



Library of Parliament

Performance Report

2007-2008

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Message from the Parliamentary Librarian

Planning and implementing the new Parliamentary Budget Officer (PBO) function within the Library has been a particular priority this past year. In August, following a competitive bidding process, the Library contracted with the firm Ray & Berndtson to conduct a national executive search, and on March 25, 2008 Kevin Page was appointed as the Library's first Parliamentary Budget Officer.

In our efforts to establish this new function for Parliament we have tried to be consistent in following four guiding principles:

- To implement the law as set out in the *Parliament of Canada Act*;
- To provide non-partisan service to parliamentarians – which has been and continues to be – the hallmark of the Library of Parliament;
- To strengthen Parliament's institutional capacity to hold government to account – in this case by giving Parliament access to additional expertise on economic and fiscal issues;
- To ensure that parliamentarians continue to receive the best possible service from the Library as a whole.

Throughout this process, I have benefited greatly from the comments and advice of Senators and MPs from all political parties, including the Honourable Noel Kinsella, Speaker of the Senate, and the Honourable Peter Milliken, Speaker of the House of Commons.

Building an effective PBO function takes place within the broader context of the Library's institutional renewal initiative – one that addresses challenges head-on and ensures a modern, efficient transparent and effective knowledge organization in service of Parliament and parliamentarians. In May 2007, the Library launched a Roadmap for Renewal that focuses on four areas where results must be achieved in order to successfully transform the Library into a truly modern knowledge-management organization: 1) client relations; 2) knowledge development; 3) knowledge management; and 4) management support. To ensure that the Library follows through and implements renewal in line with the priorities identified, a temporary governance structure was created to coordinate renewal efforts. Renewal implementation teams were established and operated as steering committees overseeing implementation projects and activities.

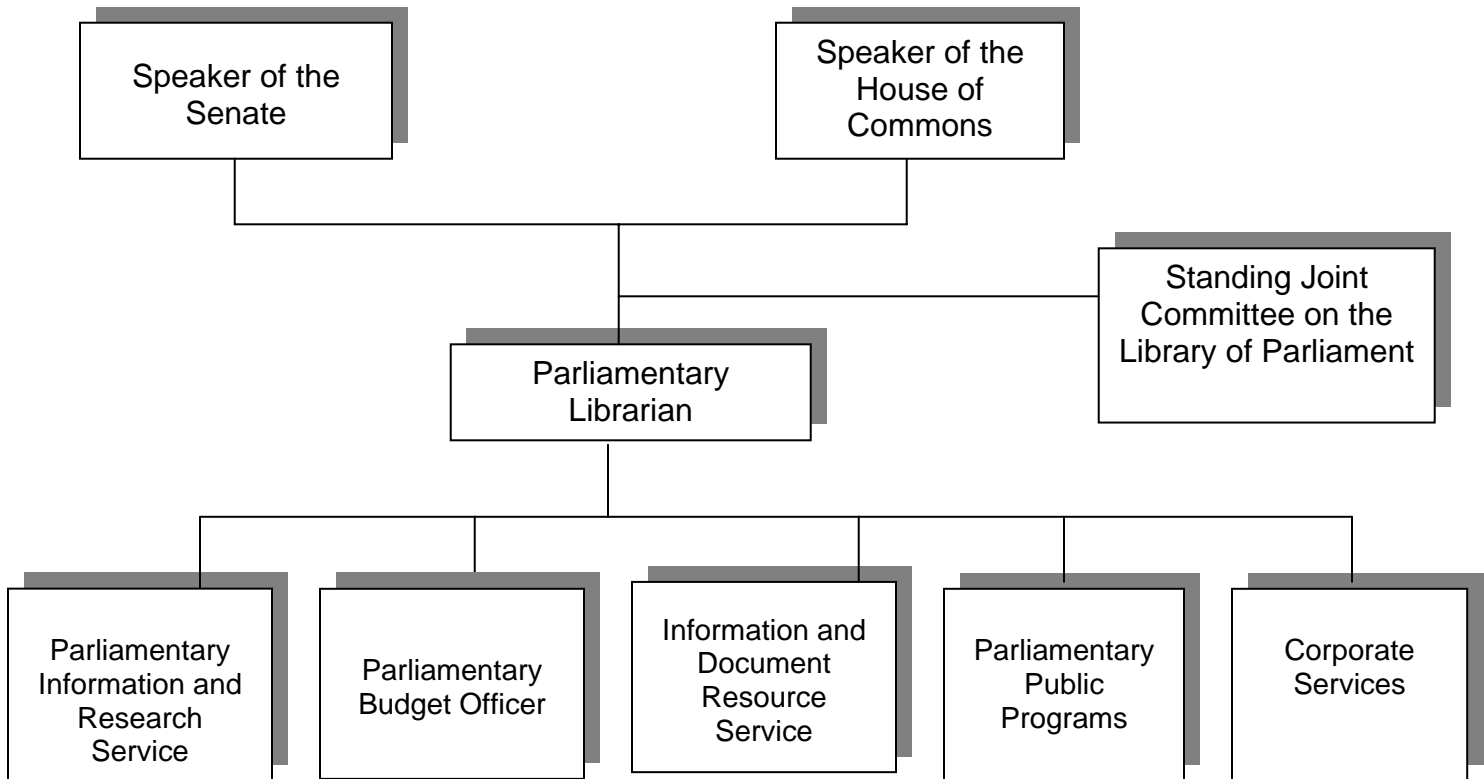
Over the course of the past year, we have strengthened our executive management team by hiring of a new Director General of Research and Information Services. We have also consolidated our corporate services functions, adding a new IT directorate that will play a critical role in supporting the development of our electronic products and services to Parliament. We have reworked outdated policies related to Collections, Contracting, and Hospitality, and closed policy gaps in important areas such as Employment Equity and Diversity, Partnering and usage of the Main Library Building.

