

**The responsiveness of the library collection to the information needs of researchers at  
the Parliament of the Republic of South Africa.**

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Department of Library and Information Science,  
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**28 November 2018**

## DECLARATION

I hereby declare that the mini-thesis entitled: *The responsiveness of the library collection to the information needs of researchers at the Parliament of the Republic of South Africa* is my own work that it has not been submitted before for any degree or examination at another university and that all resources consulted and quoted from have been acknowledged and referenced.

**Thabisile Augustine Mthembu**

**Signature:**



**Date: 28 November 2018**



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## DEDICATION

I dedicate this thesis, firstly to my parents, my late father Jafter Duma and my mother Christina Thoko Duma for the sacrifices they made in ensuring that their children get an education. The values you taught me will forever be a part of me. Secondly, to my children, I hope this will encourage you to work hard and achieve even greater things in life. Lastly but definitely not least, my husband, Mvelase, Qhudeni omuhle thank you for your support and your confidence in me.



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## ABSTRACT

The purpose of this study was to investigate the responsiveness of the Parliament Information Centre (PIC) collection to the information needs of researchers at the Parliament of the Republic of South Africa. The researcher developed the following sub-questions to address the main question of this project.

- What are the information needs of researchers using the collection of the PIC?
- Is the PIC collection responsive to the information needs of researchers?

Collection development plays a significant role in the successful achievement of the library's purpose. The reason for the existence of the library is to meet the information needs of the community it serves. To determine if the PIC is responsive to the information needs of parliamentary researchers, the study used a mixed method of data collection. A survey method in the form of a questionnaire was used to collect quantitative data from parliamentary researchers. Other researchers at Parliament, for example researchers employed by political parties are not part of this study. Qualitative data was collected through interviews with a selection of librarians involved in the PIC collection development process and an evaluation of the Collection Development Policy of the PIC. Four librarians from the PIC were interviewed, and the PIC Collection Development Policy was analysed to triangulate data collected from the questionnaire and interviews.

The information needs of parliamentary researchers are triggered by the information needs of parliamentarians, and therefore it is significant that the PIC provide a collection that responds to the information needs of researchers so they can provide relevant information to parliamentarians.

The findings indicate that the responsiveness of the library material varies according to the needs of the researchers. The PIC will benefit from a proactive involvement of parliamentary researchers in the collection development process. Customised orientation, proper needs analysis and collection evaluation will improve usage of the library resources and responsiveness of the library material to the clients.

## KEYWORDS

Collection development, Evans & Zarnosky Model, parliamentarians, parliamentary researchers, parliamentary libraries, information needs, Parliamentary Information Centre (PIC).

## LIST OF ACRONYMS

CDP	Collection Development Policy
E-Book	Electronic book
ILL	Inter-Library Loans
MP	Member of Parliament
NA	National Assembly
NCOP	National Council of Provinces
PIC	Parliamentary Information Centre
PFM	Parliamentary Financial Management
PMG	Parliamentary Monitoring Group
OECD	Organisation for Economic Co-operation and Development



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# CHAPTER 1

## INTRODUCTION AND BACKGROUND

### 1.1 Introduction

Taylor (1967) (as cited in Mostert 2004: 92) mentioned that the Library of Parliament of South Africa, Cape Town was established in 1854 making it the oldest existing library in South Africa. The Library of Parliament of South Africa changed its name in 2014 to Parliamentary Information Centre (PIC). The original function of the Library of Parliament was to cater for the information needs of parliamentarians both at national and provincial levels. When the government system changed from apartheid to constitutional democracy in 1994, the new South Africa resulted in the introduction of nine provinces with their own legislatures and libraries (Mostert 2004). The PIC is located inside the buildings of the National Parliament of South Africa. The other nine legislative or parliamentary libraries are:

- The Eastern Cape
- Free State, Gauteng
- KwaZulu-Natal
- Limpopo
- Mpumalanga
- Northern Cape
- North West
- Western Cape



Libraries in the legislatures have one common goal, which is to support the work of Parliament and the legislatures through the provision of information. The PIC and the KZN Provincial Legislature have the largest collections, more staff members and support a big number of parliamentarians (Mohlakwana and Mostert 2015).

The PIC is also one of the libraries in the legislative sector with the status of a legal deposit library. Other legal deposit libraries include the Mangaung Libraries, Msunduzi Libraries, National Film Video and Sound Archives and National Library of South Africa. Legal deposit

libraries are entitled by the Legal Deposit Act 54 of 1997 to receive all publications published in South Africa (Mostert 2004). The PIC is the only legal deposit library created as a special library. As a special library, it is not open to the public like other legal deposit libraries. The main objective of the PIC is to serve parliamentarians, judges, researchers, ex-judges, retired parliamentarians, officials of Parliament and government advisers (Mostert 2007: 158).

With the transition from apartheid to democracy after 1994, the need for support to the work of the South African Parliament grew. This resulted in the expansion of the Research Unit staffed with researchers who are assigned different subject clusters to support the work of Parliament. Parliamentary researchers play a significant role in providing parliamentarians with information that has been analysed, synthesised, summarised and packaged according to the member's requirements in preparation for specific situations such as a debate on a particular subject matter, contribution to policy formulation, preparing for media interviews or respond to questions from the public. Parliamentary researchers rely on the information resources provided by the PIC in order to perform their jobs effectively.

The aim of the study was to investigate the responsiveness of the library (PIC) collection to the information needs of parliamentary researchers at the Parliament of the Republic of South Africa. Parliamentary researchers are one of the primary clients of the PIC and hence an understanding of their information needs is critical in the PIC collection development. It is part of the mandate of the PIC collection to respond to the information needs of parliamentary researchers in their work of supporting Parliament.

## **1.2 Information needs of Parliament**

In South Africa, Parliament is one of the three arms of government and mandated by the Constitution to represent the people, make laws of the country and exercise oversight over the executive and government departments. To execute its mandate, Parliament, through its elected members, perform a number of functions that require accurate and up-to-date information. The Research Unit of Parliament is mandated to support the work of parliamentarians by conducting research, publications and presentation of information various structures of Parliament, including committees, the presiding officers and individual members.

According to research conducted by Mostert and Ocholla (2005), “parliamentarians have an increased need for timely, authoritative, and current information because of the enormous social responsibility bestowed on them by the electorate or society.” The study concluded, “Parliamentary libraries are expected to provide legislators with most of the information they need, however it also revealed that parliamentary libraries are underutilized because parliamentarians use other equally competing information sources largely accessed through the internet.” Despite the demanding work of Parliament and various information needs of the parliamentarians, it is worth noting that Mostert and Ocholla (2005) also concluded, “The use of parliamentary librarians and parliamentary researchers who are professionally trained to provide information services was low.”

### **1.3 Collection of the Parliamentary Information Centre**

The collection of the PIC comes from the following three main resources:

- a) Legal deposits;
- b) Purchased material; and
- c) Donations.



According to the web page of the PIC the Library collection ‘comprise a variety of information including books, journals, maps, microfilms, photographs, atlases, videos, CDs, DVDs, slides, on-line databases and links to internet resources. The PIC has approximately 120,000 print volumes in the subject areas covered by Parliament and a wide variety of full text electronic resources.’ As a legal deposit, ‘PIC receives periodicals and newspapers, and subscribes to approximately 150 periodicals and newspapers and has access to on-line databases available via SABINET.’

‘PIC has an extensive special collection of rare books, artworks, historical maps, manuscripts, photographs and other materials and artefacts. The Africana collections which is made of Mendelssohn, Jardine and Anglo-Boer War Collection represent a major asset of Parliament, and are an important part of the library collection.’

To facilitate access to information,’ the PIC material is organised according to clusters, and library staff provide assistance to enable users to find information from the PIC or via interlibrary loans from other libraries.’

## 1.4 Motivation for the Study

The PIC and the Research Unit have the responsibility to provide relevant information to enable the parliamentarians to execute their legislative functions, hence the two functions are placed under one roof, namely the Knowledge and Information Services Division. A study conducted by Swartz (2005) concluded that, “the PIC collection and collection development methods are not effective in satisfying parliamentary researchers’ information needs”. Swartz (2005:52) note, “Very few parliamentary researchers responded and recommended that an investigation into the PIC’s collection strengths and weaknesses be conducted.”

It has been nine years since the study by Swartz (2005) was conducted and a lot of developments and improvements were implemented at the PIC since then. For example, the PIC collection was updated to represent the information needs of parliamentarians in the new democratic dispensation. The number of parliamentary researchers has also increased substantially since 2005.

The rationale for this study is to determine whether the PIC gave attention to the recommendations of the study by Swartz. PIC has revolutionised embracing new opportunities that come with technology. Electronic resources such as e-journals and online databases, which were previously available through intranet only, are now accessible remotely. In 2014, PIC made e-books, online journals, national and international newspapers and magazines available online to its clients. These electronic resources can be accessed internally through Parliament’s intranet and outside Parliament through the parliamentary website. Parliamentary researchers rely on the PIC collection in their work of supporting the MPs. The study is therefore important to ascertain whether the PIC collection is responsive to the information needs of parliamentary researchers.

## 1.5 Literature Review

In searching the literature on the responsiveness of the library collection to the information needs of parliamentary researchers, the researcher could not find relevant literature dealing specifically with this subject. The bulk of literature focuses on collection development in the academic libraries and public libraries (Nous and Roslund 2009 and Van Zijl 2005).



