

ข้อมูลประกอบการประชุมสมาคมเลขาธิการรัฐสภา ประจำปี พ.ศ.๒๕๕๑
เรื่อง “การให้ข้อมูลด้านประชาธิปไตย : การสร้างขีดความสามารถเพื่อตอบสนอง
ความต้องการทางด้านข้อมูลข่าวสารและความรู้ของสมาชิกรัฐสภา”¹

Session 1 : Parliamentarians' evolving information and knowledge needs

Q : What are the information and knowledge needs of parliamentarians? To what extent do these needs and expectations vary among parliaments? How are the needs of parliamentarians evolving?

A1 : According to the responsibility of parliamentarians, the information and knowledge they need to support their responsibility are as follows:

- 1) The information and knowledge that support to national development plans
- 2) The integrated information and knowledge
- 3) The completed and corrected information and knowledge
- 4) Up to dated information and knowledge as well as the hot issues or events around the world
- 5) Archival information, such as census data, demographic and vital statistics of a country and of countries in a region covering long periods
- 6) The numerical, statistical , geographic, and graphic information
- 7) Information technology knowledge to support their capability in accessing to information from any point on the network

However, we may say that the parliamentarians need information in six characteristics as follows:

1) Completeness. Librarians and researchers probably have the greatest information requirements of parliamentarians. No type or form of knowledge, data, statistics, conclusion, or testimony is beyond their purview. Nothing limits librarians and researchers so much as a lack of information. From this perspective, the more information that is available, the better.

¹ เรียบเรียงนำเสนอโดย นางสาวสุนิศา บุญญานนท์, บรรณารักษ์ ๘ว. กลุ่มงานห้องสมุด สำนักวิชาการ สำนักงานเลขาธิการสภาผู้แทนราษฎร.

2) Organization. Increasingly voluminous information creates the need for greater organization flexibility and capability.

3) Relevancy. Relevancy refers to that information which is most needed and useful for a given purpose. Because the growing volume of information threatens to overwhelm us, it is critical that we find ways to assist parliamentarians to sift through what is available. It is likely that software based on artificial intelligence increasingly will identify and locate relevant information for us.

4) Access. Access refers to obtaining information in spite of geographical and temporal barriers. Parliamentarians want to secure information from wherever they are, and at anytime during the day or night . This desire includes gaining access to information from practically any location on the globe or beyond. As the quantity and complexity of information increases and the specialization of parliamentarians continues to grow, the need for timely access to the information will rise in importance.

5) Interest. Information must be presented in a way that it is sufficiently interesting to be retrieved and used. Content that is buried too deeply in style, or immersed in a displeasing form, may be missed or lost.

6) Format. Parliamentarians want the ability to choose informational formats. For example, the ability to control how information looks on display (large type or small, color or monochrome, flat or three-dimensional), whether information will be viewed from the display or read around by the machine, or whether information will be moved off the display entirely to float in space as holographic images or in a virtual environment.

A2 : The needs and expectations vary among parliaments to the following extent,

- responsible of the parliamentarians
- characteristic and interesting of the parliamentarians
- information literacy of the parliamentarians
- the political, the economic, and social condition
- infrastructure of Information and Communication Technology
- the environment and services provided by library and research services

A3 : The needs of the parliamentarians are evolving by two important factors.

- Firstly, changing of the political, the economic, and social condition that caused many serious problems. The said problems impact people all over the country and have to be solved immediately. Parliamentarians as the planners and decision makers and responsible for the problems of the country, need to be supported with the integrated and more rapid-response briefing services.
- Secondary, fast changing and advance of Information and Communication Technology. Parliamentarians need more training in new Information and Communication Technology to be familiar with using it.

Q : How do parliamentarians meet their information needs? What challenges do they face?

A1 : 1) As we are in the information age, information technology has been developed and changed so fast. **The best channel that the parliamentarians can meet their information needs is internet.** They can access to the databases that has been provided to support them by the library and research services or any information via a large numbers of website via the internet.

2) At present, many parliamentary libraries have provided a very special services, **e-Library on Mobile**, for the parliamentarians. So the parliamentarians can meet their information needs at anytime and from anywhere.