While there is still more to do, the results we have obtained to date bring us closer to the objective I set upon my arrival, namely maintaining the tradition of excellence and relevance of the Library of Parliament in the early 21st century.

William R. Young
Parliamentary Librarian

Section 1 Overview of the Library

Organizational Chart



Our Clients	Our Services	Our Collection
<p>The Library of Parliament provides products and services to a broad range of clients.</p> <ul style="list-style-type: none"> • The Governor General • Parliamentarians • Parliamentary Committees • Parliamentary Associations • Senior officials of the Senate and the House of Commons • Organizations that report to Parliament • Parliamentary staff other than senior officials • The Press Gallery • The Privy Council • The Supreme Court of Canada • The Canadian public 	<p>The Library provides Parliament with authoritative and reliable information for and about Parliament.</p> <p><u>Information, Research, Analysis and Reference</u></p> <ul style="list-style-type: none"> • Subject specialists research and analyse issues for parliamentarians <p><u>Legislative Information</u></p> <ul style="list-style-type: none"> • Up-to-date database of proposed legislation <p><u>Desktop Information 24/7</u></p> <ul style="list-style-type: none"> • Expert publications on current issues • Links to Web sites, library's collection of networked and commercial databases and an on-line catalogue • Database providing current and historical information on Parliament • Personalized news delivery system and daily electronic reports and studies <p><u>Seminars, Briefing Sessions and Training</u></p> <p><u>Learning Programs for Canadians</u></p> <ul style="list-style-type: none"> • 1-800 line to answer public inquiries about Parliament • Tour reservation service • Teachers Institute on Canadian Parliamentary Democracy • Classroom Resources • Parliamentary Guide Program 	<p>Our historic collection embodies Parliament's history. Electronic and print resources reflect the needs of parliamentarians on a wide range of issues</p> <p><u>Holdings</u> Our Collection is significant with approximately two million items.</p> <p>The collection includes:</p> <ul style="list-style-type: none"> • 465 thousand volumes • 1,700 periodicals • 4,000 government periodicals • 171 current news papers • 1,2 millions Microform items • 3,3 thousand audio and video cassettes • 446 transcripts • 374 CD-ROMs • 5138 e-books • 32,220 full e-articles in catalogue • 71 electronic newspapers in Parlmedia



<p>Our People The expertise of our people is critical to our mandate.</p> <p><u>Numbers</u> Our total staff, excluding Parliamentary Guides and students, is 322.</p> <p>The staff – including personnel assigned to the new PBO function – is organized around four Principal Activities which are: Information Research and Analysis; Information Resource Management; Public Outreach and Institutional Support and Leadership.</p> <p><u>Expertise</u> Our people are specialists in many fields, including Economics, Law, Social Science and Science and Technology. A third of our staff holds at least a graduate degree.</p> <p># of analysts 83 # of librarians 36 # of Library Technicians 47</p>	<p>Our Resources Our financial resources and facilities are all directed to the efficient fulfilment of our mission</p> <p><u>Revenues</u></p> <p>Salaries \$ 25,023,000</p> <p>EBP \$4,629,000</p> <p>G&S \$7,035,000</p> <p><u>Physical infrastructure</u> The staff is located in nine buildings</p> <p><u>List of Buildings</u> Centre Block Main Library 50 O'Connor 125 Sparks 100 Sparks 90 Sparks 56 Sparks 45 Sacré-Coeur Confederation Justice</p> <p><u>Location of collections</u> Centre Block Main Library 125 Sparks Main Branch Confederation Justice 45 Sacré-Coeur 50 O'Connor</p>	<p>Our governance The legislative basis was set out in 1871 under the <i>Library of Parliament Act</i>, which has now been incorporated into the <i>Parliament of Canada Act</i>.</p> <p>The Parliamentary Librarian, with the status of a deputy minister, is responsible for the management of the Library. The Parliamentary Librarian reports to the Speakers of the Senate and the House of Commons.</p> <p>The Standing Joint Committee on the Library may assist the Speakers in their direction and control of the organization.</p>
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Section 2 Mission and Vision

The Library of Parliament's Mission

The Library contributes to Canadian parliamentary democracy by creating, managing and delivering authoritative, reliable and relevant information and knowledge for Parliament.

The Library of Parliament's Vision

To be Parliament's preferred and trusted source of information and knowledge



Section 3 Strategic Outcomes, Goals and Priorities

The Library of Parliament **strategic outcomes** are as follows:

- Parliamentarians are better informed
- Parliament’s institutional memory is preserved for future generations
- Canadians gain a better understanding of Parliament

