcomings.

Initial doubts regarding the capacity of PCs to handle the large amount of data created by *Inmagic* records were soon removed by the incredible growth in computer memory available both on PCs and network servers.

We also found that the word processor software *Xywrite*, already in use in Parliament and to a limited amount also in the Library, was a very handy support tool for *Inmagic*, making it possible for staff to do the necessary keying (or typing) of records on any PC which had *Xywrite* available without having access to *Inmagic*. This was especially important as we had to wait a long time for all the PCs to be linked to the network. *Inmagic's* own word-processing system was, and to a certain extent still is, not very user-friendly and the ability to do the keying in *Xywrite* and then to load the records in batches to a specific *Inmagic* database helped to bridge this frustrating waiting period. We still do much of the initial keying in *Xywrite*, partly because it is easier but also as part of the process of ensuring the security of the *Inmagic* databases.

(e) **Starting the network:**

The network version of *Inmagic* was finally ordered and in October 1991, after months of numerous software demonstrations, endless memos and discussions, nerve-racking decisions and nail-biting delays, we closed down our card catalogues and officially started our first computerised catalogues.

2. **THE NETWORK: INITIAL STAGES**

(a) **Planning:**

Although Parliament's Technical Services Section handled most of the technical planning of the network and Data Section the software installation of *Novell Netware* (the software used for the network), *DOS* and *Xywrite*, the Library had to feed them constantly with information on the Library's special needs and priorities. It was often extremely difficult to convince non-librarians that a library's needs are more complicated than just to key in cataloguing information and that the retrieval of information from the computer databases forms a vital part of the process. Only after endless discussions and numerous memos could we convince them, for example, that the installation of one printer to be shared by various PCs located in different offices would not be productive, and that we required at least a dot matrix printer for each PC.

We had to decide how many PCs were required, where they had to be installed and whether special computer stands had to be made. The initial requirements included one PC for each librarian, administrative assistant and typist, PCs near the Reference Desk for the reference staff and PCs for the users. Unfortunately the PCs were not all installed simultaneously. This meant that we had to decide where the next PC had to be installed each time one or more PCs became available as priorities were constantly changing. We still do not have one PC for each librarian. Linking PCs to the network server also took place in fits and starts and getting hold of the bootdisks that enabled each PC to start-up and connect with the network nearly drove us up the wall. The problem here was again that we had to convince the people who created the bootdisks that we wanted the process to take place in the way that it was best suited to the Library, not the way they were used to doing it for another network.

(b) **Administration:**

One of the existing library staff members had to take up the task of administrating the Library's network while it was decided that a network panel consisting of the Chief Librarian and the two deputy chief librarians were responsible for decisions and recommendations regarding network developments.

(c) **Retrospective conversion of the card catalogues:**

The main purpose of the network was and still is to act as a computerised catalogue, replacing the old card catalogue with all its problems. In a library with an existing card catalogue difficult decisions have however to be made. In 1991 when we had to take the decision to computerise the Library we were already working in

two card catalogues, one for items catalogued before 1980 and the second one for the period 1980 to 1991 (which was started when AACR and Dewey 19 replaced the existing "cataloguing rules" and different editions of Dewey Decimal classification then in use in the Library).

It was relatively easy to close down the 1980-1991 card catalogue (14 611 records) and to give its conversion out on contract to an Australian concern, Amarc Data International. Even this took us from October 1991 when the contract with AMARC was signed until early in 1993 before the converted records were received and we could add them to our other *Inmagic* databases.

3. THE NETWORK: PRESENT SITUATION

(a) Planning:

Certain parts of the hardware used in the Library of Parliament's computer network are upgraded from time to time in an effort to use existing technology to enhance the Library's efficiency. We have to stay alert to keep up with new developments and to plan the network's expansion, both in size and in functions, to achieve the necessary results. Unfortunately various factors, including a shortage of funds and severe staff shortages, both in the Library and in the sections providing support services as well as delays encountered in obtaining approval of recommendations, tend to widen the gap between what our network can handle and what the latest developments in both hard- and software make possible.

