

**ASSOCIATION OF PARLIAMENTARY LIBRARIES OF  
EASTERN AND SOUTHERN AFRICA (APLESA)**



**REPORT OF THE PROCEEDINGS OF THE SEVENTH  
CONFERENCE held on the 23-27 April, 2001  
Gaborone, Botswana**

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## INTRODUCTION

The Seventh APLESA Conference whose theme was "Parliamentary Lit. Challenges for the New millennium" was hosted by Botswana Parliament at the President Hotel, Gaborone from the 23<sup>rd</sup> to the 27<sup>th</sup> April, 2000. Countries represented at this conference were Angola, Botswana, Kenya, Malawi, Mozambique, South Africa, Swaziland, Uganda, Zambia and Zimbabwe. Only three member countries, Lesotho, Namibia and Tanzania failed to attend.

Before the official opening, the Chief Research Information and Public Relations Officer (CRIPRO) Mr Thebenala Thebenala welcomed the participants and introduced the invited guests.

The Conference was officially opened by the Honourable Deputy Speaker of the Botswana National Assembly Honourable B. K. Temane, PH., MP. The occasion was also graced by the presence of the Member of Parliament for Tonota Constituency, Honourable P. P. P. Moatlhodi who is also Chairperson of the Parliamentary House Committee.

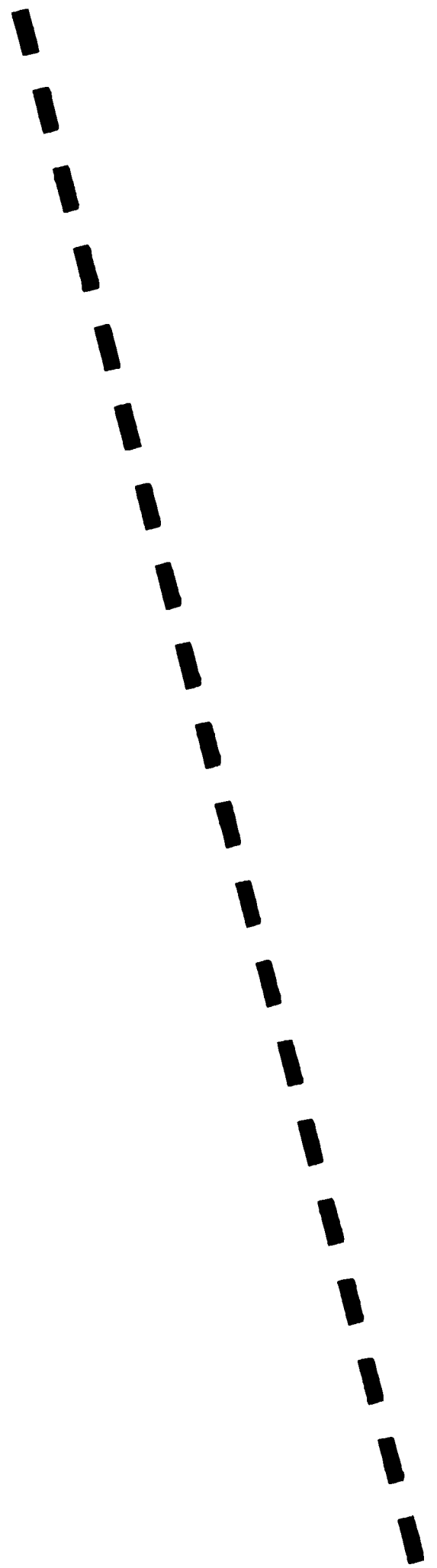
Also present were the Ambassadors of the Republics of South Africa and Angola, representatives of the British Council and the United States Information Service, the Director of Library Services (University of Botswana) Mrs Kay Raseroka and the Head of Public Libraries Division of the Botswana National Library Service, Mrs N. Baratedi. From the office of the Clerk of the National Assembly, Botswana Parliament were the Deputy Clerk Ms Keorapetse Boepetswe, Head of Parliamentary Procedures Keabe S. Tshukudu, Head of Management Services and Administration Ms Goitseone L. Jankie and the Secretary of the House of Chiefs Ms Agnes B. Gaobotse.

### Official Opening

**Deputy Speaker of the National Assembly,  
Honourable B. Temane**  
In his opening remarks, the Deputy Speaker acknowledged the presence of participants and invited guests. He highlighted the rapid global changes that are taking place and hoped that Africa and the Sub-Saharan region in particular, will cope with such changes without necessarily losing the positive aspects of its values and culture.

The Deputy Speaker informed participants that APLESA is best placed to facilitate interaction in the region by disseminating information. He therefore urged members of the Association to make information accessible and available so that Members of Parliament may meaningfully take part in global issues.

He acknowledged the fact that individual Parliamentary libraries do not have all the resources that they need in order to deliver efficient and effective information services to their clients hence the need for APLESA to network and share resources.



On the theme of the Conference "Challenges of the New Millennium" Honourable Temane said this indicated the Association's commitment to the development of Parliamentary Libraries so that they are not only concerned with printed media but with electronic media as well.

The guest Speaker asked participants to accord the conference the seriousness it deserves, and urged participants not to be excited about the number of resolutions reached at the conference held over a certain period of time, but to count on the number of useful resolutions reached. He also pointed out that while it is important to learn from the Western Countries, it is equally important to scrutinise our own resources and culture to promote information dissemination.

Regarding Gender, Honourable Deputy Speaker asked participants to take a serious note of Gender balance so that no gender may feel discriminated against.

Finally, he wished participants successful deliberations in the weeklong conference and declared it officially opened.

#### **VOTE OF THANKS**

**The APLESA Executive Committee Deputy Chairperson Ms. E. Nxumalo.**

Ms Esther Nxumalo, the Deputy Chairperson of APLESA thanked the Honourable guest Speaker for the words of encouragement. She said that his presence showed his commitment to APLESA.