For decades, libraries were known as places for books. In the information age and globalization, libraries are forced to embrace new technologies in the endeavour to provide services and collections that are responsive to the user's needs. The traditional model focuses more on print materials. Lee (2005) and Emery and Stone (2013) point out that the traditional collection development model put more emphasis on the library centered collection than user centered collection. The library-centered collection is the collection that is only accessible within the library walls. The user-centered collection is accessible remotely, which means the user can access the library collection at the time and place convenient to the user. Emery and Stone (2013:1) further point out that the modern library has shifted from the collection that is based solely on print materials to electronic materials. Koehn and Hawamdeh (2010:1) note that library collections have become increasingly electronic resources. However, the challenges that come with acquiring these resources is a subject that is covered comprehensively in the literature (John Paul, Kataria and Ram 2013; Koehn and Hawamdeh 2010). The literature reveals that the challenges with the acquisition of e-resources include licensing, copyright issues, preservation and archiving, access rights as well as negotiating annual increases with suppliers for e-journal renewals. In terms of the human resources, librarians lack the technical skills that are required for electronic material. In addition to all these challenges, another daunting issue for libraries is whether electronic resources should be integrated to the collection development policy. Best (2006) suggest that electronic resources should be integrated in the existing collection development policy instead of having two different collection development policies.

With the introduction of electronic resources, libraries are able to offer their services beyond library walls through the virtual library. In the virtual library, the traditional standard rules that apply to acquisition of print materials such as selection of library materials that librarians think will respond to users' needs are not sufficient in collection development of electronic materials. With emerging trends such as patron-driven acquisition, the users can participate in the selection of library materials. Thus making it possible for the library to shift from a collection that is "just in case to "just in time" This means the collection is based on user needs and the use of the collection can be guaranteed rather than purchasing material hoping that is what the user needs.

According to Polanka (2009), Patron Driven Acquisition (PDA) is an e-book business model introduced by NetLibrary ten years ago. It is a business model that applies only to electronic



books. In the patron-driven method of acquisition, the user takes a lead in the acquisition of library materials. In the electronic environment where the materials are purchased through the aggregator, the library put some triggers in the system, which determines how the material will be regarded as a purchase by the aggregator of electronic resources. According to Simpson (1989:253), aggregator is a person who collects or gather something. In the library context, an aggregator is a vendor who provides online content from different publishers on a single platform to customers. Triggers of a purchase could be the number of time the resource is viewed, the time the material is viewed, or if the user prints a number of pages. Once the user activates any of the triggers set by the library, the material is regarded by the aggregator as a purchase. The library would pay set up a budget for patron-driven acquisition and either pay in advance or choose a pay as you go method of payment.

The need by libraries in general to ensure a collection that is responsive to users also applies to parliamentary libraries. Parliamentary libraries have the mandate to render information services to parliamentarians and staff which includes researchers. Parliamentary researchers are tasked with providing research services to parliamentarians. It is pivotal that parliamentary libraries provide collection that is responsive to the information needs of their clients.

Studies conducted in parliamentary libraries have focused on the information needs of parliamentarians as the primary clients (Thapisa 1996; Kimbunga 1996; Alemna and Skouby 2000; Mostert and Ocholla 2005). Mostert (2004) looked at the information sources and role of parliamentary libraries in South Africa.

In achieving their mission of information provision, parliamentary libraries acquire materials in different subjects and formats. Collection development in parliamentary libraries consists of material in general subjects and materials for reference purposes. It also includes periodicals, pamphlets, newspapers, online databases, microform and audio-visual materials (Cunningham 2009:31). These materials are collected in either printed or electronic formats or both depending on the client's needs. Van Zijl (2005:42) believes that collection development should cater for the needs of the parent body of the institution. The role of collection development in parliamentary libraries is to respond effectively to the information needs of parliamentarians. Mostert (2004) insists that the work of parliamentarians is very demanding and they have constant need for accurate, relevant and current information on a wide range of subjects. The parliamentary library collection should be able to respond adequately to those needs hence the collection includes most of the subject areas such as justice and constitution,

social issues, environmental issues, economics, health, education, communication, arts and recreation, transport, environmental issues, agriculture, housing, transport, history and more. Most parliamentary libraries and national libraries acquire most of their collections through the legal deposit processes of their countries. Parliamentary libraries also collect materials through purchases, donations, gifts and exchanges with other parliamentary libraries. It is noted that although parliament libraries open only to a limited clientele, notably government departments, the courts, regional executive bodies, legal information centres, accredited representatives of the press and other media, foreign embassy staff and researchers are allowed to use the parliament library on request (Mostert 2004:17).

In South Africa, parliamentary libraries serve a limited group of clients including parliamentarians, parliamentary committees, associations and delegations, parliamentary staff of individual parliamentarians and party caucuses (Mostert 2004:77). Swartz (2005) conducted a study that comes closer to addressing the issue of responsiveness of PIC collection with reference to researchers. Swartz (2005) investigated the information seeking behaviour of parliamentary researchers at the PIC. The rationale for her study was “to understand the information needs of parliamentary researchers, their use of the library and its resources, and the level of satisfaction in regard to information needs” (Swartz 2005). The findings of her study are that “the researchers prefer to conduct information searches themselves on the internet rather than consulting librarians and she viewed this as merely the result of development in technology rather than a negative view of the library.” The slowness of the Internet when accessing electronic resources was reported as a challenge and this tends to frustrate researchers as they are always under pressure. Lack of guidance on the use of online resources and difficulties in navigating the PIC websites were also highlighted. With regard to PIC resources and frequency of the use of the PIC, the study concluded, “All of the researchers utilise the PIC and its collection.” They also indicated that they were satisfied with the PIC services. However, “some researchers found the PIC collection not relevant to their information needs” (Swartz 2005:55).

The review of relevant literature has revealed the following:

Information explosion, development in technology and the effect of globalisation have revolutionised libraries. Library users have become more sophisticated and technology savvy. These developments have had an impact on the type of resources acquired by libraries and their collection development processes (Montano 2014:92). According to Montano (2014:92),

collection development in the 21<sup>st</sup> century does not only focus on the user's needs but has also incorporated issues related to access, licensing, digitisation and preservation. Collection development as a concept has evolved to collection management, which is a concept that incorporates other processes which ensures longevity of the collection. Evans and Saponaro (2005:7), define collection development as the process of identifying strong and weak areas in the collection with the purpose of building a collection that correspond to the information needs of users. Chapter 2 presents the collection development model by Evans and Zarnosky.

## **1.6 Problem Statement and Research Questions**

Parliament researchers depend very much on the availability of relevant and up-to-date library materials in order to do their jobs. This study seeks to understand the responsiveness of the PIC collection to the information needs of parliamentary researchers at the Parliament of the Republic of South Africa. In addressing the research problem, the researcher will attempt to answer the following questions:

- a) What are the information needs of researchers using the collection of the PIC?
- b) Is the PIC collection responsive to the needs of Researchers?



## **1.7 Research Design and Methodology**

### **a) Data collection**

The research was conducted at the Parliament of the Republic of South Africa in Cape Town. This study used combination design, including survey questionnaire, interviews and documentary analysis. The researcher adopted this approach in order to triangulate data collected through the survey questionnaire completed by researchers with the interviews of the librarians and the review of the collection development policy of the PIC.

Data was collected using a survey questionnaire as the primary data collection method. After receiving responses from respondents, semi-structured interviews were conducted with librarians responsible for collection development at the PIC. The Collection Development Policy (CDP) of PIC was reviewed and a selection of librarians was interviewed for triangulating data collected from the survey questionnaires from researchers.

In survey research, quantitative data is collected using standardized questionnaires. Questionnaires can be posted by mail or handed to the respondents. In using computer-based surveys, questionnaires can be emailed to respondents. Questionnaires were administered online to parliamentary researchers to determine the responsiveness of the PIC collection to their information needs.

Questionnaires were administered by email using Google drive forms. Google drive survey forms ensure anonymity of the respondents. Questionnaires were distributed to all 40 researchers because of the size of the population. The survey questionnaire consisted of closed and open-ended questions. The reason for including open-ended questions was to allow respondents to elaborate further.

## **b) Data Analysis**

After receiving data from the respondents, data was captured and analysed using the basic MS Excel functions. Descriptive statistics was used to present data. Descriptive statistics provide simple summaries about the population. Research results are summarised using graphs and tables.

### **1.8 Significance of the Study**

The significance of the study is that it will provide insight into the responsiveness of the PIC collection to the information needs of researchers at the Parliament of the Republic of South Africa. It will also contribute to the body of academic literature and knowledge about the role of parliamentary researchers. Given the importance of the work of Parliament, which is the highest law making body in the country, a study such of this nature can possibly shed light on how to improve information services to researchers who feed information to parliamentarians. The study will also add to the pool of research in library science and will be very useful to the PIC.

### **1.9 Delimitations of the Study**

The study is limited to investigating the responsiveness of the collection of the Parliament Information Centre to the information needs of researchers at Parliament of the Republic of South Africa, and therefore the results cannot be generalised to other libraries in the provincial legislatures or elsewhere.

## 1.10 Ethical Statement

In conducting this study, the researcher at all times:

- Adhered to the ethical guidelines of the Research Committee of the University of the Western Cape;
- Respected the rights of participants;
- Obtained informed consent from the research participants;
- Protected the respondents' anonymity;
- Ensured participation in this research was voluntary and participants could withdraw at any stage of the research process; and
- Requested and obtained permission from the PIC management and the Research Unit management of the Parliament of the Republic of South Africa to undertake the study.

## 1.11 Definition of key terms

**Collection development** is the process by which the library makes various decisions concerning the selection, acquiring, storing, weeding, deselection and disposal of library materials with the purpose of providing information that meets users' needs or wants.

**Collection development policy** refers to the library document that is used as a framework for collection of library materials.

**Library collection** means all materials acquired by the library in all formats.

**Parliament** refers to the Parliament of the Republic of South Africa located in Cape Town.

**Parliamentary Information Centre (PIC)** previously known as the Library of Parliament refers to the information centre situated in the Parliament of the Republic of South Africa whose primary function is to serve the information needs of parliamentarians and researchers.