Strategic Outcomes	Goals	Priorities
<p style="text-align: center;">PARLIAMENTARIANS ARE BETTER INFORMED ON ISSUES</p>	<ul style="list-style-type: none"> ▪ Meet Parliament’s requirements for information and research 	<ul style="list-style-type: none"> ▪ Provide integrated information and research services ▪ Develop and deliver products and services that meet clients’ needs
	<ul style="list-style-type: none"> ▪ Increase awareness of Library services 	<ul style="list-style-type: none"> ▪ Optimize and increase use of Library services
	<ul style="list-style-type: none"> ▪ Maintain, target, expand and manage information resources 	<ul style="list-style-type: none"> ▪ Facilitate retrieval, preservation and dissemination of information ▪ Organize and provide access to information and documentary resources based on emerging changes in the environment ▪ Build a research collection in formats beneficial to priority clients and Library staff
	<ul style="list-style-type: none"> ▪ Further develop the Library as a knowledge centre for Parliament 	<ul style="list-style-type: none"> ▪ Provide opportunities for parliamentarians to become aware of developing issues and innovative ideas on matters of public policy
<p style="text-align: center;">PARLIAMENT’S INSTITUTIONAL MEMORY IS PRESERVED FOR FUTURE GENERATIONS</p>	<ul style="list-style-type: none"> ▪ Provide leadership in knowledge and information management 	<ul style="list-style-type: none"> ▪ Develop information architecture best practices ▪ Preserve, convert, store and make accessible Library documentation ▪ Preserve Library collections of parliamentary publications
<p style="text-align: center;">CANADIANS GAIN A BETTER UNDERSTANDING OF PARLIAMENT</p>	<ul style="list-style-type: none"> ▪ Optimize public access to the institution of Parliament 	<ul style="list-style-type: none"> ▪ Offer the public, and Canadians in particular, unique opportunities to experience and understand Parliament ▪ Provide information about the Parliament of Canada



Section 4: Principal Activities and Planned Results

Description	Planned Results	Indicator
Principal Activity 1: Information, research and analysis		
Provide parliamentarians with information, research and analysis services they require. Information is also made available to authorized clients.	Parliamentarians and parliamentary committees rely on the Library as their main source of non-partisan information, research and analysis.	Parliamentarians and parliamentary committees and associations use the Library research and reference services.
Principal Activity 2: Information resource management		
Design, develop, maintain and promote a varied collection of sources of knowledge.	Parliamentarians rely on the Library to be at the leading edge of information resources and technology useful for retrieving, disseminating, preserving and archiving information and documentation.	Parliamentarians use the Library information resources.
Principal Activity 3: Public outreach		
Support parliamentarians in their efforts to make Parliament accessible to the public, and provide the public with information about Parliament.	Canadians rely on the Library for timely access to accurate information and documentation on Canada's Parliament and its representatives, and for making their visits to Parliament an enriching experience.	Parliamentarians use the Library resources to communicate information about Parliament. The public uses the Library resources to access information about Parliament.
Principal Activity 4: Institutional support and leadership		
Provide the administrative support services required to carry out the Library's mission.	The Library optimizes the performance of its professional activities and services through modern and innovative management methods.	Effective and efficient use of Library resources.



Section 5 Year in Review:

Strategic Outcome: Parliamentarians are better informed on issues

Priority: Provide integrated information, research and reference services

- 82% of Senators and 93% of MPs called upon the expertise of Library of Parliament analysts at least once during the course of the year.
- Analysts devoted over 33,000 hours preparing thoroughly documented replies to questions that parliamentarians submitted. Analysts completed nearly 3,400 requests for work during the period.
- Reference librarians responded to 43,000 reference questions.
- Analysts provided support to 54 Senate and House of Commons committees. They devoted approximately 63,700 hours to these committees, drafting 69 committee reports.
- Analysts also provided their expertise to parliamentary associations and delegations. They devoted close to 6,000 hours in support of ten parliamentary associations.
- Analysts prepare publications on various topics of interest to parliamentarians. This year, 61 new publications were drafted. These publications are available to parliamentarians and the general public.
- The information service responded to nearly 44,000 inquiries from the public.
- An e-journals service was added to IntraParl providing significant access to current information from the desktop.
- Parliamentarians and their staff may consult databases and various information products from their constituency offices. More full text has been added resulting in more than 1000 full text newspaper and periodical titles with an international coverage in 37 languages. New electronic products acquired included: *J-Stor Arts & Sciences*; *Econolit*; *CSA Illumina*; *Westlaw International* and *Library Press Display*.
- The electronic *Quorum* is now completely searchable online.



Priority: Develop and deliver products and services that meet clients' needs

- 31 lists were distributed in print and online via RADAR. 1980 documents, of which 62 percent are full text, are retrievable on the desktop either through the RADAR list or the Library catalogue.
- The Library of Parliament's new *InfoSeries* on Afghanistan brings together 14 papers prepared by subject matter experts on many of the dimensions of the Afghan issue and the ensuing challenges for Canadian policy-makers

Increase awareness of Library services

- The Library continued to train the staff of parliamentarians on the use of the various electronic search tools available. These training sessions were attended by more than 400 people.
- Close to 300 clients were trained in use of desktop resources.

Maintain, target, expand and manage information resources

- A five year plan was developed to improve PARLCAT which is designed to provide direct access to the Library information resources.
- Clients can now access via Parlinfo the substantive Senate, House of Commons and Joint Committee Reports since 1867; Cabinet Committee membership since 1979; digitized versions of maiden speeches of members of the 39th Parliament.
- Regional content was added to Parlmedia at the request of Senators and Members.
- The addition of "My Folder" feature to Parlmedia allows clients to perform multiple searches, compiling a list of articles as they go along, and then produce whatever output they wish at the end. More users are taking advantage of the alerts feature in Parlmedia.
- 872 tables of content were scanned and added to the catalogue record. This will allow clients to have a better insight of a book before making the decision to actually borrow it.
- In conjunction with the Senate, provided new access points to enable easier retrieval of information and indexed over 6,000 pages of Senate committee proceedings were indexed.
- Some 8,000 titles were ordered in various formats. We have initiated a review of all our standing orders and loose leaf subscriptions.



- Proceeded with the inventory of some 500,000 documents from the collection.
- A complete set of Census reports going back to the late 1880s was added to the secure collections floor (Todd Faribault room) in the Main Library to ensure the long term preservation of this important resource.



