Outline of presentation

• Overview of Parliament Library Singapore – services and facilities
• Profile of current users
• Conclusion
Parliament Secretariat

1 Clerk of Parliament

52 full-time staff

9 departments

4 library staff
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

Communications tool to our clientele on digital resources

- News clippings
- Links to online databases
- Alerts on new books
Partnership - example

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)
Challenges

More requests from users for information to be sent to them

Small staff strength

Limited resources

Competing with increasing innovation online services
Members of the 12\textsuperscript{th} Parliament

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

25 % are female parliamentarians

- Continues with profession
- Juggle parliamentary responsibilities with family
## Number of terms served

<table>
<thead>
<tr>
<th>Number of terms served</th>
<th>% of total Members</th>
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<tbody>
<tr>
<td>First term</td>
<td>38%</td>
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<tr>
<td>Second term</td>
<td>25%</td>
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<tr>
<td>Third term</td>
<td>15%</td>
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<tr>
<td>Four terms and above</td>
<td>21%</td>
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Age group of total MPs (percentage)

- 20-29 years: 2%
- 30-39 years: 18%
- 40-49 years: 43%
- 50-59 years: 28%
- 60 and above: 7%
Educational qualifications

- Bachelor degree: 39%
- Masters degree: 50%
- Doctorate: 8%
- Diploma: 3%
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
<table>
<thead>
<tr>
<th>Rank Order</th>
<th>Topics</th>
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<tbody>
<tr>
<td>1</td>
<td><strong>Housing and Property</strong></td>
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<td>2</td>
<td><strong>Transportation</strong></td>
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<td>3</td>
<td><strong>Healthcare</strong></td>
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<td>4</td>
<td>Immigration and Population</td>
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<td>5</td>
<td>Education</td>
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<td>6</td>
<td>Government subsidies and incentives</td>
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<td>7</td>
<td>Finance and economy</td>
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<tr>
<td>8</td>
<td>Manpower and Training</td>
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<td>9</td>
<td>Environment</td>
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<tr>
<td>10</td>
<td>Social and community development</td>
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</table>
Newspapers are important

Personal contacts are preferred source of information

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

Flexibility important in approach to information seeking

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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