3) The parliamentarians can meet their information needs by sending their request directly to the library or any provided special services such as one stop services center.

For the Secretariat of the House of Representatives, we have Bureau of Academic Services which is responsible for services to support the parliamentarians. Bureau of Academic Services is responsible for academic services involving library, information technology, museum and archives, political and administration research and special field of

study. Besides, the Bureau of Academic Services has improved and developed the services by utilizing the information technology such as **e-Library on Mobile**, as to response the Members of the Parliament and other users for quick and efficient information irrespective of time and place. **We also have one stop services center, e-Knowledge services, located beside the meeting room, to support the parliamentarians to meet their needs.** Their request, their requests will be responds as the first priority and they will meet their needs soonest possible.

A2 : As we all realized that the world has been changed so fast in many ways and bring the parliamentarians face a lot of challenges. The important challenges that they face are as follows ;

1) They face the situation that is called “information explosion”. Information explosion caused them in trouble to spend much more time in searching screening information. Because of increasing of information, parliamentarians always get the information that they do not really need or they always get the garbage.

2) They face the changing and development of information technology. The parliamentarians have to first have knowledge about the new technologies and then be continually educated about them and how they can be used and applied to provide and enhance information services. Coupled with this, the parliamentarians have to be made aware of the benefits of information use.

3) Because of the problems that effect political, economics, and social situation of the country that have to be solved immediately, the parliamentarians have to have the integrated corrected and completed information for their decision making.

Q : What expectations do parliamentarians have of their library and research services?

: The expectations that the parliamentarians have of their library and research services are as follows:

1) They will get the information that is completed, organized, relevant, accessible , interesting and in the best format.

- 2) They can meet their needs at anytime anywhere.
- 3) The library and research services shall provide the accessible and efficiency databases to support their needs with user friendly program.
- 4) They will be served with the new style in more rapid-response briefings.
- 5) They will be trained in the new Information and Communication Technology provided by the library and research services to be familiar in using it.
- 6) They will be informed or served the information immediately whenever any changing or critical situation occurred.

Session 2 : *The value of dedicated parliamentary library and research services*

Q : What are the potential benefits and outcomes of well-organized and resourced parliamentary library and research services?

A : The potential benefits and outcomes of well-organized and resourced parliamentary library and research services are as follows;

- 1) The library will be at the standard that enable to provide access to a wider range of information through networks at the national , regional , and international levels.
- 2) The library staff will have more time to devote to preparing valued-added information products and services; and they will also be able to participate in and provide data support to their respective users groups.
- 3) The parliamentarians will get the efficiency and value-added information and knowledge.
- 4) The parliamentarians can access to database or information resources anytime anywhere then they will get the information and knowledge they need.
- 5) Library can cut cost and safe the budget while services still be at the standard level.

Q : What strategic priorities should guide the evolution of parliamentary libraries and research services? What challenges and risks are there in this evolution?

A1 : The strategic priorities should guide the evolution of parliamentary libraries and research services are as follows:

- 1) Increase in technological complexity to provide user access.
- 2) Train people who serve parliamentarians directly to be more effective in their information work
- 3) Create “learning organizations” i.e., organizations that treat every effort, every group, every program as an opportunity to share experience and to learn from that experience
- 4) Convincingly demonstrated the value of information and information system in finding solutions to the problems faced by the parliamentarians who are the planners and decision makers.
- 5) Calls for effective information use promotion, marketing of information products and services, and user sensitization and orientation.

A2 : Challenges and risks in this evolution are as follows:

- 1) lack of adequate local and national infrastructure including and information industry and expertise to effectively utilize IT;
- 2) problems of accessibility at affordable cost to the accelerating innovation in IT;
- 3) pace of IT developments leaves too little buffer time for national authorities and managements to understand, assimilate and access their likely impact on the social, political, economic, and technological fabric of the country;
- 4) assault on privacy and confidentiality of information whether it relates to an individual or to a cooperate entity including government;
- 5) intellectual property and business-law-related matters;
- 6) copyright legislation for machine-readable data;
- 7) legislation regarding software production, distribution, and use; and
- 8) costs and pricing of data and facsimile transmission

Q : What changes in culture and in competencies are required by library and research services to provide better value for their parliamentary clients?

