

# Library services to MPs in Singapore



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# Outline of presentation

- **Overview of Parliament Library Singapore – services and facilities**
- **Profile of current users**
- **Conclusion**

# Parliament Secretariat

**1** Clerk of Parliament

**9** departments

**52** full-time staff

**4** library staff

# Parliament Library

**Mission:** to provide efficient and effective reference and information service to the special needs of the clientele

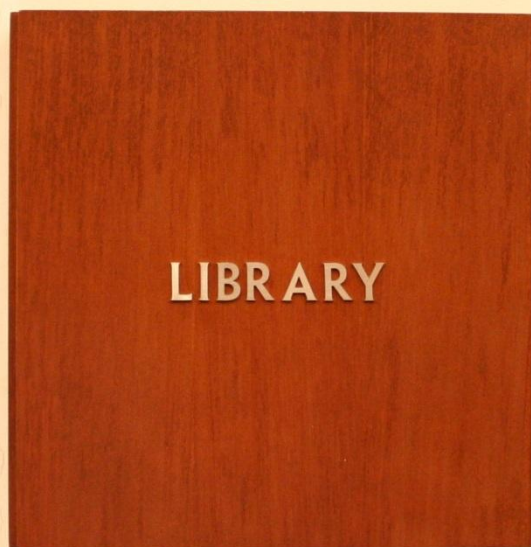
## **USERS:**

- Members of Parliament (MPs)
- MPs' assistants
- Staff working in Parliament Secretariat

# Parliament Library

## **FACILITIES:**

- 820 sqm
- Seats for 40 users
- 2 research rooms
- Equipped with PCs and WIFI access



## **SERVICES:**

- Book loans (incl. inter-library loans)
- News clippings and alerts
- Reference enquiries
- Information packaging

# Library Collection



## COLLECTION:

- **Newspapers\***
- Books on core subject areas
- Quick reference materials
- **Parliamentary publications\***
- Electronic databases
- Parliamentary proceedings (video)

\* Most frequently asked for (2011 and 2012)

# Library Portal

The screenshot shows the Parliament Library Singapore website. At the top center is the logo for Parliament Singapore, featuring a crest with a crown and two lions, with the text 'PARLIAMENT SINGAPORE' below it. Below the logo, the text 'PARLIAMENT LIBRARY' is partially visible. A navigation bar contains the following links: Home, About the Library, e-Library, and e-Album. Under 'About the Library', a dropdown menu is open, listing: Overview, History, Services, Collection, Library Usage Policy, and Resource Guides. Below the navigation bar, there are two main sections: 'Welcome' and 'New'. The 'Welcome' section has a 'PRESS CLIPPINGS' button with a newspaper icon and a 'PAPERS PRESENTED' button with a document icon. The 'New' section has a 'New' button and a book cover titled 'A Practical Guide to Singapore's Protection of Personal Data Act'. At the bottom right, there is a link for 'Descendants in Southeast Asia'.

**Communications  
tool to our clientele  
on digital resources**

News clippings

Links to online  
databases

Alerts on new books

Descendants in  
Southeast Asia

# Partnership - example



**Legislative  
Libraries**

**Inter-Library  
Loans**

**Training for staff on  
Singapore heritage  
resources**

**Attachments to  
Legislative and  
special libraries**



# Partnership - examples



## Collaboration with National Archives Singapore

- Exchange and share collection of Legislative Council reports from founding years (1867 onwards)

MINUTES OF THE LEGISLATIVE COUNCIL,  
STRAITS SETTLEMENTS, 1868.

A

STRAITS SETTLEMENTS.

6TH MAY 1868.

BY EXCELLENCY COLONEL SIR HARRY ORD, C.B., R.E.,  
CHIEF MAGISTRATE OF THE STRAITS SETTLEMENTS,  
ON WEDNESDAY,  
THE 6TH MAY, 1868.