Through the Deputy Speaker, Ms Nxumalo thanked His Excellency the President of the Republic of Botswana, the Clerk of the National Assembly Mrs C. T. Mompei and Botswana for having allowed the Seventh APLESA Conference to be held in Botswana.

The Vote of thanks was followed by a group photograph.

#### **Amendments of the Programme**

Session 2 (15:30 hours) - Developments in Parliamentary Libraries to turn them into leading Information Resource Centres - Presentation, was substituted with Session 3 -The perception of Members of Parliament on Library and Information Services: The case of the Botswana Parliament Library.

**Session 1**                    **The Role of Parliamentary Libraries in the 21<sup>st</sup> Century**  
**Chairperson:**            **Swaziland (Ms Esther Nxumalo)**  
**Mover:**                    **South Africa (Ms. Renata Shilubana/Thomas Schumann)**  
**Seconder:**                **Uganda (Mr Aloysius Makata)**

Prior to this presentation, the Angolan representative wanted to know why the President of the Association Mr Raliile of Lesotho had not come and more so that this was the second time the President had failed to come.

In his response, the Secretary (Uganda) indicated that the Chairperson could not come due to circumstances beyond his control. He, however, hoped the Chairperson will send a letter of apology.

**Mover:**                    **Ms Shilubana/Schumann, South Africa**

The South African delegate Ms. Shilubana started the presentation by giving a historical overview of the formation of Parliamentary Libraries which dated back to the 19th Century, and citing the South Africa library which was established in 1857.

Ms Shilubana stated that the generic role of Parliamentary libraries can only be achieved when there are enough resources. She however, acknowledged the fact that Parliamentary Libraries differ in terms of what they want to achieve. For example, she said South Africa values the importance of researchers and librarians hence the amalgamation of the two. Coupled with this amalgamation, the South African Parliamentary Library is said to be now moving towards collecting electronic materials such as audio-visuals. She said it is important that Parliamentary Libraries move with the times rather than being static.

The presenter indicated that amalgamation of the Library and Research Units has had the advantages of:

- empowering Members of Parliament to participate fully since they can easily access the Website from their homes.
- providing effective assistance to Private Members Bill.
- facilitating a wider network of information services.

Tom Schumann discussed the technological advancement of the South African Parliamentary Library. He said that 17 years ago they had few computers and insufficient network but now they have inter-linking computers. They are in the process of obtaining a new server, which will be used for cataloguing. This he said will require a lot of training to take Members of Parliament and staff to the expected level.

**Seconded                      Mr Makata, Uganda**

Before starting his presentation, the presenter announced that Uganda will host the 8th APLESA Conference of 2002.

Mr Makata pointed out that the success of Parliamentary Democracy depends on efficient multi-directional flows of information. It is because of it that Members of Parliament can make effective legislation and be able to hold government accountable.

Mr Makata emphasised that the 21st Century is characterised by the information Society that depends largely on the exploiting information and it is because of this that the survival of Parliamentary libraries is dependent on the provision of quality information.

He outlined those services that a Parliamentary Library in the 21st Century should provide and emphasised that the Library of this Century should move away from its old tradition of being passive to a state where it can be proactive and provide good customer care and quality service, to say the least. .

**Discussion**

A question was asked as to whether the Uganda Parliamentary library has provision for a legal deposit status and the presenter indicated that they do not have that status. He however said that the Uganda Parliamentary Library has been designated as a regional World Bank Centre by the World Bank and that attempts are being made to win the legal deposit status despite challenges such as the issue of space, which need to be sorted out.

A follow up question was how Uganda became the World Bank Regional Information Centre. In response, Mr Makata informed the delegates that they applied for it and that the United Nations visited their Library and then offered them the facilities.

Clarification was sort as to whether Uganda is going to receive everything that is published and sent to them. The response was that they will find out what is produced and make a choice.

Another question was what measures are put in place to control the internet connection to Members of Parliament. The response was that the Parliament of Uganda is an internet Service Centre therefore it was easy for them to connect with Members of Parliament. The country's Parliament is Independent of the Executive. Parliament recruits its own staff and maintains its own salary structure.



South Africa was asked to explain the role of a Parliamentary Library. In their response they said that it is to provide effective information to Members of Parliament, in order to help them participate in their deliberations. They emphasised the importance of informing Members of Parliament what is available in the library and how they can access information. Furthermore, it was suggested that libraries should be at the forefront in outsourcing information.

The other question was asked on how South Africa service the public. In response, South Africa indicated that they help scholars and researchers but only after making special arrangements with them. The Librarian also tries to ascertain if they are the only library that has such information before providing assistance.

**BRIEFING ON APLESA WEBSITE:**

**MR SIMON J. ENGITU  
APLESA SECRETARY,**

The APLESA Secretary outlined the activities of the Association and shared with the participants the challenges they face as the Executive.

In his report, the Secretary cited administrative costs as one of the major challenges faced by the secretariat. Such costs, he said emanate from communication with members (e.g. updating them on new projects and soliciting suggestions etc.) and yet are not done effectively due to lack of funds. The secretariat communicate mainly by e-mail, fax, post and telephone and these are expensive. He therefore requested that during the course of the Conference, participants should consider the introduction of the Institutional Membership Fee as one of the measures to meet administrative costs.

Another problem cited by the presenter was poor communication by members. He gave an example of a case where he sent the work plan to APLESA members for comments but did not get any feedback except from South Africa and Swaziland. He asked what the Secretariat should do to those who do not respond.

On the APLESA activities for 2001/2002, the secretary informed participants that APLESA website will be developed and launched. APLESA directory will also be completed and the drawing of the Strategic Planning Workshop.

**Comments**

Angola lamented that though the Executive has been busy ever since the Maseru APLESA Conference, their inability to complete their work is due to lack of collaboration by members.



**Session 2 :The Perceptions of Members of Parliament on the Library and Information Services: The Case of Botswana Parliament Library**

**Ennie Molobe Division of Research Information and Public Relations  
National Assembly, Botswana.**

In introducing the topic, the presenter highlighted the importance of information to Members of Parliament since their roles dictate that they be knowledgeable in many, if not all subjects. She also emphasised the importance of a Parliamentary Library as a source of information required by Members.