The computer system currently consists of a network server, 27 personal computers (PCs) each with its own printer (usually dot matrix printers) linked to the server and three stand-alone PCs which are used to access outside databases on the Internet, Dialog and Sabinet. Two of the stand-alone PCs also have CD-ROM drives to access CD-ROM sources that the Library has acquired while three of the server-linked PCs can also access outside databases. For a diagram showing the locations of most of the PCs see Annexure A.

Software used includes *Novell Netware* to run the network, *DOS* as an operating system, *Xywrite* to do word processing and *Inmagic* for database management. We are currently trying to obtain *Windows 3.1* for the network as *Inmagic* has recently released an upgraded *Windows*-based version called *Inmagic DB/TextWorks for Windows* with many improvements and new facilities which will again allow us scope for expansion. *Windows* has also become a basic requirement for many CD-ROM databases and various software packages.

(b) Administration:

The administration of the Library's network requires that the network administrator ensures that the network server is active, that all the PCs and printers are working properly and that the databases are protected against data losses, viruses, electrical power surges and/or failures, and deliberate or inadvertent tampering.

A *Mountain FileSafe 1200Plus* tape streamer was installed to enable the Library to make backups of everything on the network to

safeguard computer programs and databases against possible damage caused by disk failure, viruses, etc. Backups are extremely important and must be made often enough to ensure that the minimum of data would be lost if disaster strikes. This is an aspect of the work that is often neglected due to the time required to make the backups. The lack of a backup system leads to utter chaos if the data on the server is lost.

An uninterruptible power supply (UPS) can help to protect the network against unexpected power failures or power surges. The UPS used for our network kicks in immediately when the power failure occurs and allows us 20 minutes of power during which time we can safely switch off the server.

Novell (the network software), *Xywrite* and *Inmagic* all have their own system of passwords to protect the software and databases against unauthorised changes. These passwords must be kept secret with only those staff members responsible for specific functions and databases having access to that password which allows each of them to complete his/her tasks.

The Library does not have a computer-trained staff member to assist in maintaining the network and its components. Instead its network administrator and other staff members working with the computers have to rely heavily on Parliament's Technical Services and Data Sections for the upgrading and customizing of hard- and software and the repair of broken PCs and printers.

(c) **Retrospective conversion of the card catalogues:**

Although the 1980-1991 card catalogue has already been converted, we still have that part of the card catalogue available in the Library as it has not yet been possible to verify that all the data had been keyed in correctly.

The conversion of the pre-1980 card catalogue still has to be tackled. There are however multiple problems connected with the conversion of this catalogue, not the least of which is the fact that almost every second record was catalogued using different cataloguing rules or with the information presented in a different format. It has therefore been decided to wait with this part of the project until the necessary staff are available.

(d) **Databases on the network:**

We develop databases using both *Xywrite* and *Inmagic* as software. *Xywrite* is used when we are still uncertain of the way in which to treat that particular type of information in *Inmagic*, but *Inmagic's* flexibility and our growing familiarity with its possibilities increasingly allow us to develop more and more databases directly in the *Inmagic* environment.

For a list of *Inmagic* databases currently in use, see Annexure B.

4. THE NETWORK: FUTURE DEVELOPMENTS

(a) CD-ROM technology:

The provision of a CD-ROM server for the Library network is seen as a priority. In addition to the system of networked PCs that is currently being operated by the Library for the creation and utilisation of its own databases such as catalogues and indexes, two stand-alone PCs equipped with CD-ROM drives, located in the Computer Room, are being used to access CD-ROM databases. Information retrieval by means of these stand-alone workstations has, however, proved to be unsatisfactory, thereby discouraging the utilisation of the CD-ROM medium to its fullest potential.