**Parliamentarians** refer to the Members of Parliament.

**Parliamentary librarian** refers to the librarian employed in the Parliamentary Information Centre.

**Parliamentary researcher** refers to a researcher employed in the Research Unit of the Parliament of the Republic of South Africa.

**Political party researcher** refers to a researcher employed by individual political parties that are represented in Parliament of South Africa.

## 1.12 Outline of Chapters

**Chapter 1:** Introduces the research study by stating the problem statement and discuss the background, motivation for conducting this study and methodology. The outline of the chapters in the report is also explained in chapter one.

**Chapter 2:** Provides a review of the relevant literature.

**Chapter 3:** Presents the research design and methodology.

**Chapter 4:** Presentation of research findings.

**Chapter 5:** Provides the analysis and interpretation of the research findings.

**Chapter 6:** Conclusion and recommendations.





## CHAPTER 2

### LITERATURE REVIEW

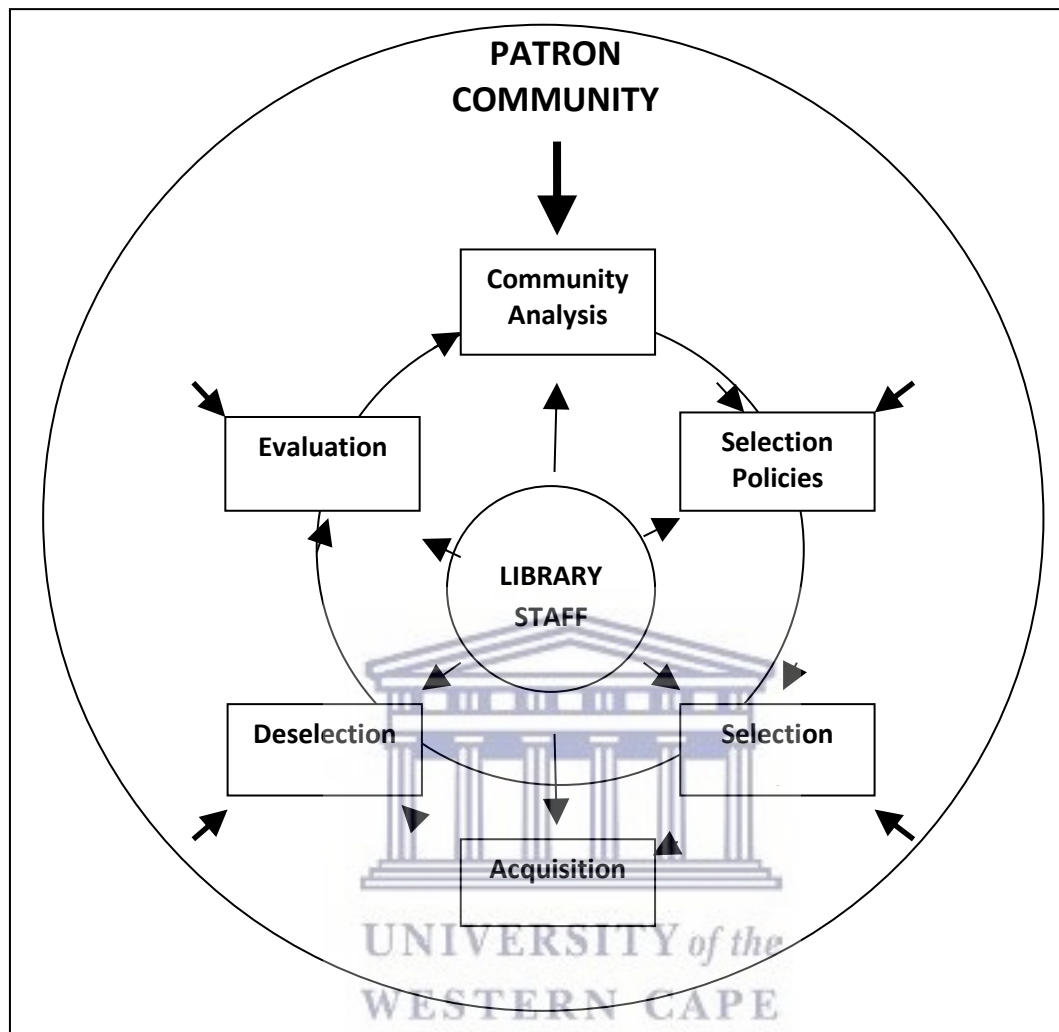
#### 2.1 Introduction

The literature on collection development practices and services to parliamentary researchers is rather sparsely distributed. However, to give a meaningful discussion to this particular topic, a general discussion is given on collection development in other types of libraries. An attempt is made to juxtapose practices in these other types of libraries to parliamentary libraries. This chapter discusses Evans and Zarnosky's Model of Collection Development as a conceptual framework for this study, and presents an analysis of the published literature on the role of parliamentary libraries, their responsiveness to the information needs of their clients, and collection development and management theory and processes.

#### 2.2 Theoretical Framework

Evans and Zarnosky (2000:17) stressed the importance of collection development based on clients' needs. The purpose of collection development practices is to provide clients with information they need, hence the library's survival depends largely on achieving this objective. How it goes about it will depend on the framework used for collection development.

Evans and Zarnosky (2000) suggest a collection development model in the form of a circle as shown in the Figure 1.1 below. The circle identifies six continuous steps in the collection development process, namely community analysis or user surveys, selection policies, selection, acquisition, deselection and evaluation (Evans and Zarnosky 2000:17). Below is an analysis of the collection development model developed by Evans and Zarnosky (2000).



**Figure 1.1: The collection development process** (Evans and Zarnosky 2000:17)

- a) *User surveys*: Libraries exist to meet the needs of the user community hence it is significant to have a general understanding of their values, interests, their work and education. Data relating to users can be collected through user surveys. Conducting user surveys or community analysis is a crucial step in having a collection that responds to the information needs of the users. The library staff or contract staff can conduct a user survey depending on the size of the assessment study. User surveys are useful in understanding users' information needs. The information collected from the user analysis has various uses. It is used to develop the collection development policy, acquisition policy, to assess the performance of new or improved services and physical



infrastructure requirements. It is also used in decisions during the selection of library materials (Evans and Zarnosky 2000:37). Evans and Zarnosky (2000) suggest that the need to conduct a needs assessment is intensified by shrinking budgets. Further, libraries face the problem of space challenges. Conducting needs assessment allows librarians to prioritise on which resources to buy. Data collected from the user survey can be used to analyse library objectives to determine if they are aligned to the user information needs. The collection development policy can be reviewed and amended based on the result of the user survey. Strengths and weaknesses in the service offered by the library can be identified. Corrective measures can be put in place such as the acquisition of more law books if the user survey result indicates gaps in that specific subject area. The library can ensure that the strong areas of the collection identified in the user survey are maintained to avoid degrading.

- b) **Collection development policies:** A collection development policy is a written statement of selection principles and criteria, with guidelines on the depth of subject coverage, and details such as language, geography, and time (Olaajo and Akewukere 2006). Collection development is careful thought plans that serve as a framework for selection of library materials, evaluation and deselecting. Kennedy (2005) states that collection development policies in the mind of the librarian are meant for print materials not electronic materials. Hence, most definitions of collection development policies exclude the selection of electronic materials. Electronic materials pose a challenge to librarians. Kennedy (2005) concurs with Evans and Zarnosky (2000) that library collections should include electronic materials to cater for the information needs of users.
- c) **Selection:** Selection of materials involves selecting materials according to subject areas, format and price (Evans and Zarnosky 2000:312). Selection is the responsibility of librarians. However, in some academic libraries there is cooperation between subject librarians and stakeholders such as faculties. Therefore, faculties contribute to the selection of library materials. The library can also establish a selection committee that comprises of librarians and stakeholders such as researchers. There are two significant elements in the selection process, namely the result of the user's needs and the budget.

Selection must be done based on the user needs survey to ensure correlation between users' needs and the library collection. It is advisable for selectors to determine the budget allocated for purchase of new materials in order to prioritise and avoid overspending. Equally important is an understanding of how the budget is split between different subject areas and different formats (Evans and Zarnosky 2000:312)).

- d) *Acquisition:*** Evans and Zarnosky (2000:312) define acquisitions as the process of locating and acquiring materials identified as suitable for the collection. Libraries are dynamic institutions that evolve with the times. Since the collection has evolved to include other formats, the acquisition process also had to adapt to accommodate various formats such as electronic materials. Additional roles of acquisition also involve negotiating licence contracts with vendors. This added role requires special skills and well thought coordination. Evans and Zarnosky (2000:312) suggest cooperation between library staff to complement for skills that might be lacking among acquisition staff. The nature of hybrid libraries requires additional skills such as IT librarian, E-resource librarian and Copyright librarian to render much needed specialised skills of handling new electronic formats among other things. In most libraries such as academic and school libraries, most materials are acquired through purchase; other materials are acquired through donations, gifts and in some libraries through exchange programs. National libraries and some parliamentary libraries such as PIC acquire most of their materials through the legal deposit.
- e) *Deselection:*** Deselection or weeding is the process of removing materials identified as no longer suitable for the collection, which may include outdated, irrelevant, or damaged beyond repair. Space is a major problem in libraries that may also trigger deselection. What needs to be deselected is informed by the evaluation process, which identifies materials to be deselected. Other reasons for deselection are shortage of staff and cuts in budget. Deselected materials are disposed of through various methods such as donating disposed materials to other libraries.
- f) *Evaluation:*** This is the last step in the collection development cycle. The purpose of evaluation is to assess the strengths and weaknesses of the collection. The evaluation

report filters through needs analysis, collection development policy, selection, and acquisition. Evaluation of library materials should involve the users because they are the ones who use the collection. Evaluation has many benefits. It can be used to request more funding, to determine if the library is collecting the right materials for the users, and to improve the library collection (Evans and Zarnosky 2000:19).