*Gentlemen of the Legislative Council.*

the second Legislative Session of the Settlements, before proceeding  
to indicate what are the measures of importance which either in compliance with the  
instructions of Her Majesty's Government, or in furtherance of the interests of the

**More requests from users for  
information to be sent to them**

Small staff strength

Limited resources

**Challenges**

**Competing with increasing  
innovation online services**

# Members of the 12<sup>th</sup> Parliament

## Composition

- 87 elected Members
- 3 non-constituency Members
- 9 Nominated Members

- Continues with profession
- Juggle parliamentary responsibilities with family

**25 % are female parliamentarians**

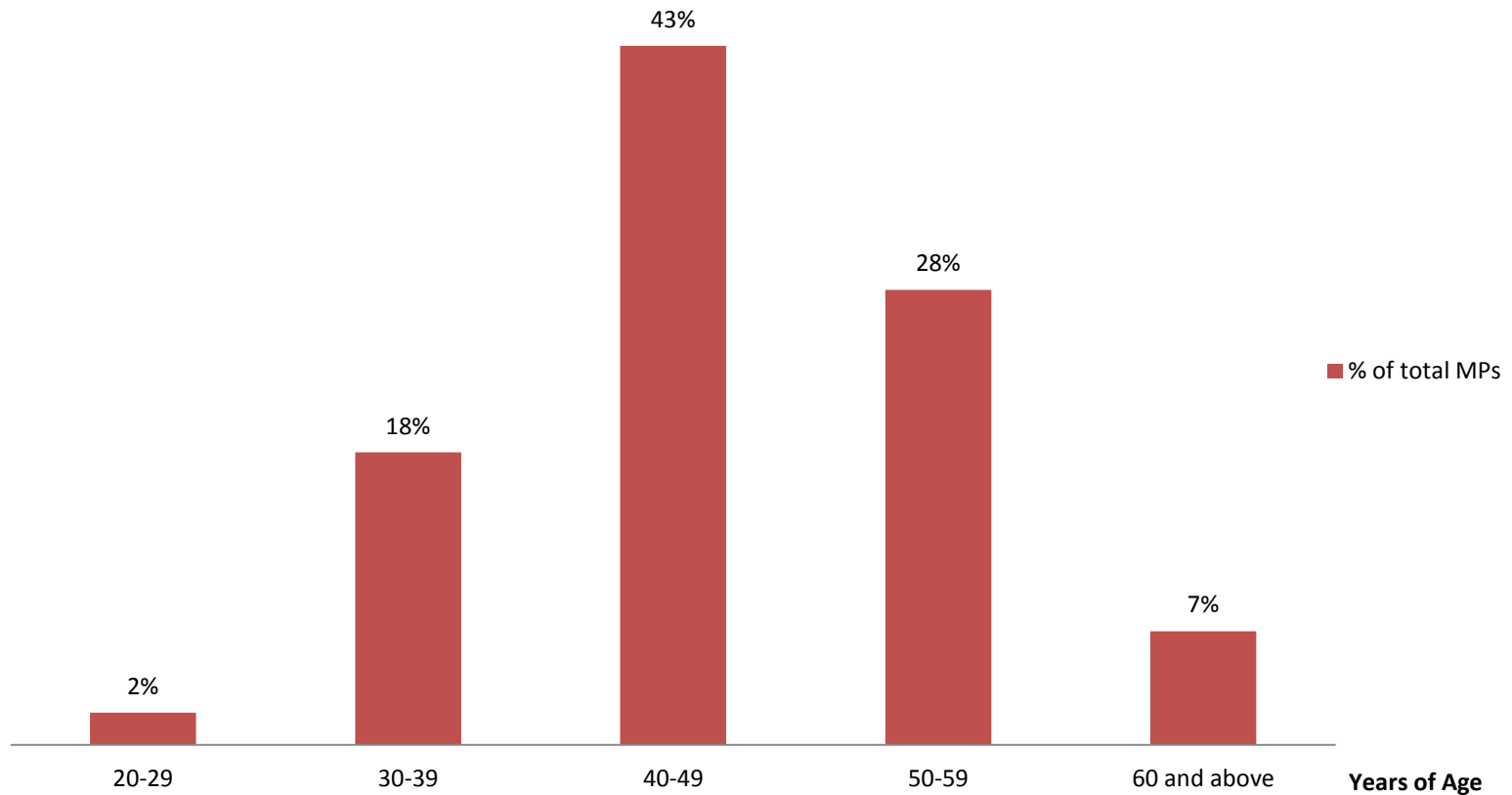


# Number of terms served

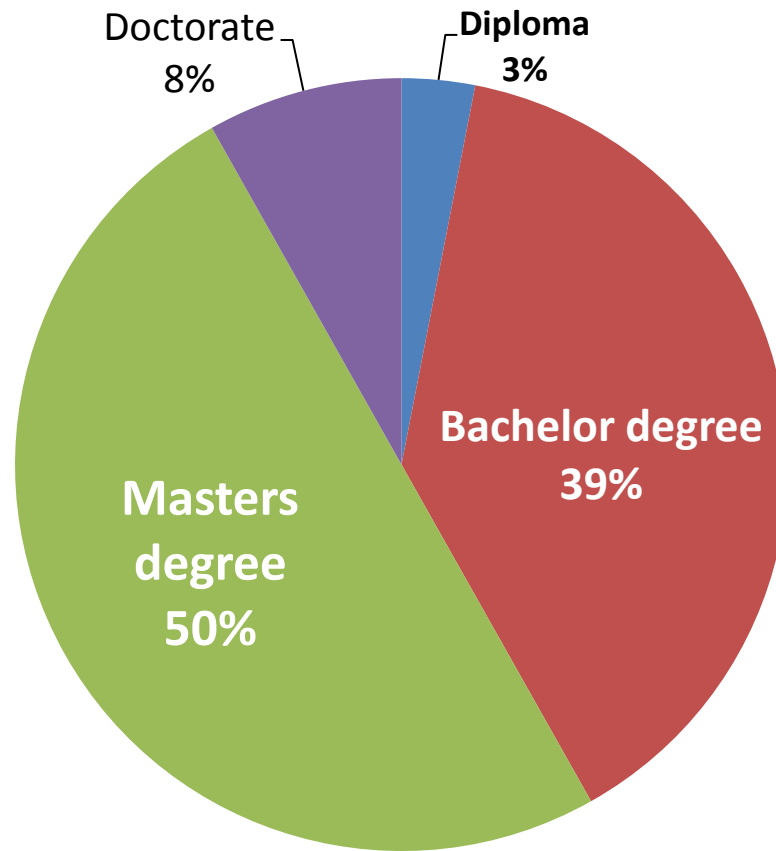
<b>Number of terms served</b>	<b>% of total Members</b>
<b>First term</b>	<b>38%</b>
<b>Second term</b>	<b>25%</b>
<b>Third term</b>	<b>15%</b>
<b>Four terms and above</b>	<b>21%</b>

# Age group

Age group of total MPs (percentage)



# Educational qualifications



# Inference



Most has **tertiary education and above** – implies relative efficiency and access to information



Most MPs (43%) is between 40-49 years old, followed by MPs above 50 years old (35%). Mix of different generations of users in terms of familiarity with electronic information sources



Relative high number of MPs in first term – importance in orientation and induction courses for Library

# Parliamentary Questions raised

Rank order	Topics
<b>1</b>	<b>Housing and Property</b>
<b>2</b>	<b>Transportation</b>