In carrying out the study on the Perceptions of Members of Parliament on the Library and Information Services, Ms Molobe indicated that a questionnaire was distributed to about 25 Members of Parliament but regrettably, only 11 Members responded. She indicated that Botswana has a total of 47 Members of Parliament.

According to the presenter, the study sought to find out what Members of Parliament perceive to be the strengths and weaknesses of the Botswana Parliament Library as a source of information for the legislators.

**Findings:**

- Members use the library as and when need arises.
- Most Members are happy with the opening times, but some would like hours to be extended so that the library closes at 12:00 midnight.
- Members require from the library- latest information on issues of demography, any data to support discussions, international researched reports, AIDS matters, educational matters, issues on environment, politics, health, agriculture, business, government policy documents, current affairs etc. Ms Molobe indicated that from the Members' response, it shows that the nature of the library should be such that it caters for all subject matter and keeps abreast with new information.
- Members use information mainly for preparation of speeches. They also need information to make effective and meaningful debates in Parliament.
- Most Members indicated that information is easy to find and that it was provided mainly through the assistance of the Librarian.
- Most respondents said the library is very helpful.

- None felt that this library is adequately stocked. Members felt something has to be done to get it to a “well stocked” position.
- The majority rated the quality of the library as “very good”. Among the reasons given for this rating was that officers are co-operative and ready to assist.
- Members added that there should be more space, more books and that there is need to increase the number of officers as there is currently one Librarian and one temporary officer.

### **Recommendation**

1. Extension of opening hours
2. Library should get information on varied subject matter
3. There is need for Members to be computer literate so that they can use the internet to find information for themselves.
4. Increase of reading material and staffing to make library more effective.

### **Questions and Comments**

Mr Banda from Malawi said that such a survey should have been extended to members of staff as well. He wanted to know how far Members of Parliament lived from the library to want to use it during the weekend.

The presenter agreed that the inclusion of staff members in the survey would have been ideal but that this exercise was regrettably done within a short space of time (just before Parliament adjourned). In answering the second question, the presenter indicated that most Members do not live very far from Parliament.

Ms Nxumalo from Swaziland wanted to know how much time Members were given to answer the questionnaire and how it was distributed.

Ms Molobe said the questionnaire was randomly distributed and that though there was no time specified for the return of the questionnaire, it was distributed two weeks before Parliament adjourned and therefore had to be collected before Members of Parliament left for their constituencies.

In her contribution to the presentation, Ms Shilubana from South Africa informed the conference that their library opens from 08h30 to 16h00. In session it opens from 08h30 to 17h00 and a skeleton staff of about 4 Librarians and 2 Library Assistants remain in the library until the House adjourns. The time for adjournment depends on the National Assembly 's programme for that day. The library also opens on Saturdays. She said distance did not matter as Members are able to phone for information. She also asked how the Botswana Parliament librarian copes with servicing the 47 Members of Parliament on her own.

Ms Butale from Botswana Parliament Library indicated that the library staff has had difficulties in coping and efforts to get more staff have not been fruitful.

### **SESSION 3 – DEVELOPMENTS IN PARLIAMENTARY LIBRARIES TO TURN THEM INTO LEADING INFORMATION RESOURCE CENTRES**

**Chair  
Mover**

**Uganda  
Mr Claude Shonhiwa (Senior Librarian, Parliament of  
Zimbabwe**

In presenting the topic, the mover, Mr Shonhiwa gave a brief background of Zimbabwe Parliament Library as having been established in 1923 with books housed in two Libraries, that is in the Lending and Law Libraries.

He informed participants that in a bid to develop Parliament Library, the then Speaker in 1996 hired two consultants to look at the services of the library. Some of their recommendations led to the realisation that most of the materials stocked in the library were of no use to the work of Parliament and were to be disposed by donating them to other libraries that may need them. He also indicated that the use of Information Technology was so minimal that it needed to be strengthened.

The presenter said that at the moment they are encouraging Members of Parliament to browse the net and to open up E-mail accounts. They are considering training both the staff and Members of Parliament on IT. Newspapers are placed in the reading room in the library and there is a newspaper archives. This he said has resulted in at least twenty Members of Parliament visiting the library on a daily basis.

From the debate that ensued, some participants wanted to establish how "weeding" of unwanted material is carried out and if there are expenses incurred

by the recipients. The mover indicated that most of the "weeded" material consists of those accumulated prior to independence and mainly those of academic relevance. The material that has been kept include, among others, biographies of prominent leaders.

Some of the material that is weeded is directed to relevant institutions. Regarding the cost of the material by the recipients, it was noted that the Speaker had not yet decided on a fee to be charged.

On a question of how one could determine that a book is suitable for a Member of Parliament, the presenter indicated that he undertook a research on Members of Parliament and his findings were that Members needed current material especially from newspapers hence the compilation of Parliament Clipper which is indexed.

Questions on whether there is a limit to time spent by a Member on a computer and the number of computers in the Library were asked. Mr Shonhiwa said that Members are not restricted regarding time spent on a computer since the whole idea is to lure them to use IT. Currently there are only four computers and more are expected from donors.

In responding to a question raised on whether the consultants ever considered the disabled clientele, Mr Shonhiwa said that currently there is a provision made that enable them to move around the building easily.

Generally, participants appreciated the efforts by the Parliament of Zimbabwe in developing their Parliament Library to turn it into a leading information resource centre.

#### **STRATEGIC PLANNING WORKSHOP** **EXECUTIVE COMMITTEE -SECRETARY OF APLESA SIMON ENGITU**

In briefing the participants about the strategic planning workshop, the Secretary Mr Simon Engitu indicated that the proposed work plan has been developed. He presented the estimates for some of the activities/projects that the Executive intends carrying out, if funds permit.