Further develop the Library as a knowledge centre for Parliament

- The Library Seminar Series organized a total of 22 seminars.
- Three Distinguished Visitor Lectures were held featuring Dr. David Smith, “Reflection on the Present and Future of Parliamentary Government” Dr. Thomas Courchene on “The Loonie and the Dutch Disease” and Dr. Peter Dirks on “Recent Developments in Stem Cell Research”.
- One special session was organized in co-operation with the Standing Committee on Public Accounts. It featured a presentation by Brian Glicksman on the Role of the Accounting Officer in the UK. The Director of the Hansard Society of the UK also made a presentation on Democracy Online.
- The Library partnered with the Department of Public Works to sponsor a session on the Sydney Tar Ponds Remediation Project. This session was video taped by Public Works and put on our web site.
- The most popular session was “How to Write Good Speeches and Press Releases” which attracted 186 persons. Two other sessions also had over 100 persons registered. Average registration for the seminar series was 68.
- The Library developed a business model for implementing PBO functions, in line with statutory provisions and in consultation with former parliamentarians representing both Houses and all political parties. A national executive search was conducted and Canada’s first Parliamentary Budget Officer was appointed.



Parliament's institutional memory is preserved for future generations

Provide Leadership in knowledge information management

- Reconstituted House of Commons Debates for 1871 and 1872 and a translation of Senate Debates for 1872 were prepared for publication.
- 6,495 documents were bound and added to the collection.



Canadians Gain a Better Understanding of Parliament

Offer opportunities for Canadians and the Public to experience and understand Parliament

- Over 375,000 visitors were welcomed to Parliament on tour.
- A new online Reservation Request system was created to facilitate and expedite the opportunity to visit parliament with a group. With 23 percent of the bookings now being made through the online system, it allows at once both the ease and efficiency of booking a tour at any time of the day, access to monthly calendars to show days with the most availability, the ability to submit multiple requests at a time and access to the educational tools that can be used as a complement to their tour.
- Personal (informal) interpretation was offered to 9 000 walk-in visitors to the newly rehabilitated Library of Parliament, including specialized tours for the Governor General's Literary Award winners and foreign dignitaries from around the world.
- A 32 percent increase in applications, as well as better representation from across the country for university students to work as Parliamentary Guides resulted from changes made to the recruitment process by extending the deadline dates, and increasing promotions.
- The Teachers Leadership Program is a new professional development opportunity for alumni from the Library of Parliament's *Teachers' Institute on Canadian Parliamentary Democracy*. The purpose of the program is to train educators to present workshops to other educators in their respective provinces and territories with a view to informing them of the educational programs and resources available from the Parliament of Canada. The Library of Parliament was represented at over 35 educational conferences across Canada through this program.
- The Education Outreach Program launched advertising of its educational resources with ads in over 40 educational journals and magazines (previous advertising only included the Teachers Institute).
- The Teachers Institute on Canadian Parliamentary Democracy offered an opportunity to 85 teachers to experience a week-long professional development training program on Parliament Hill.
- The Teachers Institute included a partnership with the Canadian National Historical Society to host the first National Forum on Canadian History under the auspices of the Governor General of Canada.



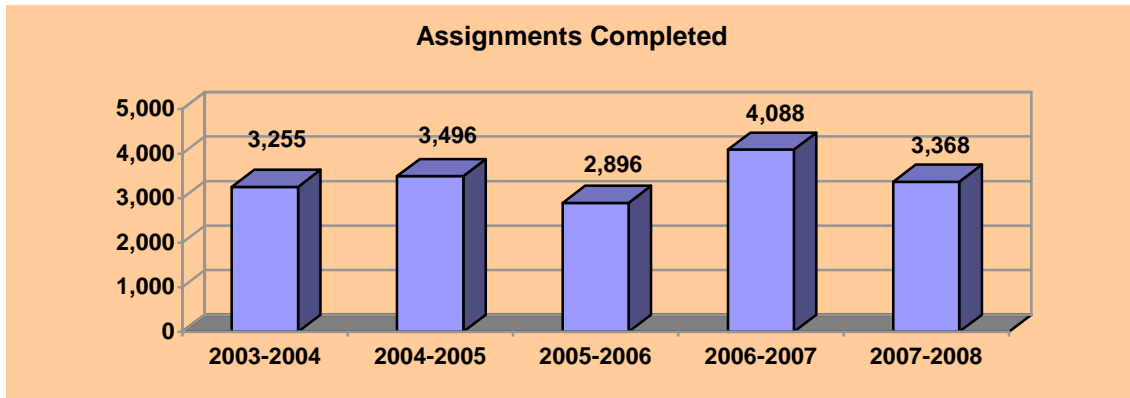
- A new exhibit was launched in partnership with the NCC in the info tent to offer visitors an alternative experience when access to the building is limited. This exhibit gave visitors to Parliament Hill in the fall and spring access to information about Parliament and enhanced the number of alternative programming options available to visitors on the Hill.
- A new activity brochure, the *Open House Guide* was developed to enhance the visitor experience during open house events at parliament.
- A newly designed panel with high definition video and television was integrated in the Visitor Welcome Centre to provide visitors with a high impact view of various rooms in the Centre Block.