A : Changes in culture and in competencies which are required by library and research services to provide better value for their parliamentary clients are as follows:

1) Library should evolve from institutions describing and handling books and journals as “things” to institutions providing data and information contained within completed information resources.

2) Researchers must also have a deep knowledge of the total environment they are dealing with and the likely conditions that lead to failure or success in that environment

3) Libraries must be transformed into learning organizations to share experience and to learn from that experience.

4) Librarians and researchers have to be more imaginative, more willing to experiment, more open-minded-only then can they have a library of the future of their own creation and can provide better value for their parliamentary clients

Session 3 : *Innovative strategies to meet parliamentarians' evolving needs*

Q : What new services and technologies can library and research services use to support parliamentarians in holding the executive to account and improving the quality of legislation?

A : Bureau of Academic Services is a function under the Secretariat of the House of Representatives. It is responsible for providing academic services to support the legislative activities of the Members of the National Assembly, Committees, officials and personnel.

Under the responsibility, the Bureau of Academic Services provides various academic services including utilizing the modern information technology to the administration and services. Bureau of Academic Services has supported for the development of Library System and Academic Database System together with making continuity of Information Technology Management for system development to the standard digital library. From now on, Information Technology Resources Development Division, Bureau of Academic

Services has developed enough database and contents, and development to e-Library by using the library automation system for process and services. And the information is disseminated to the Members of Parliament and users through internet. In Addition, Information Technology Resources Development Division will be transformed to digital technology resources completely that it can be shared with the other network for development on Inter Dependence to enhance standard of legislative database, and cooperate with the other information technology.

However, we can conclude that new services and technologies that library and research services use to support parliamentarians in holding the executive to account and improving the quality of legislation are as follows;

1) Indexes and databases services : Indexes and databases developed and maintained by Information Technology Resources Development Division are as follows;

1. **Laws published in the Government Gazette Database** are Acts, Emergency Decrees, Royal Decrees, Constitutions, Judicial Decisions, proclamations, regulations, orders, interpellations questioned in the Government Gazette.

2. **E-Library Database** is the books' name title, journal article index, index, audio-visual aids, and etc. available for service in the library.

3. **Documents for Consideration of Bills and Motions Database** are the documents for consideration of bills and motions in the House of Representatives Meeting which are prepared by Academic Services Division 3.

4. **Research Report Database** is the parliamentary research reports in full copies and the research reports/theses in the library provided in abstract forms only.

5. **News Clipping Database** is clipped from both daily and weekly newspapers.

6. **On-line Database** is the database providing service for the Members of the Parliament and parliamentary internal network users only. These are Proquest (Digital Dissertation & Theses Database), Lexis. com, Nexis.com and Kasikorn Thai Research Center

2) e-Library

e-Library deals with an education on development, advancement and changes of information technology in order to improve and modernize the services of Bureau of Academic Services to its efficiency. In the previous service of manual system, information search was handled by using Card Catalog. Later Information Technology : CDS / ISIS has been used and continuously improved, until now information technology has been used for comprehensive services as follows;

1. Provide Computer Workstation in order to facilitate parliamentarians and public users in using computer conveniently at the Computer Workstation

2. Produce and provides online database for parliamentarians and public users to do information search through internet beyond the limit of places and time

3. Prepare Parliamentary Library for e-Library and steps forward for being comprehensive digital library by implementation of such projects to support the following development;

- e-Library on Mobile
- VDO Clipping
- Electronic book, Electronic Journal
- Content Management

3. Academic services

- Brief information on bills and motions for parliamentarians, government whip and opposition whip

- Produce information and provide academic recommendations in response to the needs of parliamentarians and internal official divisions of the Secretariat of the House of Representatives

- Analyze, provide recommendations and academic services in order to enhance legislative work of members of parliament, parliamentary committees, parliamentary officials and staff

- Translate academic documents

- Provide e-Knowledge services

4. Specific academic database services

Academic Services Division 1, 2 and 3 have provided particular services for parliamentarians by producing specific academic databases i.e. database on economics, politics and public administration, social policy, international relations, science and technology and environment, agriculture, transportation and public health.