Agee (2005:3) suggests that evaluation of the collection entails three methods, namely, user centered evaluation, physical evaluation and evaluating of subject areas. Evans and Saponaro (2005:318) state that evaluation comprises two characteristics, namely user centred evaluation and collection centered evaluation. According to Agee (2005) user centered evaluation includes user surveys and entails retrieving data in terms of the frequency a specific title has been circulated or evaluating group of titles according to specific classification numbers. Evans and Saponaro (2005:318) add the following elements, which can be included in the user, centered approach in the evaluation process, namely analysis of Inter-Library Loans (ILL) statistics; citation studies; in-house use studies; document delivery tests and shelf availability.

Physical assessments of the shelves involve physically retrieving books from the shelves and physically checking condition of the book, whether it needs binding or preservation, the copyright date and whether the content is still relevant for the users (Agee 2005:4).

Subject specific material can be checked against the core curriculum guide or checklist of the most recommended or acquired materials by other libraries. Other methods include choice reviews and consortial agreements. Consortial agreements are useful in checking for the most acquired materials in a specific subject area (Agee 2005). The library can also seek expertise of other stakeholders such as faculty staff and researchers who fall under that subject area.

The collection centered approach as identified by Evans and Saponaro (2005:318) includes checking lists, bibliographies; catalogues; gaining expert opinion; comparative use of statistics and collection standards.

According to Evans and Zarnosky (2000:18), “the selecting librarian or librarians have to decide between selecting materials based on the quality of its content (quality) or perception

that it will be used (value).” Collection development has financial implications (Evans and Zarnosky 2000:19). User surveys can be used to motivate for an increase in budget, to request funding, or to justify money to spend. Collection development is more than the selection of materials; there is another aspect of the acquisition of materials. The Evans and Zarnosky model is useful because it comprises all the relevant elements that will be significant in determining if the collection of the PIC meets the parliamentary researchers’ information needs. This model will be used to investigate whether the PIC collection development processes ensure responsiveness of its collection to the information needs of researchers.

### **2.3 The role of Parliamentary Libraries**

In democratic societies, the role of parliamentarians is to represent the interest of the people who elected them by playing an active role in parliamentary debates to ensure that parliament formulates and passes laws that serve the people they represent. In order to participate effectively in these functions, parliamentarians need to have knowledge of the world news and events. There have been many studies conducted, which cover information needs of parliamentarians both locally and internationally (Alemna and Skouby 2000; Kimbunga 1996; Mostert and Ocholla 2005; Thapisa 1996; and Serema 1999). These studies assert that members of parliament in their daily work need to be informed in various subject matters in order to be able to debate issues, participate in parliamentary debates, draft policies, and respond to questions from the media and advocate groups and from the people they represent. In order to perform effectively in this role, parliamentarians have a hunger for accurate, timely and up-to-date, information (Thapisa 1996; Kimbunga 1996; Alemna and Skouby 2000; Mostert & Ocholla 2005). Parliamentarians rely on libraries for information (Serema 1999:180). Libraries therefore should be in a position to provide parliamentarians with information that covers broad subjects in a format that suits their busy schedules (Cunninghame 2009).

Parliamentary libraries are part of parliamentary governments around the world and play a major part in supporting the work of legislatures by providing various types of information. Parliament researchers support the legislative process through research and packaging of information.

Parliamentary libraries form part of what is known as special libraries because they serve a limited clientele (Cunningham 2009:12). Their mandate is to serve primarily, members of parliament (MPs), political parties and staff who work closely with MPs such as committees and researchers. Other parliamentary library's clients include staff that renders a supporting role in parliament and outside researchers who are not employed by parliament are regarded as secondary clients.

The literature on parliamentary libraries both internationally and locally suggests that parliamentary libraries have a vital role to play in providing information for members of parliament (Mostert 2004:136 and Sarema 1999:187). It is argued that the role of parliamentary libraries pertains to providing information in various subjects in an objective and non-partisan manner. The literature reveals that libraries in democratic institutions have a greater role to play to support information needs of MP's (Mostert 2007 and Thapisa 1996: 2007), unlike in nondemocratic countries where there is suppression of information.

Mostert (2007) conducted research on the history of parliamentary libraries in South Africa, that is, the Library of Parliament in Cape Town, and the nine libraries located in Provincial Legislatures, their clientele, collections and services they provide to their clients and how these services are used by clients and challenges faced by parliamentary libraries in providing services to clients. She found that parliamentary libraries in South Africa play an important role in providing information services to parliamentarians who are regarded as primary clients. The information services in most libraries are divided between the library and research units. With the exception of the Library of Parliament and KwaZulu-Natal Provincial Legislature, legislatures have small collections and use for provision of information to parliamentarians (Mostert 2007).

One of the limitations of the study by Mostert (2007) is that it did not examine whether parliamentarians or other clients found the collection in parliamentary libraries to be responsive to their information needs. The focus was on understanding the information needs of parliamentarians.

## **2.4 Research in Parliamentary Libraries**

In searching for relevant literature for this study, the researcher discovered that although there is a substantial work published on parliamentary libraries and information needs of



parliamentarians, there is limited academic literature published on the responsiveness of parliamentary collections to the information needs of parliament researchers. The bulk of literature focuses on collection development in terms of academic libraries and public libraries, for example Nous and Roslund (2009) and Van Zijl (2005).

The need by libraries in general to ensure a collection that is responsive to users also applies to parliamentary libraries. Parliamentary libraries have a mandate to render information services to parliamentarians and staff which includes researchers. Parliamentary researchers provide research services to members of parliament to support them in their legislative and oversight function. It is pivotal that parliamentary libraries provide a collection that is responsive to the information needs of their clients.

Studies conducted in parliamentary libraries have focused on the information needs of parliamentarians as the primary clients (Thapisa 1996; Kimbunga 1996; Alemna and Skouby 2000; Mostert and Ocholla 2005).

According to Thapisa (1996), “the most preferred source of information for parliamentarians in Botswana is Kgotla.” Thapisa (1996:209) defines Kgotla as “the traditional meeting place where the chief addresses the tribe or a group of elders.” He states that literacy of MP’s in Botswana is a contributing factor in the level of interest in exploring information in their disposal. Mostert (2007) concurs with Thapisa (1996:216) that parliamentarians prefer personal contact for information provision. Thapisa (1996:215) questions the relevance of information provided by the Parliamentary library of Botswana. This study fails to determine the reasons MP’s prefer to use Kgotla and personal contacts as sources of information rather than the information provided by the library. Although the study acknowledges the existence of researchers but it fails to discuss their information needs.

Kimbunga (1996) argues that the research services have a valuable role to play in the provision of information to MP’s. Kimbunga (1996) highlight the importance collection building and analysis as providing a good foundation for information services. He maintains that a poor library collection will not satisfy user information needs. This study pays little attention to researchers and their information needs.

In contrast to Thapisa (1996) study, Alemna and Skouby (2000) found that parliamentarians in Ghana are highly qualified. Although MP’s in Ghana are educated, the study found that there is lack of interest in terms of information seeking by MP’s who rely on informal sources of

information. Alemna and Skouby (2000: 238) concluded that MP's were not satisfied with the services of the parliamentary library. The limitation of the study is that it fails to investigate why MP's are not satisfied with the parliamentary library. This leaves a gap in the study of parliamentary libraries and the responsiveness of their collections to parliamentarians and researchers.

In South Africa, parliamentary libraries serve a limited group of clients including parliamentarians, parliamentary committees, associations and delegations, parliamentary staff of individual parliamentarians and party caucuses (Mostert 2004:77).

Swartz (2005) investigated the information seeking behaviour of researchers at the Parliament of the Republic of South Africa. The rationale for her study was "to understand the information needs of parliament researchers, their use of the library and its resources, and the level of satisfaction in regard to information needs" (Swartz 2005). The findings of her study are that "the researchers prefer to conduct information searches themselves on the internet rather than consulting librarians, and she viewed this as merely the result of development in technology rather than a negative view of the library." The slowness of the Internet when accessing electronic resources was reported as a challenge and this tends to frustrate researchers as they are always under pressure. Lack of guidance on the use of online resources and difficulties in navigating the PIC websites were also highlighted. With regard to PIC resources and frequency of the use of the PIC, the study concluded, "All of the researchers utilise the PIC and its collection." They also indicated that they were satisfied with the PIC services. However, "some researchers found the PIC collection not relevant to their information needs" (Swartz 2005:55).

This study investigates the responsiveness of the PIC collection to the information needs of parliamentary researchers, given some of the conclusions in the study conducted by Swartz (2005).

## **2.5 Responsiveness of the Library Collection**

The literature review indicated that the responsiveness of library collections to the information needs of library users has not been explored. Most studies have focused on documenting the needs of the users without examining the relevance of the library material in responding to such needs.

In any environment which is information driven, research forms the fundamental element of producing new knowledge. Libraries such as academic libraries and parliamentary libraries gear their collection to cater for good quality research output.

Mamtora (2011) conducted a study to investigate researchers' needs and to identify gaps in the services offered by the library in Northern Australia. According to Mamtora (2011), there is a great need for electronic resources compared to hard copies. Even though researchers prefer electronic resources, there is still a demand for hard copies. There is still a need for classic books for reference purposes. In overall, researchers were not satisfied with the quality of library resources (Mamtora 2011:100).

Although Mamtora (2011) attempted to look at the needs of researchers in terms of services offered by the library and in terms of the library collection, the study fails to explain what is meant by the quality of library resources, whether the physical conditions of books, or relevance of resources.

Miller (2008) researched the information needs of public policy researchers. He suggests that researchers need information in broad subject areas both print and electronic resources. Other sources of great importance are academic literature, information from government and non-government agencies, media such as newspapers, television, magazines and websites. Other sources of information used by researchers are colleagues and personal experience (Miller 2008:258).