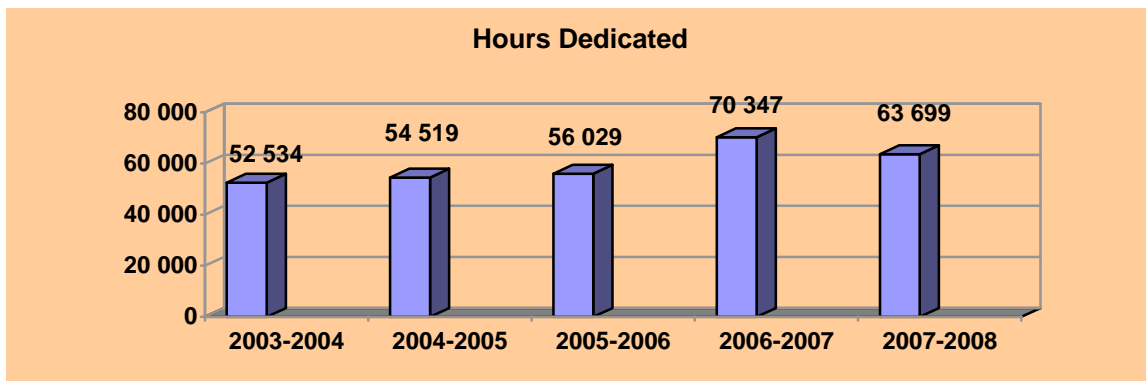
Section 6 Output Statistics

RESEARCH, ANALYSIS, INFORMATION AND REFERENCE SERVICES

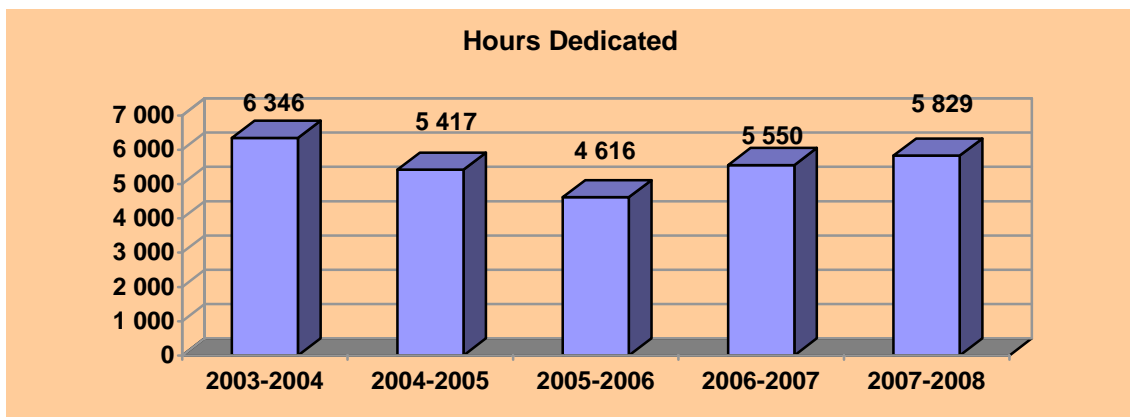
6.1 Research, Analysis and Consultation for Parliamentarians