5. Research services

Research services are handled by Research and Development Division by providing search services as follows;

- provide research services with the subjects in need of parliamentarians and the Secretariat of the House of Representatives to conduct research,
- provide services with information and information technology,
- arrange academic seminars concerning the research projects,
- collect research results in order to be used for consideration of the parliamentarians, parliamentary committees and performances of the Secretariat of the House of Representatives,
- promote and enhance research projects and support researchers in order to develop economic, social and political academic work,
- coordinate with other research institutions including government organizations and non-government organizations,

6) Museum and Archives services

Museum and archives services are handled by Museum and Archives Division with such services as follows;

- *Parliamentary Museum services*; collect, maintain, produce search registration and exhibit materials and other historical documents about Thai politics and parliamentary democratic public administration including souvenirs and other materials provided by internal and foreign dignitaries, and provide presentation and guide for parliamentary museum,

- *Parliamentary Archives Services*; maintain and collect parliamentary archives which are historical documents including both written and audio-visual archives, answer questions and provide research for archives information under supervision of Museum and Archives Division, Bureau of Academic Services, the Secretariat of the House of Representatives, and provide service with archives under supervision of Museum and Archives Division, Bureau of Academic Services, the Secretariat of the House of Representatives.

Q : How can parliamentarians communicate their changing needs to their research and library services? How can library and research services keep in step with the changing needs and expectations of parliamentarians?

A1 : Parliamentarians can communicate their changing needs to their research and library services via many channels as follows;

1) services provided by library and research services via telecommunication and information technology i.e. website of the library, e-Library on Mobile or e-mail

2) special services provided by library and research services only for parliamentarians such as one stop services. For Bureau of Academic Services, the Secretariat of the House of Representatives, we has provided special services called e-Knowledge services that parliamentarians can request any information or any changing they need. Their request or the order shall be responded as the first priority.

3) general channel such as telephone or fax, as well as walking in the library to contact directly with the librarian, subject specialist, or researcher.

A2 : Library and research services can keep in step with the changing needs and expectations of the parliamentarians as follows;

1) provide the efficiency infrastructure for the Information and Communication Technology

2) provide services via many different efficiency channels

3) change the type and format of services from general library and research services to be e-Library or virtual library and parliamentarians can meet their needs at anytime and anywhere

4) make good relation and connection with the others organization that may concerned

5) provide special services only for the parliamentarians that the library can contact directly with them

6) follow up the agenda of the parliament and daily events that concerned with the parliamentarians

Q : How can library and research services be organized to innovate as rapidly as the best information service providers?

A: To innovate as rapidly as the best information service providers, library and research services should be organized as follows;

- be the independent unit and has its own authority to process all works it responsible for,

- concerning the standardization as the international level; those are organizational structure, budget, information resources, qualification of staff, network and information technology infrastructure, automation system, and building and environment,

- has its own IT unit to support and maintenance the automation library system, and

- supported in adequate human and financial resources and facilities and equipment

Sessions 4: *Sharing good practices and building capacity : Strategies to assist parliamentary institutions*

Q : How can good practices in parliamentary library and research services be shared effectively?

A : Good practices in parliamentary library and research services can be shared effectively in many ways as follows;

- *cooperate to set up Learning Organization* : the parliamentary library and research services can share their explicit and tacit knowledge via learning organization as an opportunity to share experience and to learn from that experience,

- *cooperate in sharing resources* : in order to save cost and get completed information for the parliamentarians, cooperation in sharing resources is the best way to reach that goal,

- *cooperate in staff exchanging* : library and research services can learn and know more from each other as an opportunity to share experience and to learn from that experience, as the same time the good relation and cooperation will be occurred,

- *cooperate in networking* : efficiency network is the best channel to share knowledge, information, as well as experience at anytime anywhere,

- *cooperate in information technology* : this will be include knowledge of information technology, infrastructure, library automation system, and free program to be used together,

- *cooperate to handle the academic conference at the regional and international level* : it will be good opportunity for librarians and researchers to be together in the conference and share their ideas and experience.