The Secretary informed the participants about the communication to the Chairperson from the Program Manager (Ted Dreger). He indicated that the Parliamentary Centre has confirmed its support for the strategic planning session for APLESA members. It is expected that participants will be trained on the management and development of their libraries.

Another activity which he said will be supported by donors is the hosting and maintenance of the APLESA Website ([www.APLESA.org](http://www.APLESA.org)) through to 31st March 2002.

Attachments for APLESA members was yet another activity supported by the centre in which inter-parliamentary co-operation is expected.

The proposed Strategic Planning workshop date was sometime before 30th September, 2001 and it was agreed that Uganda be the possible venue.

During the time allowed for questions, suggestions and comments, there was a general view that donors should be informed about the problem of communication. Due to time factor, it was agreed that the venue for the strategic planning workshop should not be changed. It was suggested that the workshop be held during the first week of August since IFLA will be held the last week of the same month.

A suggestion was made that all communication should be channelled through the Clerks, but there were others who felt that some of the issues were too technical and could only be clarified by Librarians.

A concern was raised over how the non English-speaking members of the association were going to be accommodated in the workshop. In answer, it was indicated that there will be interpretation. The concerned felt that it would be of help if the literature could be translated prior to the workshop. Concerned members were also encouraged to enrol in language training institutions.

#### **SESSION 4**

#### **COLLECTION DEVELOPMENT TOWARDS USER NEEDS**

**Chair**

**Ms Florence Butale, Botswana**

**Presenter**

**Mr Iraya, Kenya**

The presenter defined Collection Development from the Librarian's point of view. He indicated that a library cannot exist without it. He also emphasised the importance of a Collection Development Policy which he viewed as the backbone of the library.

Such a policy can help in the following ways :

- To achieve a unified view of areas to be developed
- To co-ordinate between individuals responsible for the current and future collection.
- To reduce adhoc decisions
- To maintain consistency in collection
- To help avoid confusion in the minds of selectors and patrons.
- To help in the evaluation of library collection.

The presenter gave an example of Kenya to show the disadvantages of lack of a written Collection Development Policy or when the policy is not clear. Some of

the disadvantages are as follows:

- Lack of certain information materials and equipment that could be used in the dissemination of services.
- Spending of the library budget unwisely and sometimes the piling up of unwanted material.

He highlighted the following about the Kenyan Parliamentary Library:

- that it does not enjoy the privilege of a legal deposit and as such the Librarian has to budget for every publication published and needed by the legislators and this includes reviewed chapters of government laws.
- the meagre budgets for the library hinders the inter-library resource sharing.

He said an unclear policy precipitates, like in their case, a breeding ground for the “unwanted gifts” Syndrome which forces them to look for more space in the already under spaced rooms and this added more problems for the Librarian.

### **Discussions and Contributions**

The presenter was asked to expand on the evaluation of the library collection and to look into the user profile.

In his response Mr Iraya said that the aspect of evaluation is understanding the user of the collection. Evaluation of a document must be user friendly.

Mr Engitu suggested that evaluation of the collection can be done through a survey.

Ms Shilubana advised that a Librarian should be firm and be in a position to guide and educate Members.

She further shared with the participants that when they felt that their collection policy was overdue, they hired two consultants who visited their collection, interviewed Unit Managers, had a workshop for them and then consolidated the information. South Africa said the Acquisition Librarian gathers views of Members of Parliament before purchasing items.

Mr Banda said the collection development is actually done by decision makers.

Mr Rugambwa stated that publishers’ catalogues are passed around for Members and staff to indicate what they want.

Ms Shilubana added that a Collection Development Policy should be dynamic and cater for different users.



Mrs Mtine wanted to know the difference between Collection Development Policy and Acquisition Policy.

Mr Iraya responded by saying that the former deals with finance/money and the latter deals with attributes of collection development.

Ms Nxumalo wanted to know what to do with unwanted donations "unwanted gifts".

In response to this, Ms Shilubana stated that they store them in two categories, "keep books" and "not keep books".

In addition, Mr Rugambwa suggested that when a library has material which they can not use, then they should find somewhere where it can be used.

In conclusion, Mr Iraya said the most important client to focus on is the Member of Parliament and therefore suggested that APLESA members should carry out user profiles which will help to come up with future needs for the clients.

*← solutions for future needs of 165 clients*

He further requested that member countries should avail materials that can assist other members in uplifting their services. Moreover, there should be a computerised network linkage to ease the sharing of information and finally, Parliamentary libraries should consider the handicapped.

### **Session 5- Information Services for Members of Parliament: Managing The Political Environment**

**Chair** Ms Renata Shilubana, South Africa  
**Presenter** Mr Claude Shonhiwa, Zimbabwe

In his presentation, Mr Shonhiwa indicated how the different political periods affected the operations of the Zimbabwean Parliamentary Library. e.g.

- **the independent era-** was described as a **Hectic Period** because three political parties, the Rhodesia Front, ZAPU and the ruling ZANU (PF) were represented in Parliament. These parties had varied information needs and the library was faced with the problem of trying to satisfy their needs.
- **1987 (Unity Accord)** – During this period the library was to provide materials to promote socialist principles.
- **1990(NEW ERA)** -This was an era when those who returned from war displayed their intellectual capabilities and started penetrating into politics. The new dispensation resulted in the library indicating to the Members of Parliament what it could offer in terms of services. This captured the interest of Members of Parliament.

He gave the above examples to show that managing the political environment and offering information service has not been easy in Zimbabwe. For collection development to be done, the Librarian had to decide and think of what Members needed.

The presenter stated that initially, materials available in the library were from the War period but did not capture the interest of the younger generation and the intellectuals. After Independence, the Librarians were able to acquire materials that were Socialist inclined. In order for the Library to attract Members, it came out with Newspaper clippings, selected headlines from Newspapers and distributed them to Members of Parliament. They also made a list of periodicals and manuals then circulated them to the Members.