6.2 Support to Parliamentary Committees

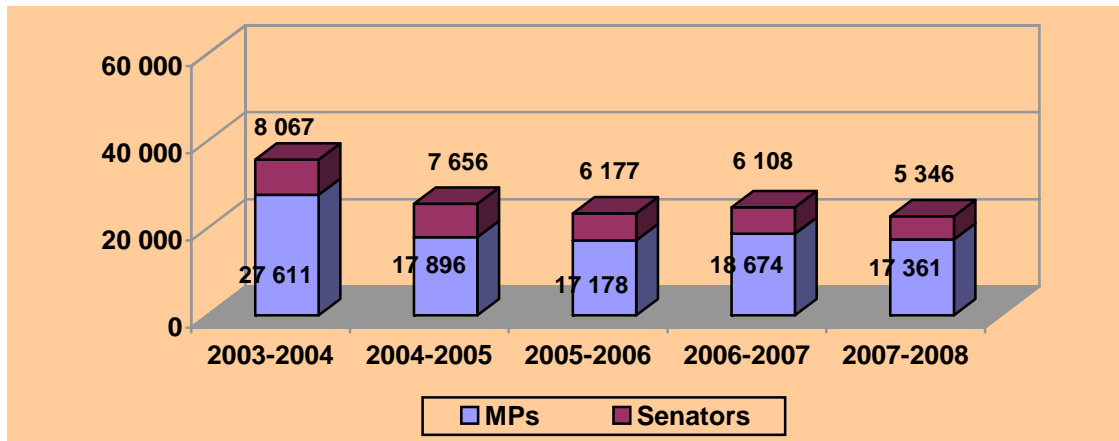


6.3 Support to Associations, Delegations and Other Parliamentary Groups

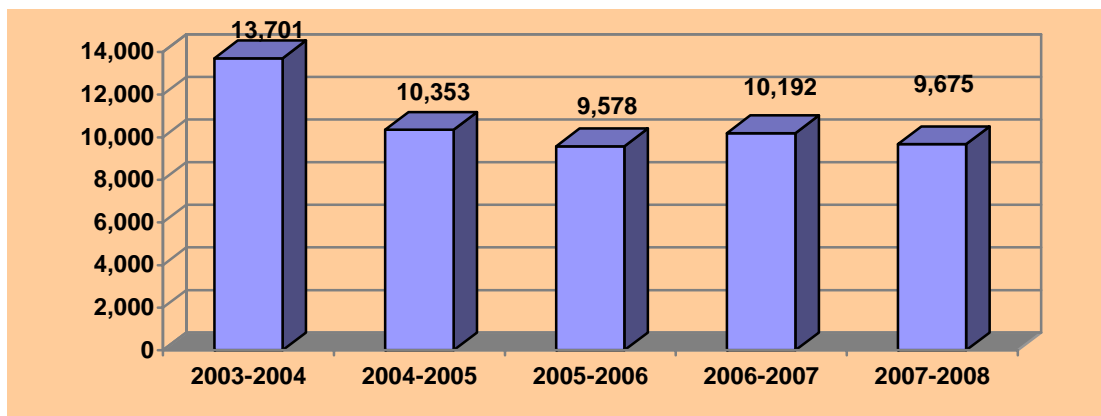


6.4 Information and Reference Services

Reference Requests from Parliamentarians



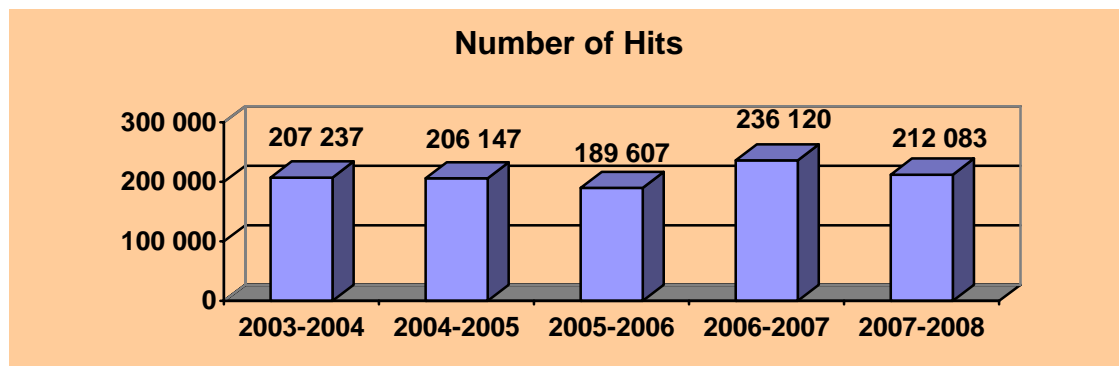
Book Loans



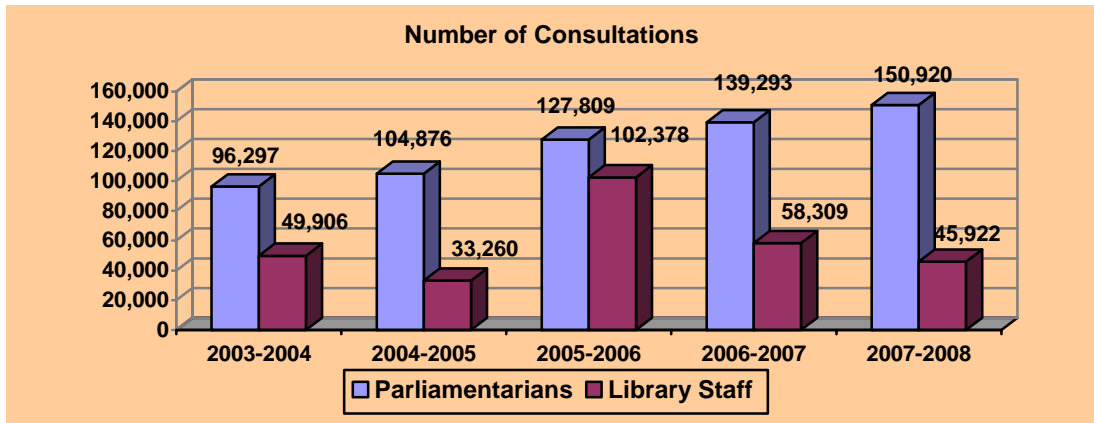
Note: Includes Interlibrary loans and video/audio/media requests