Swartz (2005) studied the information needs of researchers in the Parliament of the Republic of South Africa, and Mostert (2007) investigated parliamentary libraries in South Africa. These studies suggest that parliamentarians rely on other sources of information other than the library collections. Mostert (2004:142) also found that there is low usage of parliamentary libraries because parliamentarians prefer the oral tradition.

Thapisa (1996:211) asserts that parliamentarians make use of personal contacts, Parliamentary Committee staff and other parliamentarians to get information. In contrast to Thapisa's (1996) and Mostert's (2007) findings, Serema (1999:179) found that the parliamentarians at the House of Commons have a high value for the library and found it to be crucial in their work. According to Serema (1999:183), there is an intensive coverage of the functions and role of parliamentary libraries. He suggested that there is a need to get the opinions of parliamentary library users in terms of the parliamentary libraries.



There is a gap in understanding the responsiveness of library collections in meeting the information needs of the users and this study will explore this phenomenon with reference to the PIC collection using the model of Evans and Zarnosky (2000).

## **2.6 Collection Development**

There are various processes involved in a library collection development. These processes have an impact on the responsiveness of the library collection to clients, and therefore it is important to understand what the literature says about collection development processes in general. The information explosion, development in technology and the effect of globalisation have revolutionized libraries. Library users have become more sophisticated and technology savvy. These developments have had an impact on the type of resources libraries acquire and how they acquire them (Montano 2014:92). According to Montano (2014), collection development in the 21<sup>st</sup> century does not only focus on the user's needs but has also incorporated issues related to access, licensing, digitisation and preservation. Collection development as a concept has evolved to collection management, which is a concept that incorporates other processes which ensures longevity of the collection. Evans and Saponaro (2005:7) define collection development as the process of identifying strong and weak areas in the collection with the purpose of building a collection that corresponds to the information needs of users.

## **2.7 Conclusion**

The review of literature on parliamentary libraries indicates a gap in the research conducted on the information needs of parliamentary researchers as one of the clients of such libraries. Research focus has been on the information needs of parliamentarians as the primary clients of parliamentary libraries. Parliamentary researchers depend on the library material in their role of supporting the work of parliament through research and publications. In return, parliamentary libraries need to provide relevant material and be responsive to the information needs of researchers.

Another theme that came up strong in the literature is that libraries have to cater for tech-savvy researchers who are quite independent and prefer to conduct research in the comfort of their homes or offices. This has forced libraries to think about new ways of providing information through their collection and therefore shifting collection from print to electronic materials. Although electronic resources are easier to handle than print, their acquisition come with challenges that libraries have to tackle because electronic materials are here to stay and the researchers have become more sophisticated.



## CHAPTER 3

### RESEARCH METHODOLOGY

#### 3.1 Introduction

Research is defined as the systematic approach towards purposeful investigation. Every field has challenges, unknowns or mysteries that need to be analysed, understood or resolved. Research then becomes critical to understanding or identifying challenges and providing solutions thereto (Gupta and Gupta 2011:4).

This chapter discusses the research design and methodology followed to examine the responsiveness of the collection of the PIC to the information needs of parliamentary researchers.

#### 3.2 Rationale for this Study

The library exists for the community it serves, therefore if a library wants to have satisfied clients, its collection must be able to respond to information needs of its community. To be able to achieve this goal it is important for the library to understand its community in terms of their information needs. The literature review demonstrated that for the library to achieve a collection that responds to users' needs it must collect resources based on the needs of its clients.

Parliamentary researchers provide research services to parliamentarians in their work in the law-making process and oversight functions. For the researchers to succeed in their work, the PIC collection must be responsive to their information needs, and hence an understanding of these needs become critical. Librarians at the PIC and Researchers in the Parliamentary Research Unit are jointly responsible for ensuring that parliamentarians have access to current and up-to-date information in order to perform their functions.

A study conducted by Swartz (2005) concluded, "The PIC collection and collection development methods are not effective in satisfying parliamentary researchers' information needs". Swartz (2005:52) noted that very few parliamentary researchers responded and

recommended that an investigation into the PIC's collection strengths and weaknesses be conducted.

It has been about eight years since the study by Swartz (2005) was conducted and a lot of developments and improvements were implemented at the PIC since then. For example, the PIC collection was updated to represent the information needs of MPs in the new democratic dispensation.

The rationale for this study was to determine whether the PIC gave attention to the recommendations of the study by Swartz. Parliamentary researchers rely on the PIC collection in their work of supporting parliamentarians. The study is therefore important to ascertain whether the PIC collection is responsive to the information needs of researchers.

### **3.3 Research Design**

Research methodology is the roadmap of collecting and analysing data in order to answer a research question. It consists of various activities including selecting the research design, defining the study population, sampling and sampling methods, data collection techniques and analysis, and presentation of research findings and recommendations.

Research design is considered an essential part of research. It provides a blue print to guide the researcher in a systematic manner from preparation to completion of the study (De Vos 2005). Research designs can be broadly classified as qualitative or quantitative, depending on the type of study to be conducted.

#### **3.3.1 *Qualitative Design***

According to Powell and Connaway (2004), the difference between qualitative and quantitative methods is that qualitative methods analyse human behaviour through observation, mechanical recording and photography, and uses a case study to gather data, whereas quantitative studies make use of descriptive statistics to analyse data.

Creswell (2009) discusses the characteristics of qualitative research as comprising of the following elements:

- The researcher is not limited to a single method of collecting data but has a choice of methods to choose from such as interviews, observations, and document analysis.
- Qualitative research is interpretative; the researcher could have his or her own interpretation of the problem based on his or experiences. The readers on the other hand will also interpret the study based on how they understand it.
- In qualitative research, the researcher is actively involved in collecting data from the participants through interviews, observation and document analysis.

### 3.3.2 *Quantitative Design*

Leedy and Ormrod (2005) define quantitative research as the descriptive research design. It seeks to establish characteristics of the subject under investigation and to identify common attributes. The nature of quantitative research is not to effect changes in the situation but to understand a situation under investigation. In quantitative research, data collected is quantitative in nature and therefore information collected is analysed through statistical methods. There are different methods that can be used in quantitative research e.g. correlation research, development design, observation studies and surveys (Leedy and Ormrod 2005).

- *Correlation research*: is concerned with differences between one or more variables and seeks to determine if there is correlation between the variables.
- *Development design*: This research design investigates changes that occur over an extended period.
- *Observation research*: In quantitative research, observation is used to determine the quantity in which the behaviour occurs.
- *Survey research*: Survey research is the most common type of quantitative research. In survey research, data is collected using questionnaires, face-to-face interviews or telephone interviews.

According to Saunders, Lewis and Thornhill (2012:162) quantitative research is used to quantify the problem by way of generating numerical data or data that can be transformed into useable statistics. It is used to quantify attitudes, opinions, behaviours, and other defined variables and generalise results from a larger population.

Saunders, Lewis and Thornhill (2012:168) argue that the nature of the research design will inevitably follow an exploratory, descriptive or explanatory design or a combination.

- **Exploratory Design:** Exploratory design is defined as the investigation whereby the researcher attempts to determine the feasibility of the hypothesis or idea for research and to get an insight into the subject (Saunders, Lewis and Thornhill 2012:96). In this research, design data is collected through researching the literature, talking to experts in the subject, and conducting focus group interviews. This type of research is flexible and it allows the researcher to change focus when discovering new data that may lead to a different direction (Saunders, Lewis and Thornhill 2012:96).
- **Descriptive Design:** Descriptive designs seek to obtain information pertaining to the current situation of the subject being investigated or behaviour (Saunders, Lewis and Thornhill 2012:97). It does not apply correlation of subject matter nor is it concerned with the reasons why, when and how of the situation. There are three ways of collecting data in a descriptive research: observation, case study, and survey.
- **Combination Design:** Combination or multi-methods design entails using a combination of methods e.g. survey and case study methods in one study. A researcher may decide to use both methods to explore the subject before embarking on the actual investigation by conducting in-depth interviews before or after distributing the questionnaire. A combination of methods can be used to triangulate data. Saunders, Lewis and Thornhill (2012:99) define triangulation as “the use of different data collection methods with one study in order to ensure that data are telling you what you think they are telling you”.

Combination design or mixed methods research is defined as research in which the investigator collects and analyses data, integrates the findings, and draws inferences using both qualitative and quantitative approaches and methods in a single study or program of inquiry (Creswell 2009). According to Creswell (2009:8), mixed methods can be utilized to achieve different objectives namely:

- To supplement one data source;
- To explain initial results;
- To generalize exploratory findings;
- To enhance study with a second method; and
- To understand a research objective through multiple research phases.

Using mixed methods has both advantages and disadvantages.

<i>Advantages</i>	<i>Disadvantages</i>
Mixed methods provide different approaches to explore and understand the research problem.	The mixed methods research is time consuming. The researcher will need time to analyse different forms of research / data.
They provide answers to questions, which one research method could not adequately address.	The researcher must consider different resources needed for the completion of the project.
Mixed methods are flexible and do not restrict the researcher to one method.	The researcher must have experience in using both quantitative and qualitative designs before the embarking on the mixed
They provide more evidence for studying a research problem.	methods.

Source: Creswell (2009:8)

This study used combination design, including survey questionnaire, interviews and documentary analysis. The researcher adopted this approach in order to triangulate data collected through the survey questionnaire completed by researchers with the interviews of the librarians and the review of the collection development policy of the PIC. Triangulation is the



collection of data using different gathering methods to get different views about the subject of study (Baker 1999: 255). Triangulation also enabled the researcher to determine the validity of data collected from the questionnaires.

Data was collected using a survey questionnaire as the primary data collection method. After receiving responses from respondents, semi-structured interviews were conducted with librarians responsible for collection development at the PIC. The Collection Development Policy (CDP) of PIC was reviewed and a selection of librarians was interviewed for triangulating data collected from the survey questionnaires from researchers.