As a way forward, the Parliament of Zimbabwe wants to see to it that Members of Parliament acquire new technical skills, better understanding of their roles, responsibilities and rights so as to enable them to perform their duties efficiently as legislators and be able to hold the government to account.

### **Discussions and Contributions**

Ms Shilubana wanted to know if the Zimbabwean Parliament Library is led by the Political Environment or manages it.

In response Mr Shoniwa stated that they try by all means to manage the environment.

Concern was raised that often, when participants have to attend APLESA Conferences, there is opposition from Clerks as if they are not aware of the Association and that it meets annually.

It was then suggested that the Executive Committee should write a letter to all the Clerks of APLESA member countries in connection with this or even re-introduce the Association.

However, not all the APLESA countries face problems with their Clerks, Malawi and South Africa do not seem to have problems in getting support from their Clerks.

Mr Banda proposed that other members of the Library staff should be given the opportunity to attend APLESA Conference.

Regarding IFLA, there was a proposal that APLESA Conferences should be held at the same time and venue with IFLA to minimise the costs. However, some participants raised concern about the proposal, saying that they have difficulties

in acquiring sponsorship to conferences within the region and that it could be worse for outside activities.72140579

<b>Session 6-</b>	<b><u>Parliamentary Libraries Towards the Technology Age</u></b>
<b>Chair Mover</b>	<b>Zimbabwe Mr Innocent Rugambwa (Legislative Librarian, Uganda)</b>
<b>Seconder</b>	<b>Mrs Thembi Mtine (Chief Librarian, Zambia)</b>

In his introductory remarks, the mover of this topic, Mr Innocent Rugambwa indicated that Members of Parliament need objective, factual and timely information with a view to making informed decisions and ensuring executive accountability to the legislature. Library tasks were becoming sophisticated since its services should be coupled with an efficient research and reference service to which Members of Parliament can always turn to for assistance.

He said that the e-mail, internet and intranet, were the emerging technologies being exploited to enhance information management in libraries.

E-mail Facility was cited to be an effective tool for Parliamentary Libraries in enhancing information resource sharing with other institutions. It also offers quick reference services and it is cost-effective.

The mover also pointed out the advantages of internet and intranet. He went on to indicate that countries such as Britain, Germany, India and Uganda, put Parliamentary information on line and also outlined the advantages of doing so.

In presenting her paper, the Seconder, Ms Thembi Mtine, cited that Library science combines both computing and telecommunication for the acquisition, processing, storage and dissemination of audio, pictorial, texture and numeric information and this is referred to as "information technology". Information technology was said to provide new opportunities to various professions, Library inclusive.

The presenter mentioned that in the Zambian Parliament there is provision of Internet services for Members of Parliament through which they can access E-mail and surf the network. She further noted that in creating Parliament Website, library resources or documents are essential because they lead to resource sharing.

Mrs Mtine said that a guideline of International Parliamentary Union (IPU) in creating Websites for Parliaments was used in creating the Zambian Parliament Website. She urged APLESA members to have a look at it and direct their suggestions and comments to her.

During time allowed for questions and comments, mention was made that experience had shown that during filtering process, as one is surfing the net, one has to recognise sites and know what he/she wants. It is important to know the various search engines which can identify sites to provide efficient information.

A concern was raised that due to information technology, everything in the Library will soon be done electronically. In response to that, it was indicated that information technology is not a threat to the Library profession and cannot replace Librarians, instead it is there to enhance their work.

A comment was made that IT seems to have advantages that outweigh disadvantages, but it was noted that with its improper use, more time can be spent on it if one does not know exactly where to tap the information from. Misuse of IT has been discovered, especially in opening up of sites, which are irrelevant to the work of Parliament e.g. Pornographic sites. In a bid to curb misuse of computers, Members could be assigned passwords.

A question on purchasing books through the internet was raised since Libraries do not have credit cards. It was noted that one could get contact details and purchase books by using mail orders and in return, the books would be mailed to the Librarian.

In conclusion it was noted that IT is a "must" in the 21st century and beyond, and with good skills, it can enhance productivity in the Library and information profession. Information can be obtained through liaison with organisations such as the British Council and USAID.

<b>Session 7- Chair</b>	<b><u>Marketing and Evaluation Of Services and Products</u> Zambia</b>
<b>Mover</b>	<b>Ms Esther Nxumalo, Swaziland</b>
<b>Seconder</b>	<b>Mr Banda, Malawi</b>

In her presentation, Ms Esther Nxumalo made it clear that "marketing" is a term usually associated with business.

She informed participants that she was not able to come up with a clear definition of 'marketing' as it is a borrowed term from the business fraternity and therefore asked the APLESA 2001 participants to come up with a definition that will apply to library and information centres. She pointed out that marketing in this forum is different from that of profit making organisations. The question posed was, if libraries are known as centres that store information, why then should they market it? She noted that libraries are under-utilised, as only a small percentage

of the population utilises the resources. This she said, leaves the library staff not sure whether they are providing the right information or not. She suggested that, as a librarian, one has to ask the following questions: why are these people not using the resources provided; is what is provided relevant to their needs; is it provided in time, and is the information provided in the right format or does it need repackaging before being given to the user? Ms Nxumalo maintained that it would be useless to provide what is not going to be used. Marketing is therefore necessary to ensure the provision of what is needed. As a Librarian one then needs to find out the needs and behaviours of the Parliamentarians and other users.

The mover identified two ways of marketing the library services that is, survey of the user needs and wants and to disseminate information by the use of brochures. She however warned that though libraries do not charge for their services, the cost of production should be ascertained.

On the evaluation of services, though difficult as Members of Parliament are reluctant to answer questionnaires, the presenter maintains it should be done. Some methods to be employed in evaluation are, interacting with Members of Parliament and informing them of the recent developments and services of the library. Members can also be given a platform through which they can lodge their complaints on the operations of the library

She concluded by saying that, with the available funds, the library has to produce and deliver information, products and services which meet the information needs and wants of their customers.