Q : How can programmes to help parliaments in less-developed countries build their library and research capacity be better coordinated? Are new programmes need?

A : The programmes can help parliaments in less-developed countries build their library and research capacity be better coordinated by bringing them to have the standardization. The standardization is the most important factors that effected to the networking and resource sharing. Networking and resource sharing have highlighted the importance of achieving compatibility among information systems, database and information products, including hardware and software, input and output formats, processing, vocabulary, etc. In several

third world countries the distribution of software packages, either directly or through net work coordinating centers and the recommended use of data exchange formats based on the Common Communication Format (CCF) for bibliographic database has introduced certain compatibility and convertibility among the system.

Q : What role can international and regional bodies play in strengthening the support offered to parliaments?

A : The international and regional bodies can play the role in strengthening the support offered to parliaments as follows;

- *Offer to support the budget* : most of the third world countries need adequate financial resources, and facilities and equipment, international and regional bodies can play the role in supporting them the budget run any project or program

- *Offer to share resources* : because of the financial problem, most of the third world countries do not have good information resources. It will good if they have opportunity to share resources with the international and regional bodies.

- *Offer to help in training* : international and regional bodies have of necessity helped to train, in short course and workshop, persons to utilize IT and methodology specific to the respective systems.

- *Offer for staff exchanging* : in order to have good relation and cooperation, as well as to know each others better, providing staff exchanging is the best way to reach that goal.

- *Calls for cooperation in providing the standardization of the program and information technology* : in order to support sharing resources, the library should have the standard of the program and information technology they provided for the users. It will be the best if there will be the free standard program for all libraries.

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List of Database Available for Service through Bureau of Academic Services' Website

www.parliament.go.th/library

No.	Database Name	Storage Year	Data Type
1.	Acts	B.E. 2458 (1915) - present	Full original copies
2.	Emergency Decrees	B.E. 2458 (1915) - present	Full original copies
3.	Royal Decrees	B.E. 2458 (1915) - present	Full original copies
4.	Constitutions and Administrative Constitutions	All	Full original copies
5.	Decisions of the Judges of the Constitutional Court	All	Full original copies
6.	Proclamations, regulations, and orders published in the Government Gazettes (Section A)	B.E. 2473 (1930) - present	Full original copies
7.	Proclamations, regulations, orders published in the Government Gazettes (Section D)	B.E. 2545 (2002) - present	Full original copies
8.	Interpellations published in the Government Gazette	All	Full original copies
9.	Minutes of the Parliamentary Meeting	B.E. 2475 (1932) - present	Index only ¹
10.	Documents for consideration of bills and motions	21 st Term of the Members of the House of Representatives-present	Full original copies
11.	Articles from Parliament Journal	All (B.E. 2495 (1952)-present)	Full original copies
12.	Articles from journals in copyrights of Bureau of Academic Services	All	Full original copies
13.	News Clipping ²	B.E. 2541 (1998) – present	Full original copies

List of Database Available for Service through Bureau of Academic Services' Website

www.parliament.go.th/library

No.	Database Name	Storage Year	Data Type
14.	News of Cabinet Meeting	B.E. 2537 (1994) - present	Full original copies
15.	Research reports ³	All	Full original copies
16.	Research reports/theses available for service in the Parliament Library	All	Abstracts only
17.	Articles from general academic journals	B.E. 2545 (2002) - present	Index only
18.	Lists of books, documents, audio-visual aids available for service in the Parliament Library	All	Bibliography and cover only
19.	Lexis.com	-	International on-line database
20.	Nexis.com	-	International on-line database
21.	ProQuest (Digital Dissertations & Theses Database)	-	International on-line database
22.	Kasikorn Research Center	-	Local on-line database

¹ Under coordination with Bureau of Minutes and Stenography requests for the full original copies input.

² Thai language news only. The input of daily English language news is under coordination with English News Division, National News Bureau, The Public Relations Department.

³ Only the research which the Research and Development Committee is considered to be awarded research grants by the Secretariat of the House of Representatives.