6.5 Electronic Services

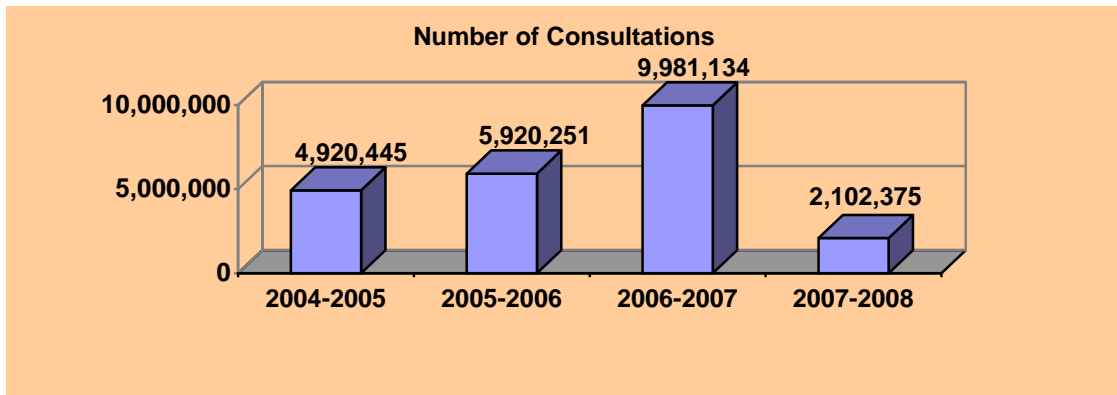
Usage of Links and CD-ROMs



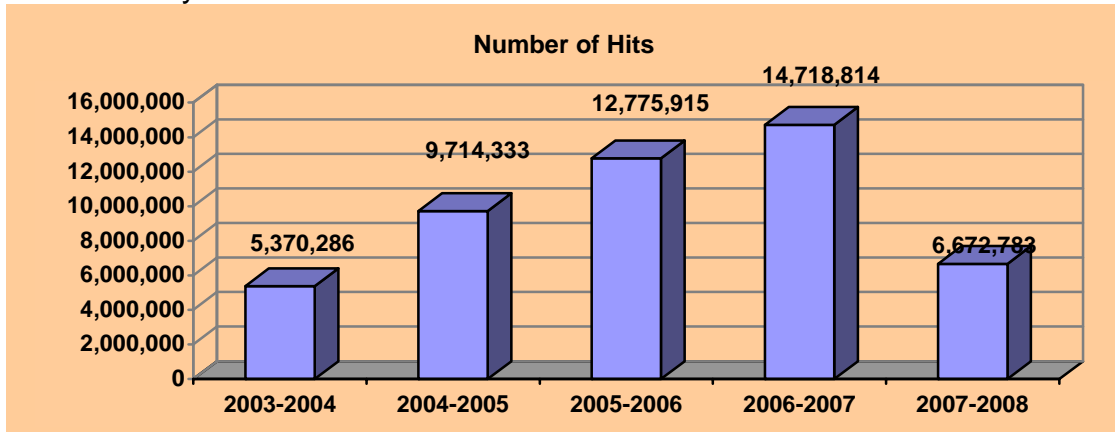
LEGISINFO: Use by Parliamentarians and Library Staff



