The 28th IFLA Pre Conference of Library and Research Services for Parliaments, 8 to 10 August 2012 Helsinki

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New Zealand Parliament Election induction project 2011

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Project design

- Research user requirements
- Format design
- Trade show
- Presentations
- Customer satisfaction
- Closure report
Research project on user requirements

- Feedback from 2008
- Literature review
- Learning styles
- Sharing videos
- Hearing directly from the members
- More visual
- More interesting
Key learnings from interviews

- Different learning styles
- Keen to learn the job of an MP
- Mixed emotions
- Exhausted
- A lot of places to be at once
- Conflicting priorities
Information booths

- Member decides how much time to spend
- Personalised service
- Can ask questions
- Consistent format of booths
- Positive feedback
- Provided some handouts
Success of booths

- ICT was popular
- Library too – photos for website
- One on one conversations
- Personalised
- Members in control of how much time they spent
- Visual
Seminar

• Content that Parliamentary Service needed to be certain the members knew
• Presentations from experienced members
First seminar day

- Seminar was opened by Hon Lockwood Smith, Speaker of House of Representatives
- Clerk of the House and GM, Parliamentary Service spoke
- Interactive session followed in the House
Presentations

- Managers chaired sessions
- Staff presented
- Presenters coached on speaking skills
- Opportunities to practice
Library induction

• Knowledge cafe held during the second induction session in late January
• Supported the material covered by Office of the Clerk on House and Committee procedures
• Followed by individual visits to members
Customer satisfaction

- Information booths most popular
- Interactivity of the induction noted
- Positive feedback from stakeholders
THANK YOU FOR LISTENING