The following problems are being experienced in this regard:

- (i) A growing desire among library users to do their own information searches on CD-ROM databases is being frustrated owing to the lack of space in the Computer Room and to the fact that the available CD-ROM workstations are almost constantly being occupied by library staff.
- (ii) Since only single-drive CD-ROM machines are available, disks have to be changed very often. In addition to being time-consuming, the constant handling of disks increases the risk of damage to CD-ROMs.
- (iii) Only one staff member can access an installed CD-ROM at a specific moment.
- (iv) Access to CD-ROM facilities is further limited owing to the fact that the PCs that are equipped with CD-ROM drives are also used for purposes such as accessing external databases, e.g. Sabinet, INCH, etc.

The installation of a CD-ROM server (with a CD-ROM tower or jukebox) linked to the Library network would solve the above-mentioned problems by:

- (i) Extending access to the Library's collection of CD-ROMs to all PCs that will effectively become CD-ROM workstations as a result of being linked to a CD-ROM server through the Library network;
- (ii) Allowing simultaneous access to the same CD-ROM information sources from different workstations;
- (iii) Enabling library staff to provide improved reference and information services to users by facilitating the fuller utilisation of CD-ROM information sources as a result of improved access;
- (iv) Enabling library users to conduct their own information searches through the provision of access to the Library's CD-ROM facilities via the PCs that are located in the Main Library (currently used by library users to consult the computerised catalogue and indexes); and
- (v) Ensuring the security of, and reducing the risk of physical damage to CD-ROM disks due to frequent handling.

(b) Scanners:

The use of scanners can also play an important role in converting printed data to computer images. This will again require the installation of additional hard- and software and a choice will have to

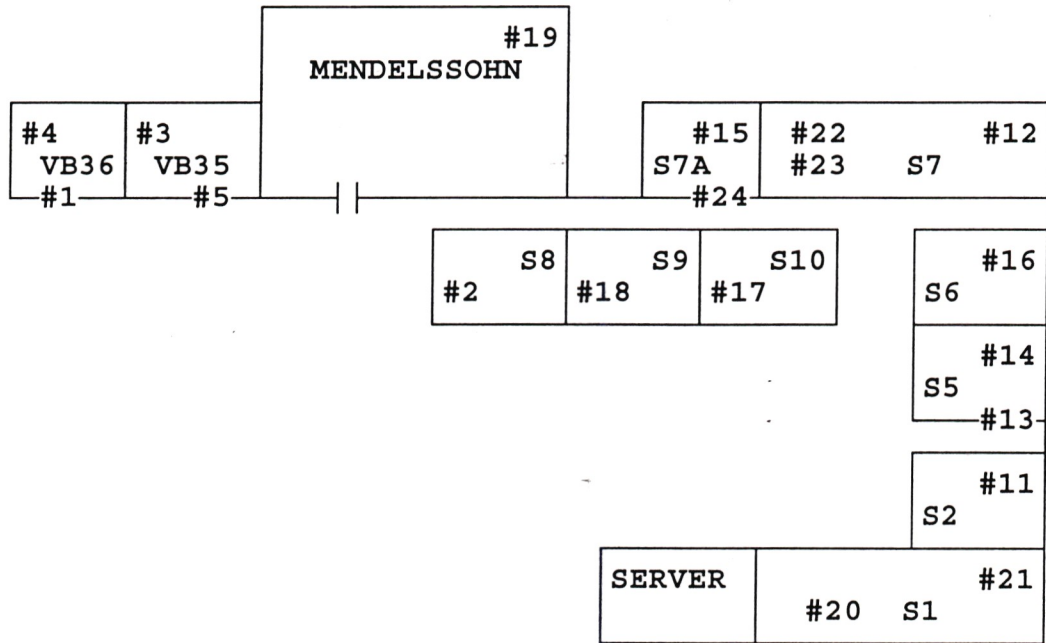
be made between software providing images (pictures) of the printed version and software which allows optical character recognition (the capability of recognising and searching specific words in computer databases).