### **Questions and comments**

Mr Iraya suggested that libraries of APLESA should be given assignments and report back to the conference on what they have implemented since the last conference.

In response, Mr Engitu, indicated that this was not a new idea since members used to give such reports.

Ms Butale (Botswana) explained that they had not received proceedings of the Lesotho conference.

Ms Ntime (Zambia) informed the conference that the usual procedure has been that, after the first and the photograph sessions countries gave their country reports.

A question was posed as to what is being done in terms of marketing the library services. Mr Shonhiwa said that marketing should be taken as something that enhances production and as such, should be given high regard.

Mr Rugambwa emphasised that neatness and silence in the library should be maintained.

Most members said they provided free photocopying services while South Africa delegates said they charge Members for that.

**Secunder: Mr Banda**

Mr Banda said that Parliamentary libraries are service providers because they provide services to MPs. He said while much has been done to acquire, organise, and maintain information relevant to the activities of Parliamentarians, very little has been done to promote the acquired products and services. The library collection must therefore be developed to meet the users' needs and when acquiring books or materials for the library, the Librarian must pay attention to global developments.

Just like the mover of this topic, Mr Banda indicated that marketing is a borrowed concept from the world of business. He went on to show the advantages of the marketing plan. He also explained that the process of advertising one's products and services has an effect of stimulating user interest. The following questions may serve as guidelines in order to obtain maximum results

- Who does the Librarian intend to encourage?
- What services and products are being encouraged and promoted for use.

- What is special about them?

What could be the best mechanism to use (displays, notices, booklists, leaflets, questionnaires, book fairs or talk to various user groups on the library.

He warned that the existing user should not be left out, for even the most regular client might not be aware of the full scope of the library's collection or of the variety of services on offer.

On library staff, Mr Banda pointed out that it is imperative that once a good service has been established, staff should complement it by promoting a friendly environment.

### **Comments**

Mr Shonhiwa suggested that a fair should be used to explain how each department works.

Mr Engitu said Uganda makes a display of new arrivals. Materials are also sent to Members and they also have a staff publication which publicises the Members' activities.

Ms Shilubana pointed out that people who do the marketing should be articulate. South Africa has a project unit which takes care of marketing and subject specialists are also available.

Mr Julio Da Silva indicated that the Mozambican Parliament sends a list of books to Members of Parliament and they also have a database where they put all the books.

Mr Miguel Pedro indicated that the visits by Parliamentarians to the library increased due to the provision of internet services. Most Members of Parliament are teachers and students so there always need information.

Mr Iraya informed participants that paper cuttings especially those for Members of Parliament 's own utterances are exciting to most Members of Parliament. Botswana displays new and old materials, issue notices e.g. table of contents and book reviews. Botswana also produces a parliamentary clipper and does have an internet facility solely for Members Parliament.

**Session 8-                    Collaboration Between Academic and Parliamentary Libraries**  
**Chair                         Kenya**  
**Presenter                 Mrs Raseroka, Director, Botswana Library Services (University of Botswana)**

The Director, Library Services (UB) and member of I.F.L.A. Board, Mrs K. Raseroka, started her presentation by explaining that her discussion was a proposal rather than a solution.

She defined collaboration as working together without one assuming a subordinate position. She therefore called on Librarians to analyse themselves and see how they work with other people. They should check if they enhance themselves at the expense of others, discuss threats, manage threats and see how they can turn advantages out of disadvantages.

She said that both Parliamentary and Academic Librarians are at that point where they have common customers hence the call for collaboration.

Mrs Raseroka mentioned that one other common feature to both the Parliamentary and Academic Librarians is the issue of human resource development. Raseroka said that there is scarcity of resources internally and therefore librarians need to multi-skill themselves as individuals. She emphasised that life long learning is a must, but also cautioned that when they commit themselves to learning, they must also have workshops to sustain what they have learnt. Conferences are a learning experience.



On the training of customers, the presenter indicated that most of these two libraries' (parliamentary and academic libraries) customers believe in what she termed "serendipity"; talent for making unexpected discoveries entirely by chance. She blamed this on oral communication, which is part of our culture and most of the customers grew up in areas where there are no libraries. She indicated that these people may be assisted by having information literacy and integrate it to one's knowledge in order to pass it to someone else. Training our customers to use knowledge is therefore one of the common areas between Parliamentary and Academic Librarian.

On challenges that require collaboration, the presenter said they have to look at what software packages have been invested in the libraries and work together to provide the best information.

#### **Discussions and comments**

Tom Schumann wanted to know the definition of knowledge management?

Mr Rugambwa indicated that he believes that collaboration with academic libraries can result in cost reduction. It can also reduce pressure on parliamentary libraries by ensuring that the academic libraries do get the copies of parliamentary proceedings.

In response, Raseroka said knowledge management is different from information management. It is different because the starting point is by linking information and knowledge shared in the organisation (it is found in files and minds and how it is perceived by the holders), but information management is one's own perception. She said information that goes by the "grapevine" or shared by word of mouth help people to correct their perceptions. Knowledge is one single thing that makes business succeed or fail.

Mrs Raseroka explained that IT is a very difficult area and that when they started, they sent a team to South Africa to see what they were doing in terms of software. **Inopack** was cited as one such software. However, it was stated that it is costly

but has potential of sharing facilities with, for example, Botswana Parliament Library.

Ms Shilubana said their experience in South Africa is that training Members of Parliament in IT is difficult because they are reluctant to learn, they just want to be given information.

Raseroka's response was that training anybody has never been easy, that you should train when it is needed most, because that is when it sticks. She advised that the Librarian should keep track of the information that Members require and also develop their profile. The librarian should also apply a strategic approach, for instance asking Members of Parliament if one could transfer some information into their laptop for them to retrieve it on their own.

Mr Iraya asked whether collaboration calls for free access.

Ms Ntime indicated that in Zambia the Parliamentary library can get information from any library but does not give out information to other libraries.