### **3.4 Research Instrument**

According to Evans and Zarnosky (2000), user surveys or community analysis is a crucial step in having a library collection that responds to the information needs of the users. The library staff or contract staff depending on the size of the assessment study can conduct a user survey. User surveys are useful in understanding users' information needs.

#### ***a) Survey Questionnaire***

In this study, the researcher used a structured questionnaire as the primary data collection method. The questionnaire was developed from existing literature and research in collection development, information needs of parliamentary researchers and research in parliamentary libraries in general. Few questions were adapted from the study conducted by Swartz (2005).

The questionnaire consisted of 21 questions, which were categorised as follows (Appendix D):

- General information
- Usage of the PIC
- Usage of the print collection
- Usage of databases
- Online resources



- Databases
- Subject coverage

The questionnaire was used to gather information on the researchers' experience, opinion and perception of the responsiveness of the PIC collection to their information needs and requirements. The questionnaire consisted of closed and open-ended questions. The reason for including open-ended questions was to allow respondents to elaborate further.

**b) Interviews**

Qualitative data was collected through interviews with reference librarians. It is worth mentioning that by the time of collecting this part of data, there were changes introduced by management regarding collection development at the PIC. At the time of collecting data, only Reference, Rare, and Historical Sub-Units librarians were responsible for selecting books to be added to the collection. The number of reference librarians was reduced to four librarians due to resignation of five librarians.

The request to participate in this study was sent to all four (4) reference librarians and two (2) rare and historical sub-units librarians. From the six librarians who were invited to participate in the study two librarians did not respond. Interviews were scheduled with librarians who responded. Librarians were asked the following questions in the interview sessions held.

- How do you practice collection development?
- In your opinion, does the PIC collection respond to researchers' information needs?
- What type of material does the PIC collect?
- What are areas for improvement in the PIC collection development?

**c) Content Analysis**

A qualitative analysis of the PIC Collection Development Policy (CDP) was conducted as the policy informs the library collection development process. The latest version of the CDP was used in this study as it has the latest information and is currently used by the PIC in its collection development processes.

### **3.5 Administration of the Questionnaires**

According to Baker (1999:203), there are two methods of collecting data in the survey research, questionnaires and interviews. A questionnaire is defined as a set of questions that the respondent is requested to answer for the research (De Vos 2005:166).

Collection of data was conducted with parliamentary researchers using a questionnaire. The questionnaire was distributed online using Google forms. Google forms survey ensures anonymity of the respondents. The questionnaires included a cover letter with a brief clarification of the study and the questionnaire. It was anticipated that the simplicity of the questionnaire and the method of submission would increase participation.

All of the forty (40) parliamentary researchers at the Parliament of the Republic of South Africa in Cape Town received a questionnaire through Google forms. A consent letter was attached to the questionnaire explaining the purpose of the study; assuring the participants' anonymity, confidentiality and making them aware that by completing the questionnaire they are giving their consent to willingly participate in the study. Participants were requested to complete the questionnaire in their own time and to respond by a particular date. Participants were also informed of the time it should take to complete the questionnaire. The questionnaire took between 15 to 20 minutes to complete (Appendix D). The responses were automatically saved in Google forms.

### **3.6 Study Population**

According to Wagner and Kawulich (2012), the target population for a survey research is the entire set of units for which the survey data are to be used to make inferences. The target population for this study includes 40 parliamentary researchers and 6 librarians who are responsible for the collection development process at the PIC. The librarians and researchers were permanently employed by the Parliament of the Republic of South Africa at the time of the study. The study excluded researchers who are employed by political parties and other librarians who do not take part in the collection development process.

### 3.7 Sampling Method

A sample is a subset of data values drawn from a population (Wagner and Kawulich 2012:5); Saunders, Lewis and Thornhill (2012:287) explain that sampling techniques can be divided into two types: probability or representative sampling and non-probability sampling. In probability sampling the chance, or probability, of each case being selected from the population is known and is usually equal for all cases. For non-probability sampling, the probability of each case being selected from the total population is not known and it is impossible to answer research questions or to address objectives that require you to make statistical inferences about characteristics of the population.

Purposive sampling was used in this study. According to Saunders, Lewis and Thornhill (2012:175) “purposive sample can be used in a case where a sample is very small or where the researcher wishes to select cases that are particularly informative”.

The entire population of 40 parliamentary researchers and 6 librarians was purposefully selected for this study. The 6 librarians worked at reference sub-unit and 2 at Rare and Historical sub-unit of the PIC.



### 3.8 Data Analysis

According to Leedy and Ormord (2005:96), “a quantitative study uses deductive reasoning and predetermined statistical methods, and results are analysed objectively.” After receiving data from the respondents, data collected using questionnaires was captured and analysed using Excel. Descriptive statistics was used to present data. Descriptive statistics provide simple summaries about the population. Research results were summarised using graphs and tables, which are presented in chapter 4.

An analysis of information from the semi-structured interviews was conducted to validate data collected from the survey questionnaires. During the interviews with a selection of librarians, the researcher sought to clarify and confirm certain facts without influencing the respondents’ opinions. The analysis of the Collection Development Policy of the PIC was conducted to

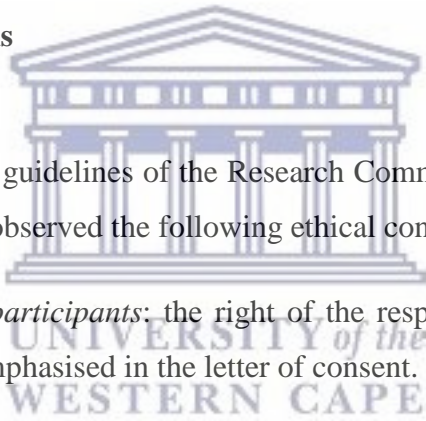
determine if the PIC process follows the collection development cycle as proposed by Evans and Zarnosky (2000), which forms the theoretical framework of this study.

### 3.9 Limitations of the study

The study is limited to investigating the responsiveness of the PIC to the needs of parliamentary researchers and therefore the results cannot be generalised to other libraries in the provincial legislatures. The researchers employed by political parties in Parliament as well as other librarians in PIC are excluded from this study. Senior management of the PIC and Research Unit were also excluded from this study.

### 3.10 Ethical Considerations

In accordance with the ethical guidelines of the Research Committee of the University of the Western Cape, the researcher observed the following ethical considerations:

- 
- *Respect the rights of participants:* the right of the respondents to participate in this voluntary study was emphasised in the letter of consent.
  - *Obtain informed consent from the research participants:* the letter of consent sent to all research participants is attached.
  - *Protect respondents' anonymity:* participants were guaranteed anonymity and confidentiality.
  - *Ensure participation in this research is voluntary and participants may withdraw at any stage of the research process:* voluntary participation was emphasised in the letter of consent.
  - *Request permission from the PIC management and the Research Unit management of the Parliament of the Republic of South Africa to undertake the study:* approval was obtained from the Chief Librarian and Research Manager to conduct this study.

### **3.11 Conclusion**

This chapter explained the research methodology followed in this study, including the research design, research instrument, sampling method and data analysis. The chapter also covered the limitations of the study and ethical considerations observed. The next chapter presents the results of this study.



## CHAPTER 4

### PRESENTATION OF RESEARCH FINDINGS

#### 4.1 Introduction

Chapter 4 presents empirical data collected by means of a survey questionnaire. Data gathered from the librarians by means of interviews, and information obtained through the analysis of the Collection Development Policy (CDP) of the Parliament Information Centre (PIC) is presented in this Chapter to triangulate data received from the survey.

Data was collected to address the following research questions:

- What are the information needs of researchers using the collection of the PIC?
- Is the PIC collection responsive to the needs of parliament researchers?

The survey questionnaire was created using Google forms. The questionnaire consisted of the following six sections.

- Section A: General Information
- Section B: Library Usage
- Section C: Usage of Print Collection
- Section D: Online Resources
- Section E: Databases Used
- Section F: Subject Coverage

Questionnaires were distributed to parliamentary researchers through email. The respondents were given two weeks to return the completed questionnaire. Receiving responses took longer than initially planned. It is noted in the literature that people do not always complete or return questionnaires (Neuman 2003:289). Initially only 11 (28%) responses were received which compelled the researcher to extend the two weeks' deadline for another two weeks. After the two-week extended deadline had expired, the response rate was still low. The researcher had to make phone calls to individual researchers appealing to them to complete the questionnaire.

It took a month to receive the acceptable response rate. The response rate is discussed in the next section.

Data was captured and presented using a standard MS Excel functions. The researcher used descriptive statistics to classify and present data in this chapter.

## 4.2 Response rate

The population of this study consists of 40 researchers at the Parliament of the Republic of South Africa. The questionnaire was distributed to all 40 researchers. Purposive sampling was used because this research only targeted researches at the Parliament of the Republic of South Africa therefore random sample would not have worked. The response rate of this study was 24 (60%) out of 40 questionnaires distributed.

