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Moira Fraser

New Zealand Parliament Election induction project 2011

Moira Fraser Consulting

Former Parliamentary Librarian and Group Manager, Information and Knowledge

PARLIAMENTARY SERVICE
Travel and accommodation

Project design

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

iPad

Research project on user requirements

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

PARLIAMENTARY SERVICE
Library research
Answering your questions
Analysts and subject specialists
Research tools and products

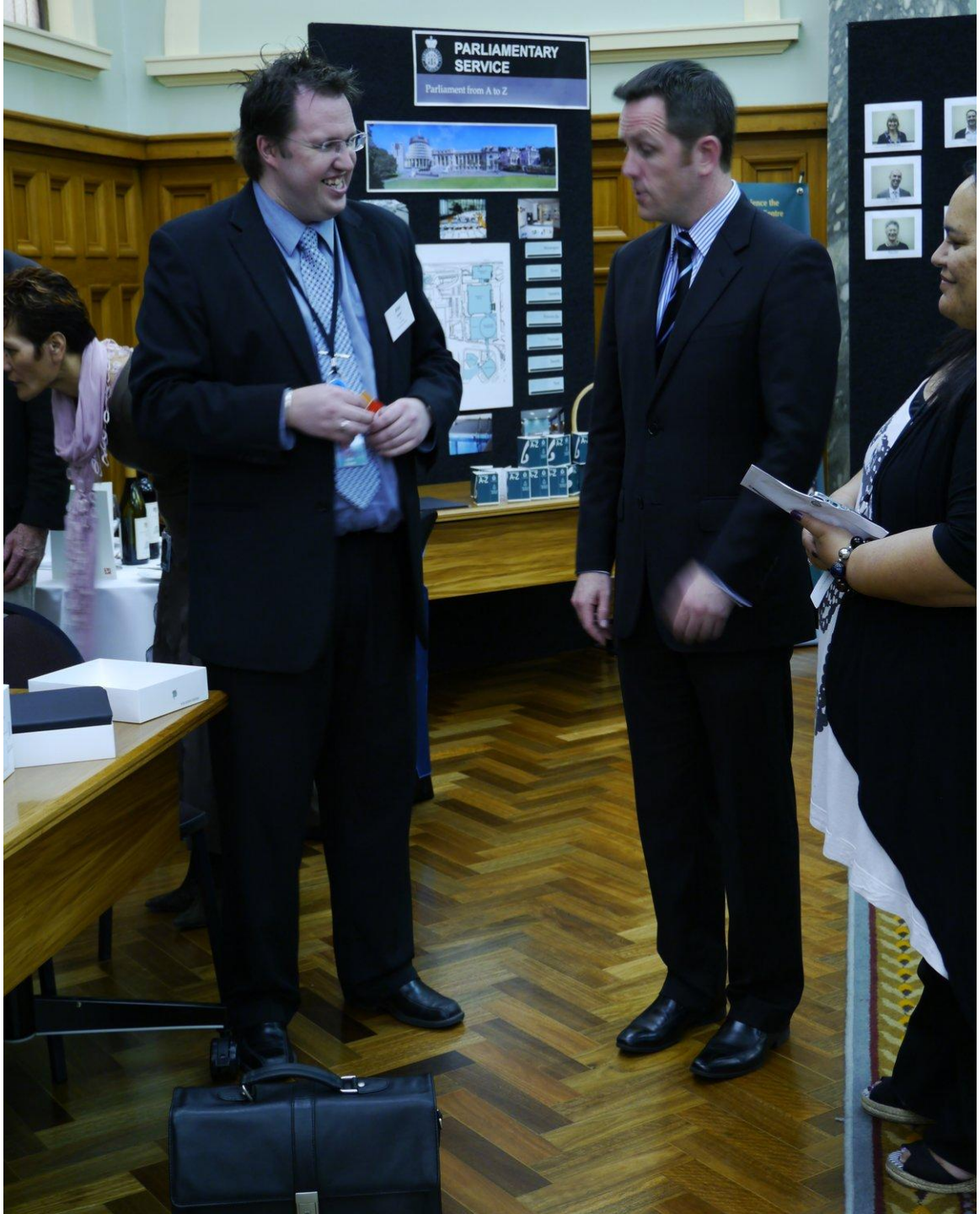
Key learnings from interviews

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

iPhones
BlackBerrys
Out of Parliament WAN
*300
0800 801 007
ict.servicedesk@parliament.govt.nz

Information booths

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


PARLIAMENTARY
SERVICE
Parliament from A to Z

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

EXIT

Seminar

- Content that Parliamentary Service needed to be certain the members knew
- Presentations from experienced members

EXIT

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

OFFICE OF THE CLERK
Office of the Clerk of the House of Representatives
Te Tari o te Manahautū o te Whare Māngai
Our services
• Provide the secretariat for the House and its committees
• Broadcast and publish the proceedings of Parliament
• Maintain the parliamentary record
• Advise on parliamentary procedure and law, and advocate for Parliament
• Support engagement with other Parliaments to build parliamentary capacity
DEMOCRACY IN ACTION
What about the committees?

Customer satisfaction

- Information booths most popular
- Interactivity of the induction noted
- Positive feedback from stakeholders

THANK YOU FOR LISTENING