Mr Shonhiwa informed the gathering that information materials from Parliamentary libraries are restricted to 25 km within the radius of Harare. They have two weeks borrowing period but books can be recalled within 24 hours if a Member of Parliament needs them urgently.

Mrs Raseroka ended her presentation by informing the conference that she is standing for the presidency of IFLA and asked for their support as APLESA members.

## **APLESA WORK PLAN**

**Mr Simon Engitu, APLESA Secretary**

The APLESA Secretary indicated that the activities included in the work plan emanated from the nine resolutions passed at the APLESA 2000 Conference held in Maseru, Lesotho. The resolutions were, the development and launch of APLESA website, the drawing of the strategic work planning workshop to improve communication between members through the development of a newsletter, to encourage and improve members' attendance at annual meetings, a follow up on funding from the Finnish Parliament on training members, to check with their Parliaments regarding future hosting of APLESA website, members to

identify their training needs, APLESA members are to get connected to the internet and to reaffirm Resolutions 2 and 3 of the APLESA 1999 Conference.

He indicated that the Executive came up with the following activities to address the above resolutions:

- i) To organise a strategic planning workshop  
This workshop has been organised and will take place in Kampala, Uganda and is likely to take place the first week of August, 2001.
- ii) To help some members to solicit for IT equipment and training.  
The secretary regretted that there is no record of needs as far as IT equipment is concerned. He therefore requested that members should indicate their needs in this regard.
- iii) To organise attachments for members and this is yet to be implemented
- iv) To enable the Executive Committee Members to meet before the 2001 APLESA workshop
- v) The hosting of the APLESA website
- vi) The Production of the APLESA newsletter
- vii) Monitoring and Evaluation of APLESA activities

Mr Engitu indicated that one of the donors affirmed their support for the strategic planning workshop, attachments and hosting of the website. This means therefore that activities 1, 2 and 4 have been taken care of.

The presenter also requested those countries that had been asked to host the APLESA website, namely South Africa, Namibia and Uganda to give feed back on the progress made.

South Africa indicated that they extended the request to their Parliament but their IT Section advised that APLESA should make the request in writing. This advise was extended to the Chairperson of APLESA who has not yet responded.

Uganda has also discussed this with authorities but due to shortage of personnel in the IT section, the Parliament cannot host the website until its staffing situation has been addressed.

## **Discussions**

Mr Miguel Pedro wanted to know how many donations APLESA has received so far and who the donors are.

The Presenter indicated that so far there is only one donor, the Parliamentary Centre, Canada and is going to fund three activities being, to design and develop the APLESA website and maintain it up to March, 2002, attachments and the strategic planning workshop in Kampala, Uganda.

Mr Rugamwa wanted to know who will decide on who is going to attend the Strategic Planning workshop and South Africa further asked who will decide which institutions should be trained?

The Presenter informed participants that the donor is prepared to sponsor one officer from each Parliament.

Mr Banda requested that in view of the differences in levels of development between members, those less developed should be given first preference when selection for training is made.

On the issue of members contributing funds to ease the administrative costs, Mr Miguel Pedro reminded participants that this was discussed in the Lesotho APLESA Conference and was agreed that each association member should inform its Parliament. Angola has done so and urged other members to do the same.

The issue of contributions was discussed at length and it was finally agreed that country fee will be discussed in the workshop in Uganda.

## **APLESA 2001 Conference Resolutions**

The Conference passed two resolutions.

- i) to follow up all the strategies that had been set to implement the Resolutions of APLESA 1999/2000 conference, that is,
  - to organise a strategic planning workshop
  - to help some members to solicit for IT equipment and other information materials.
  
  - to organise attachments for members
  - to produce the APLESA newsletter
  - to undertake and Evaluation of APLESA activities
- ii) To extend Membership invitation to all countries in Eastern and Southern Africa.

**Other matters agreed on were:**

- That notices about APLESA Conferences should come at least two months in advance to enhance the quality of papers to be presented.
- At each annual conference, the following year's host Parliament should give a tentative date for the conference.

**2002 HOST FOR APLESA CONFERENCE**

THE 2002 APLESA CONFERENCE will be hosted by Uganda.

**THE OFFICIAL CLOSING OF THE 7TH APLESA CONFERENCE**

**By Mrs R.atanang Motlhabane, Deputy Director, Botswana National Library Services**

In her closing remarks, the Deputy Director of the Botswana National Library Services who is also the Head of the Special Libraries, Mrs Ratanang Motlhabane urged participants to intensify their efforts in harnessing information and information facilities.

She appealed to APLESA members to put into action the resolutions passed and to work together in order to set up high standards in the provision of library and information services to Members of Parliament. She however cautioned that emphasis on the role of information in maintaining democracy should not in any way obscure the almost inseparable dependence of information on communication and of communication on information.

Mrs Motlhabane concluded by expressing, on behalf of Botswana, an appreciation to all those who made the Conference a success and then declared the Seventh APLESA Conference Officially closed.

## APPENDIX I

## List of Participants and their Addresses

<u>NAME OF DELEGATE</u>	<u>COUNTRY</u>	<u>EMAIL</u>	<u>FAX</u>
Sarah Jonas	South Africa	sjonas@parliament.gov.za	(021) 4614331
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Ennie. Molobe	Botswana	emolobe@gov.bw	313103
R. K. Shilubana	South Africa	rshilubana@parliament.gov.za	(021) 4614331
E. Nxumalo	Swaziland	parl-library@realnetco.sz	0268-4161603
Tembi Mtine	Zambia	tcmtine@zamnet..zm	0260-1292252
I. Rugambwa	Uganda	irugambwa@parliament.go.ug	256-41235461
Simon J. Engitu	Uganda	sengitu@parliament.go.ug	256-41235461
Florence Butale	Botswana	fbutale@gov.bw	313103
Julio Da Silva	Mozambique	a.....sort-moz.com	400711
M. Bembele	Mozambique	-	400711
Miguel Pedro	Angola	biblioteca@zo	
PETER F. Iraya	Kenya	bunge@swiftkenya.com	336589
Mr Banda	Malawi		
N. C. Shonhiwa	Zimbabwe	shonhiwa@usa.net	2634-252935