LEGISINFO: Use by other stakeholders

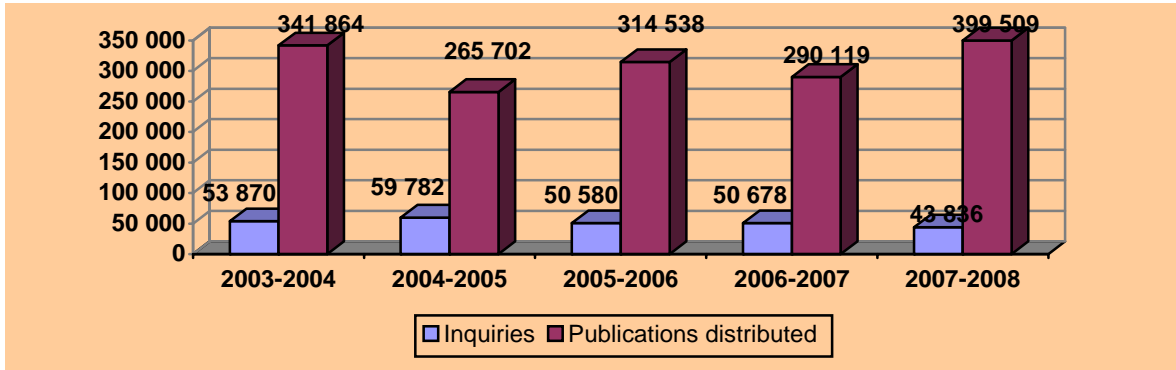


PARLINFO: Use by other stakeholders

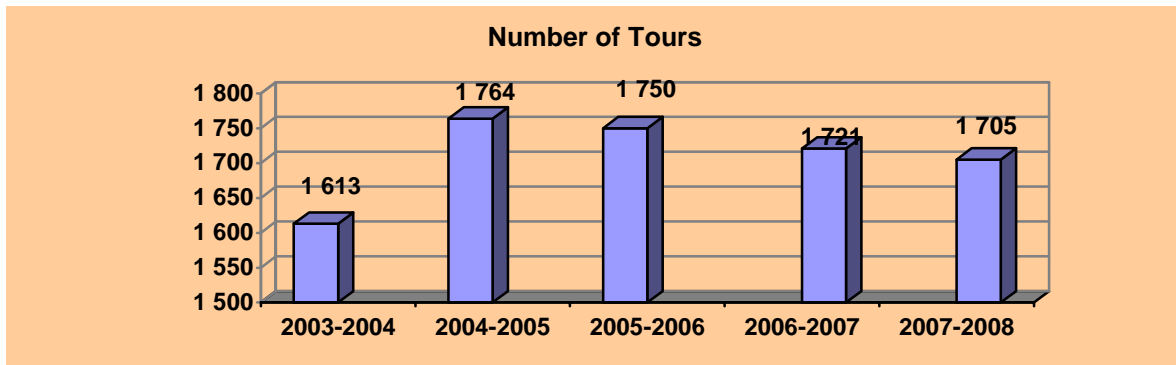


SUPPORT TO PARLIAMENTARIANS IN EXPLAINING THE WORK OF PARLIAMENT TO CANADIANS

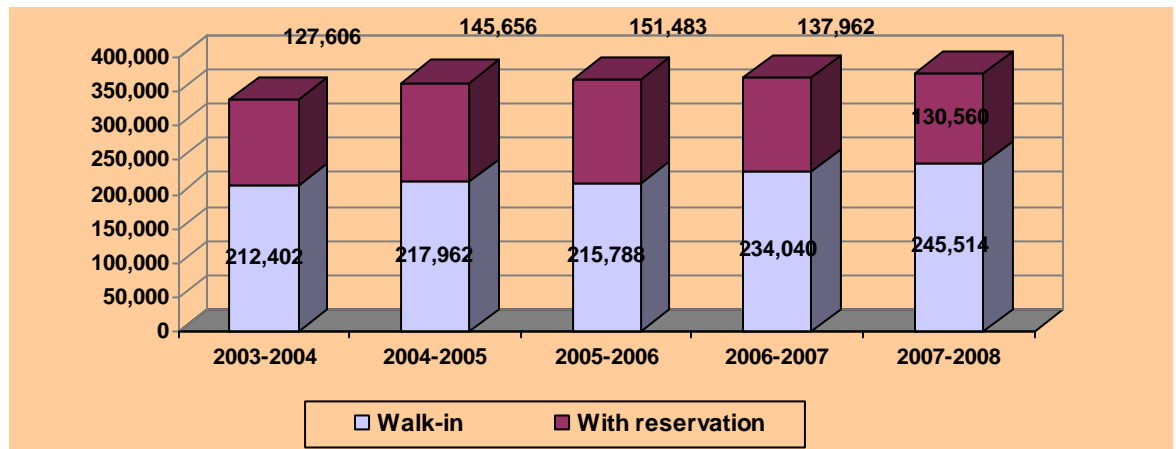
6.6 Inquiries and Publications



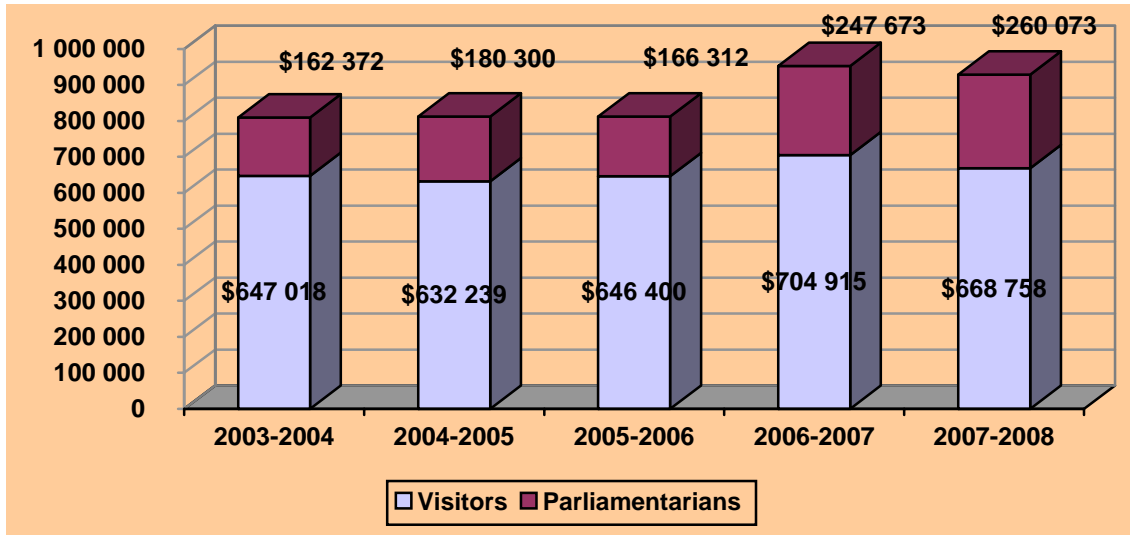
6.7 School Tours



6.8 Walk-in Visitors and Reserved Tours, Centre and East Blocks



Parliament Hill Boutique Sales



Section 7 Financial Overview

7.1 Summary of Approved Authorities and Planned and Actual Spending, 2007-2008

	2007-2008 Planned spending	2007-2008 Approved authorities	2007-2008 Actual Spending
Library of Parliament			
Operating expenditures*	\$ 32,058,000	\$ 32,058,000	\$ 30,194,157
Contributions to employee benefit plans	\$ 4,629,000	\$ 4,123,400	\$ 4,123,400,
Total	\$ 36,687,000	\$ 36,181,400	\$ 34,317,557

* For purposes of comparison, actual expenditures incurred for 2007-2008 exclude a total of \$597,086 used to cover severance pay and parental leave.

Spending by Business Line, 2007-2008

Business Line	2007-2008 Planned spending	2007-2008 Approved authorities	2007-2008 Actual Spending
Information, research and analysis	\$ 14,589,000	\$ 14,385,956	\$ 12,239,891
Information resource management	\$ 7,550,000	\$ 7,451,317	\$ 7,896,148
Public outreach	\$ 2,350,000	\$ 2,309,771	\$ 3,093,425
Institutional support and leadership*	\$ 12,198,000	\$ 12,034,356	\$ 11,088,093
Total	\$ 36,687,000	\$ 36,181,400	\$ 34,317,557

* For purposes of comparison, actual expenditures incurred under institutional support and leadership for 2007-2008 exclude a total of \$597,086 used to cover severance pay and parental leave.



Spending by Strategic Outcome,* 2007-2008

Strategic Outcome	2007-2008 Planned spending	2007-2008 Approved authorities	2007-2008 Actual spending
Parliamentarians are better informed on issues	\$ 29,648,709	\$ 28,649,060	\$ 27,139,169
Parliament's institutional memory is preserved for future generations	\$ 2,175,667	\$ 2,064,779	\$ 1,970,635
Canadians gain a better understanding of Parliament	\$ 4,862,624	\$ 5,467,561	\$ 5,207,753
Total	\$ 36,687,000	\$ 36,181,400	\$ 34,317,557

* For purposes of comparison, actual expenditures incurred for 2007-2008 exclude a total of \$597,086 used to cover severance pay and parental leave.

Actual Spending by Business Line and Strategic Outcome, 2007-2008

Business Line	Strategic Outcome			
	Parliamentarians are better informed on issues	Parliament's institutional memory is preserved for future generations	Canadians gain a better understanding of Parliament	
Information, research and analysis	\$ 11,797,307	-	\$ 442,584	\$ 12,239,891
Information resource management	\$ 6,728,158	\$ 1,167,990	-	\$ 7,896,148
Public outreach	\$ 212,858	-	\$ 2,880,567	\$ 3,093,425
Institutional support and leadership*	\$ 8,400,846	\$ 802,645	\$ 1,884,602	\$ 11,088,093
Total	\$ 27,139,169	\$ 1,970,635	\$ 5,207,753	\$ 34,317,557

* For purposes of comparison, actual expenditures incurred under institutional support and leadership for 2007-2008 exclude a total of \$597,086 used to cover severance pay and parental leave.