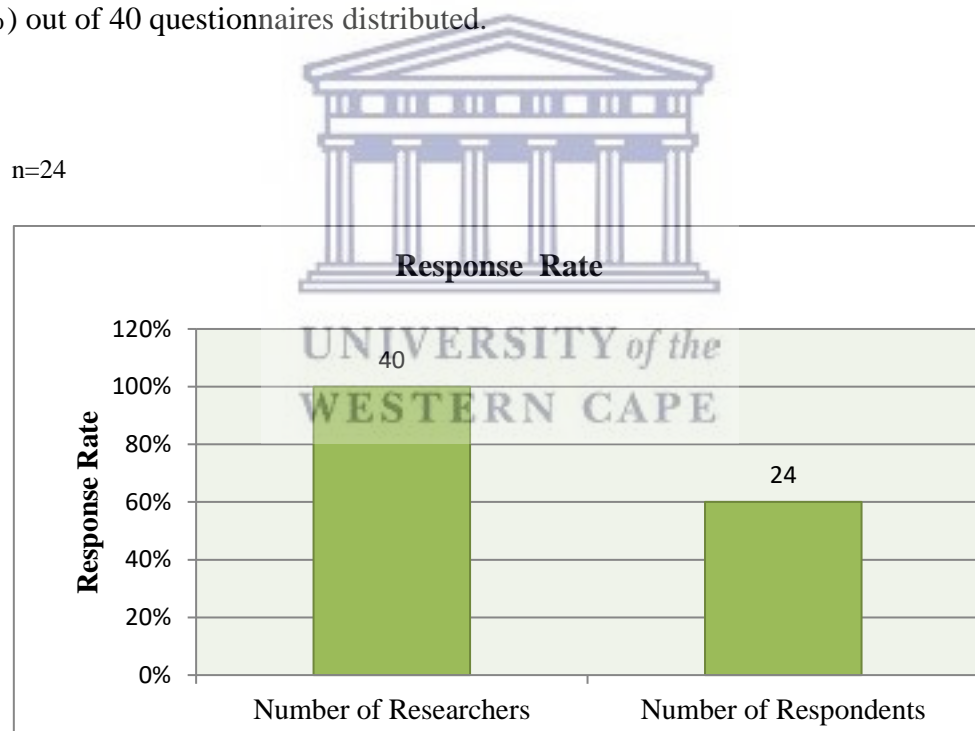


Figure 4.1: Response Rate

## 4.3 Data from the Questionnaire

### 4.3.1 Section A: General Information

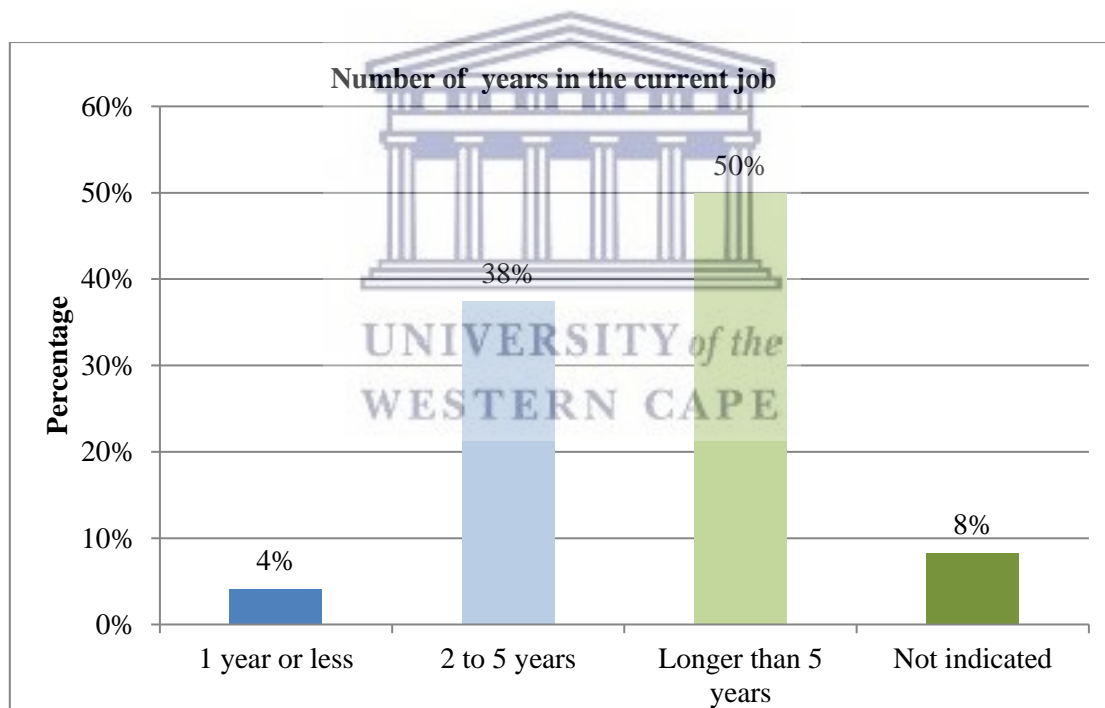


General information is presented in four sections as per the survey questionnaire. In this section, the respondents were requested to indicate the number of years they have been employed by Parliament; their particular subject areas; if researchers consider access to information as important in executing their duties; and their experience of library orientation.

**a) Length of Service at Parliament**

The respondents were asked to indicate their length of service at Parliament. Of the 24 respondents 12 (50%) indicated that they have been employed by Parliament for longer than five years; 9 (38%) fall in the category of two to five years; 1 (8%) did not indicate their length of service; and 2 (4%) selected one year or less of service selected one year or less.

n=24



**Figure 4.2: Length of Service in the Current Job**

**b) Subject Area**

Parliamentary researchers are assigned different subject portfolios, which sometimes overlap. Figure 4.3 shows the portfolios researchers selected as their subject area/s. There are 13 subject areas covered by the respondents to this study, as follows:

- Each of the 3 (13%) respondents selected social affairs, parliamentary affairs and economics respectively as their subject areas;
- 4 (17%) respondents selected justice;
- Each of the 2 (8%) of respondents selected health and finance respectively;
- 1 (4%) of the respondents selected each of the following subject areas, i.e. education, gender, international affairs, arts and culture, public accounts, trade, and security respectively.

Some of the respondents indicated more than one subject area.

n=24

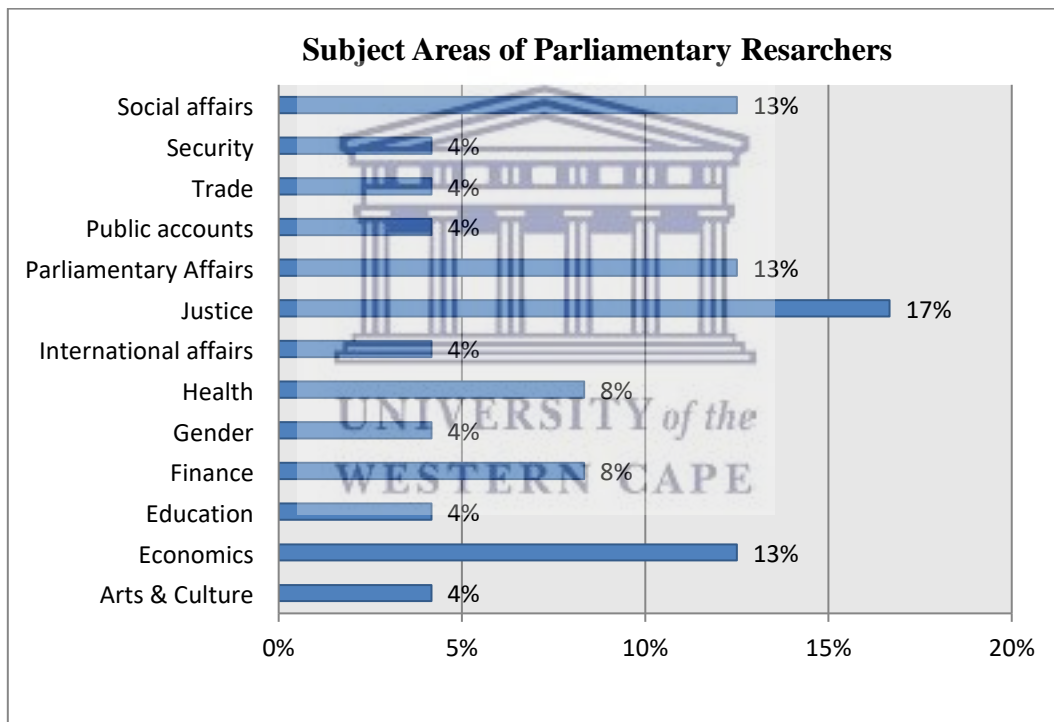


Figure 4.3: Subject Area of Research

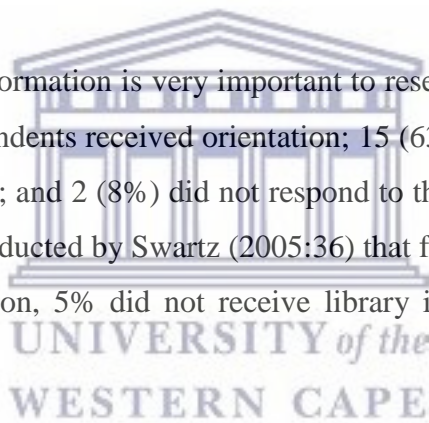
**c) Access to Information**

All 24 respondents considered access to information to be very important in their work in supporting the business of Parliament. Webb, Gannon-Leary and Bent (2007:62) in their study found that researchers also find the use of their local library as most important for research.