**APPENDIX II LIST OF ORGANISING COMMITTEE, RAPORTEURS  
AND THE SECRETARIAT**

**ORGANISING COMMITTEE**

Mr Thebenala Thebenala	Chief Research and Information Officer
Ms Lebogang Nyadza	Principal Public Relations Officer
Ms Florence Butale	Librarian
Ms Ennie Molobe	Principal Research Officer
Mr Boitshoko Mokgatlhe	Public Relations Officer
Mr Galefele Maokeng	Information Officer

**LIST OF RAPORTEURS**

Mrs Maithamako Lenyatso	Senior Clerk Assistant
Mr Thabo Moipolai	Clerk Assistant
Ms Maipelo Mogami	Editor
Ms Sibongile Sithole	Senior Translator/Editor
Mr Redman Josia	Editor
Mrs Gotaatweng Mosenyi	Senior Editor

**SECRETARIAT**

Ms Thundie Lesaso	Principal Editor
Ms Kebareng Ramonyai	Senior Typist

**REPORT EDITOR AND COMPILER**

Ennie N. Molobe	Principal Research Officer
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**APPENDIX III LIST OF APLESA DELEGATES WHO TOURED  
JWANENG MINE**

**DATE: 26 APRIL 2001**

<b><u>NO.</u></b>	<b><u>NAME</u></b>	<b><u>COUNTRY</u></b>
1.	Mr Aloysius Makata	Uganda
2.	Mr Innocent Rugambwa	Uganda
3.	Mr Simon J. Engitu	Uganda
4.	Mrs Julio Domingos Da Silva	Mozambique
5.	Mr. Manuel Mbembele	Mozambique
6.	Mr M. S. Banda	Malawi
7.	Ms. Sarah Jonas	South Africa
8.	Ms Renata Shilubana	South Africa
9.	Mr Tom Schumann	South Africa
10.	Mr. Peter Fred Iraya	Kenya
12.	Ms Esther Nxumalo	Swaziland
13.	Mr Claude Shonihwa	Zimbabwe
14.	Mr Sebastiao Muzumbi	Angola
15.	Mr Miguel Pedro	Angola
16.	Ms Florence Butale	Botswana
17.	Mr Boitshoko Mokgatlhe	Botswana
18.	Ms Betty Seditse	Botswana



## APPENDIX IV 7<sup>TH</sup> APLESA CONFERENCE PROGRAMME

SATURDAY/SUNDAY 21<sup>ST</sup>-22<sup>ND</sup> APRIL, 2001

Arrival of delegates

### MONDAY 23rd April, 2001

- 0900hrs Registration
- 0930hrs Arrival - guest of honour
- 0940hrs Welcome Remarks
- 0945hrs Official Opening -
- 1000hrs Vote of thanks - Chairman of APLESA
- 1005hrs Group Photograph
- 1030hrs *Tea break*
- 1100hrs **Session 1** – The Role of Parliamentary Libraries in the 21<sup>st</sup> Century  
*Chair:* Swaziland  
*Mover:* South Africa  
*Seconder:* Uganda
- 1140hrs Discussion
- 1300hrs *Lunch Break*
- 1430hrs Briefing on APLESA Web site - Executive Committee
- 1500hrs *Tea Break*
- 1530hrs - 1700hrs Tour of Botswana Parliament Buildings
- 1900hrs Reception - Parliamentary Village Recreation Club
- ### TUESDAY 24th APRIL, 2001
- 0830hrs **Session 2** – The Perception of Members of Parliament on Library and Information Services: The Case of Botswana Parliamentary Library - Botswana
- 0850hrs Discussion
- 0950hrs Strategic Planning Workshop - Executive Committee

**Chair:** Lesotho

1030hrs *Tea Break*

1100hrs **Session 3** – Collection Development Towards User Needs -  
Presentation

**Chair:** Botswana

**Mover:** Kenya

**Seconder:** Namibia

1140hrs Discussion

1300hrs *Lunch Break*

1430hrs **Session 4** – Information Services for Members  
Parliament: Managing the Political Environment -  
Presentation

**Chair:** South Africa

**Mover:** Zimbabwe

**Seconder:** Tanzania

1510hrs *Tea Break*

1540hrs - 1700hrs Discussion

**WEDNESDAY 25th APRIL , 2001**

0830hrs **Session 5** – Parliamentary Libraries Towards  
the Technology Age-Presentation

**Chair:** Zimbabwe

**Mover:** Uganda

**Seconder:** Zambia

0910hrs Discussion

1030hrs *Tea Break*

1100hrs **Session 6** – Marketing and Evaluation of  
Services and Products – Presentation

**Chair:** Zambia

**Mover:** Swaziland

**Seconder:** Malawi

1140hrs Discussion

1300hrs *Lunch Break*

1430hrs **Session 7** -

Development in Parliamentary Libraries to turn them into Leading Information Resource Centres –

**Chair:** Uganda

**Mover:** Lesotho

**Seconder:** Zimbabwe

1510hrs Tea Break

1540hrs Discussion

1700hrs End of Session

**THURSDAY 26th APRIL, 2001**

0600hrs Visit to Jwaneng Diamond Mine

**FRIDAY 27th APRIL, 2001**

0830hrs **Session 8** – Collaboration between Academic and Parliamentary Libraries – K. Raseroka

**Chair:** Kenya

0850hrs Comments

0905hrs Communication - APLESA Chairman

1030hrs *Tea Break*

1100hrs Recommendations and Resolutions -Date and Venue of the next Conference.

**Chair:** APLESA Chairperson

1220hrs Official Closing - Director of Botswana National Library Services.

1230hrs *Lunch Break*

**Free Afternoon**

**SATURDAY / SUNDAY 28th – 29th APRIL, 2001**

Departure of delegates