<b>3</b>	<b>Healthcare</b>
4	Immigration and Population
5	Education
6	Government subsidies and incentives
7	Finance and economy
8	Manpower and Training
9	Environment
10	Social and community development



**Newspapers  
are important**

**Personal contacts  
are preferred  
source of  
information**

**Flexibility**

important in  
approach to  
information  
seeking

**What are the  
information needs  
and information  
seeking  
behaviours of  
parliamentarians?\***

**information  
needs are  
reactive,  
rushed and  
unsystematic**

**Need for  
gatekeeper**

\* The three surveys are: The information needs and information use of Malaysia's Members of Parliament (Malaysia), An observation study of the information seeking behaviour of Members of Parliament in the United Kingdom (United Kingdom), Information needs and information seeking behaviour of parliamentarians in South Africa (South Africa).

# What are the **Implications** of the findings?



**Valued resource: Newspaper articles and clippings**



**Importance of gatekeeper**



**Importance of authenticated and validated information**



**Timeliness to information**

# Application to Parliament Library

**1**

Continue with focus on newspaper and current affairs. Explore use of information technology to package and customize information for busy parliamentarians

**2**

Leverage on information analytics to generate statistics on questions asked by Members and use the information to build and expand the library's collection on pertinent subject areas

# Conclusion



**Thank you**

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