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The EP Library (-2011)

Supporting Members: European Parliament Library services, 2011-
Focus on Members
Efforts to understand how Members' use information;
* limited time - limited information
* 'sufficient' vs 'full information'
* libraries should focus on information used, not produced

The challenge
A "New Concept" for the EP Library;
* initiated by EP political authorities in 2011
* increase the value of the Library for individual Members

In comparison to some national services, the EP Library;
* produced less analytical content
* was not as close to its Members

Delivering analytical content
* increase scope/range of Library products
* ensure ease of use and speed of response
* remember the intended end-use
* adapt timing and format

Increased visibility/accessibility
Creating partnerships with Members;
* providing a unique package of services
* 'account management' pilot project

Bringing the Library closer to Members;
* social media
* pop-up library
* cultural events

The results
* work in progress
* greater awareness of Library brand
* feedback from Members
* increased external visibility
The achievements
* steady increase in demand
* high client satisfaction
* analytical service launched in 2008
* good track record for following best practice

.... successful in professional terms
'New concept' programme (2011-2014);
* engaging with Members by bringing Library services closer
* increasing visibility and accessibility to Members
* building knowledge capital for the Parliament

... focus on delivering VALUE for Members
VALUE
- what is it?
- defined by Members themselves
- increase utility / lower the cost
The future
* preparation for EP elections 2014
* new EP organisation
* continued focus on value for Members
* new skills for staff
Thank you for the attention