5. CONCLUSION:

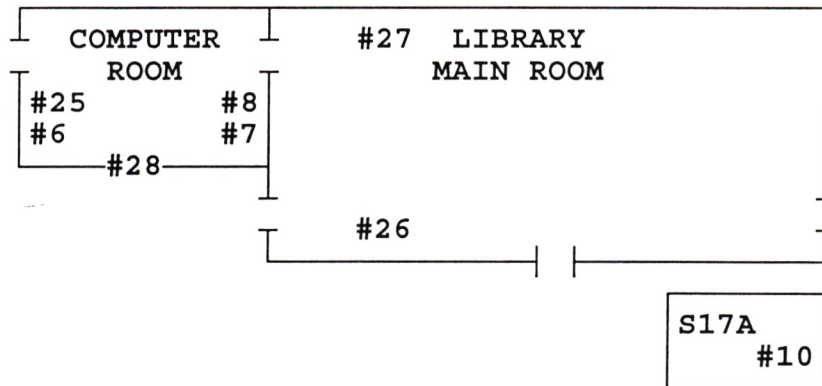
The Library is well-aware of the fact that we still have a long way to go before we can consider ourselves to have caught up with the latest hard- and software developments. We can however state that the arrival of the computer, especially the computer network, has had a very positive impact on information retrieval in our Library.

ANNEXURE A: LOCATION OF COMPUTERS IN LIBRARY

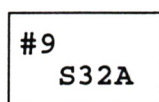
1. BASEMENT



2. GROUND FLOOR



3. FIRST FLOOR



ANNEXURE B: DATABASES ON INMAGIC

1. **AMARC:** Computer records of items from wooden catalogues, accessioned mainly during the period ±1980 to ±1991. NB. THESE RECORDS MAY CONTAIN ERRORS. Check against the card catalogue or CAT if problems are experienced in tracing the item.
2. **ANNEXNEW:** Index to papers tabled [Annexures] and not yet added to ANNEXURE, i.e. approximately 1994-. See also ANNEXURE.
3. **ANNEXURE:** Index to papers, including bills, tabled [Annexures], 1991-. See also ANNEXNEW.
4. **APPRO:** Temporary records for items received on appro or ordered from bookshops. If the item is accessioned the record will be moved to CAT. If it is rejected, it will form part of PRECAT.
5. **CAT:** This database consists of records of monographs (books, pamphlets, etc.) accessioned or ordered after October 1991 as well as those transferred from AMARC or recatalogued since then. Includes:
 - (a) Items already accessioned, catalogued and classified
 - (b) Items already accessioned but not yet catalogued and classified
 - (c) Items on order for the Library's collection but not yet received
 - (d) Authority records: the form used in this catalogue for specific authors is indicated by the words [CHOSEN FORM] which follow the author's name
 - (e) Subject indexing: indicates what classification number has been used for a subject. Dewey classification numbers can be searched in abbreviated form by typing at least the first 3 numbers and then a *, e.g. 968*.
6. **CHAIRMAN:** Committees/commissions of inquiry and their chairmen.
7. **GKPV:** A PU for CHE index to SA theses.
8. **INFO:** When queries cannot be answered from obvious sources, this database may provide a list of sources discovered during previous searches.
9. **PRE-AF:** INTENDED FOR LIBRARY STAFF. Computer records of authority cards from the wooden catalogue which have not yet been added to CAT.
10. **PRECAT:**

This database includes the following records:

 - (a) All legal deposit monographs (books, pamphlets, etc.) that have not yet been through the book selection process [Status: Book selection].
 - (b) Records of monographs (books, pamphlets, etc.) which have not been added to the collection [Status: Not keep/Not recommended]
 - (c) Records of reviews which still have to go through the book selection process [Status: Book selection].
11. **SMEM:** Includes records for periodicals not added to the collection.
12. **SCAT:** Database of periodicals in the Library's collection. Includes:
 - (a) Items already accessioned, catalogued and classified
 - (b) Items already accessioned but not yet catalogued and classified
 - (c) Items on order for the Library's collection but not yet received
 - (d) Authority records: the form used in this catalogue for specific authors is indicated by the words [CHOSEN FORM] which follow the author's name
 - (e) Subject indexing: indicates what classification number has been used for a subject. Dewey classification numbers can be searched in abbreviated form by typing at least the first 3 numbers and then a *, e.g. 968*.