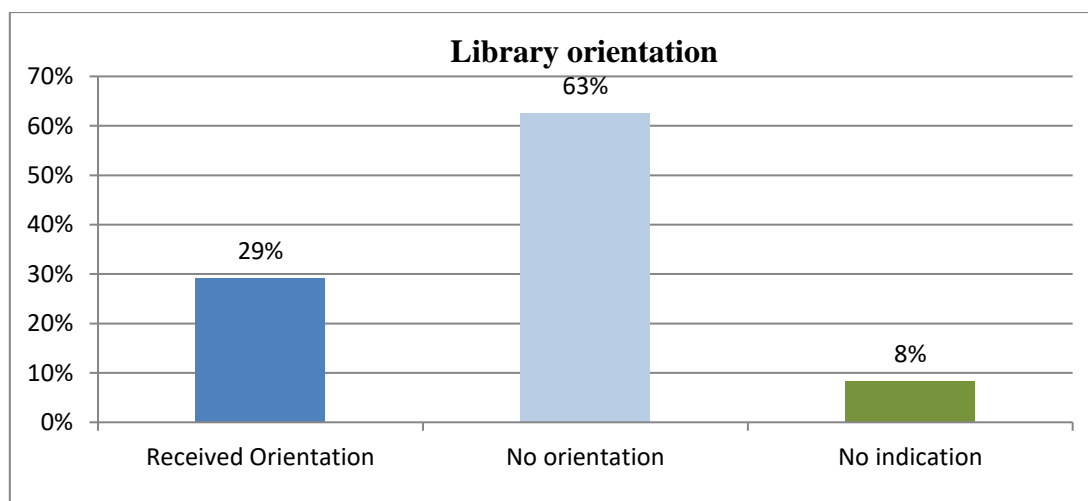
**d) Library Orientation**

Library orientation is a form of communication with clients, both formal and informal for marketing library programmes, services, success and constraints, and more importantly, relationship building (Johnson 2014). It is a process where library users are taken through the various library processes and procedures to enable them to access the library material for different purposes. The PIC conducts open sessions for parliamentarians, researchers and general users.

Even though access to information is very important to researchers, the results show that only 7 (29%) of the respondents received orientation; 15 (63%) of the researchers did not receive library orientation; and 2 (8%) did not respond to this particular question. This is different from a study conducted by Swartz (2005:36) that found that 71% of respondents received Library instruction, 5% did not receive library instruction and 42% found it useful.



n=24



**Figure 4.4: Library Orientation**

**i. Reasons for not attending library orientation**

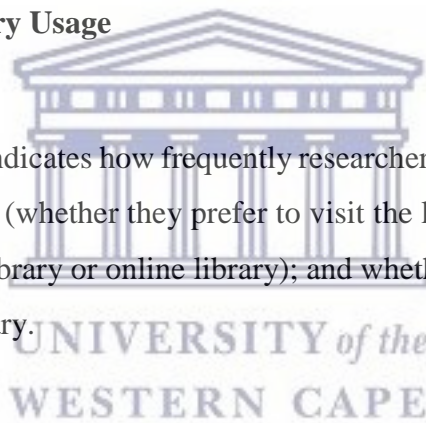
Researchers were asked to provide the reasons for not attending the library orientation. The majority of respondents 15 (63%) who did not attend library orientation indicated that they did not get an invitation to attend library orientation.

**ii. Kind of orientation received by researchers**

Responses from most researchers indicate that they received a basic orientation. Nine percent of the researchers who indicated that they received orientation said that the only library orientation they received was a basic orientation in their first week in Parliament about library services and subject librarian allocation to subject areas.

**4.3.2 Section B: The Library Usage**

Data collected in this section indicates how frequently researchers make use of the library, their preference in using the library (whether they prefer to visit the library or use online resources available through the virtual library or online library); and whether they are aware of different materials provided by the library.



**a) Library use by researchers**

In this section, the respondents were asked if they use the PIC at Parliament. The findings show that 22 (92%) researchers make use of the library. The high percentage in the library use corresponds with the view that the library is the common source of information to educated societies (Pareek and Rana 2013). The results are similar to Swartz (2005:36) who found that most Parliament Researchers use the library.

Researchers were asked to explain why they use the library, as a follow up to the question: *“Do you make use of the library for work-related information?”*

The respondents gave the following as their reasons for using the Library:

- *“I usually seek assistance when writing international papers. Through the library services I am able to access a much wider range of reliable international content.”*
- *“I request information every now and then I read newspapers and use the space for studying documents and writing sometimes.”*
- *“Library is very essential for various projects including oversight, legislation, and studying purposes.”*
- *“Since my field of work is so varied, I have to make use of a variety of sources. I sometimes approach the library for assistance in sourcing journal articles that are not available via the databases we subscribe to.”*
- *“This is dictated to by the subject matter. At times, the data is not available on the internet and one therefore needs to find out from the library if it has the relevant data.”*
- *“I often request information from the subject specialist librarian. In addition to sourcing information on subjects I write research papers on, I generally also request a subject librarian to source info on a specific issue and/or to assist in accessing a publication with restricted access or which might be available at another institution (e.g. inter-library loans)”*.

The respondents provided the following reasons for the use of the PIC:

- To access online journals;
- For international content when writing international papers;
- To read newspapers;
- To study documents and for writing papers;
- For inter-library loans; and
- To conduct research.

### b) Preference in accessing the library

In terms of preference between visiting the library and using a virtual library, 16 (67%) of respondents indicated that they prefer using the virtual library, 6 (25%) prefer visiting the library and 2 (8%) indicated that they visit the library as well as use the virtual library. These findings are comparable with other studies where researchers use electronic collections which are accessed online rather than using the library (Johnson, 2014: 63).

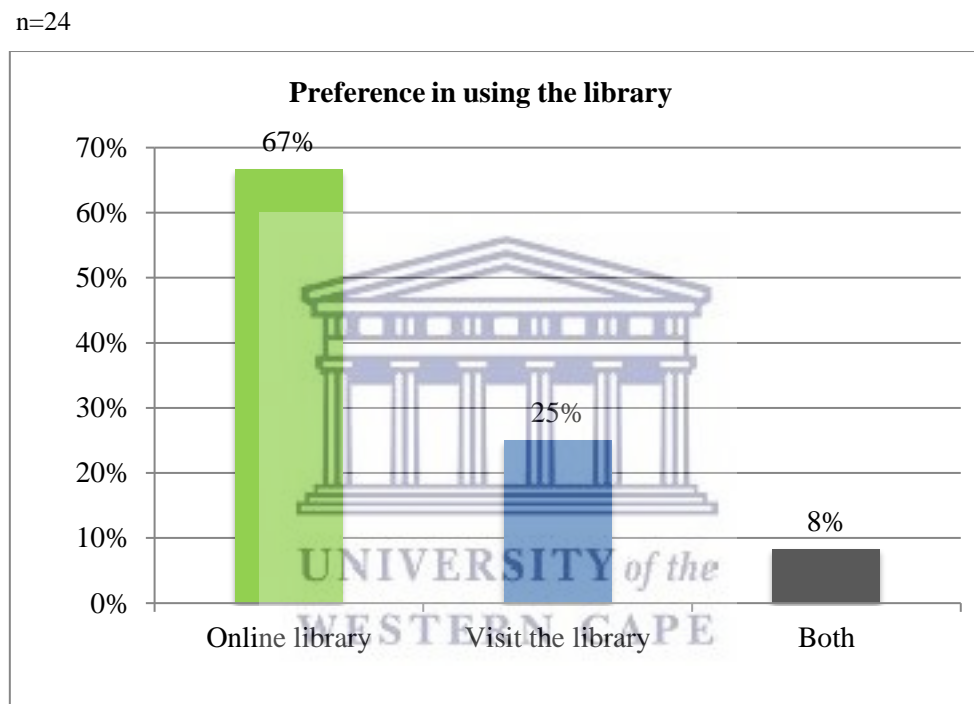


Figure 4.5: Preference in using the Library

### c) Frequency of library usage

The question looks at how often the researchers make use of the library. Figure 4.6 below shows that only 2 (8%) of the respondents use the library daily, 5 (21%) use the library once a week, 4 (17%) fall in the category of two to three times a week, 6 (25%) in the category of two to three times a month, and 7 (29%) of respondents indicated they use the library once a quarter or less.

n=24

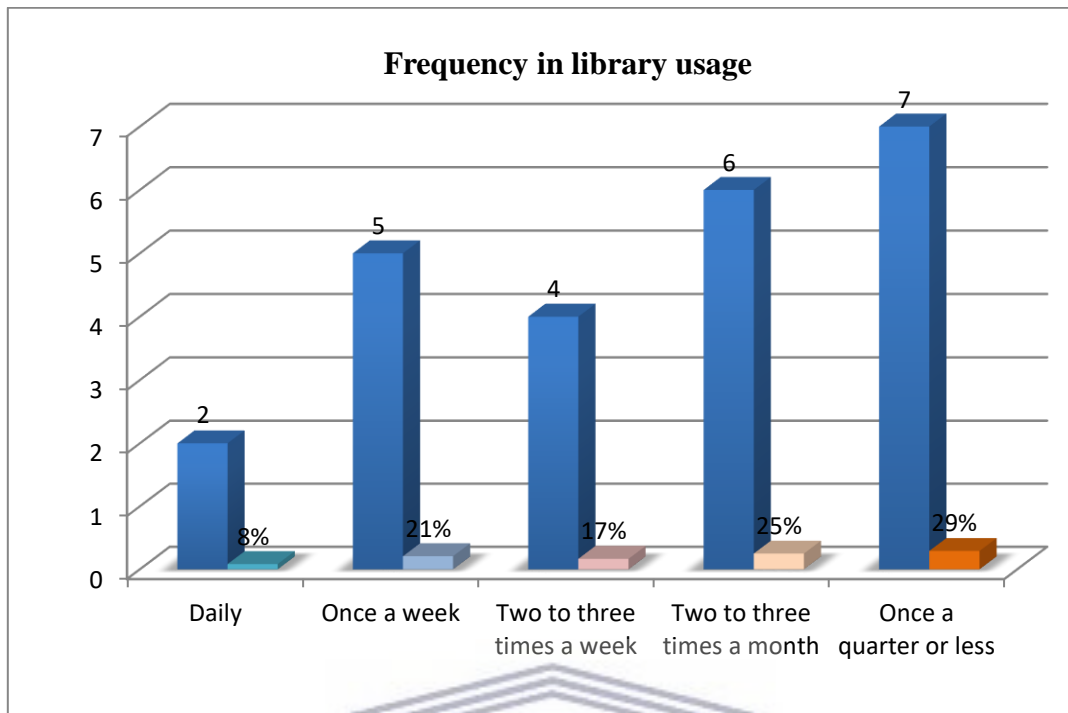


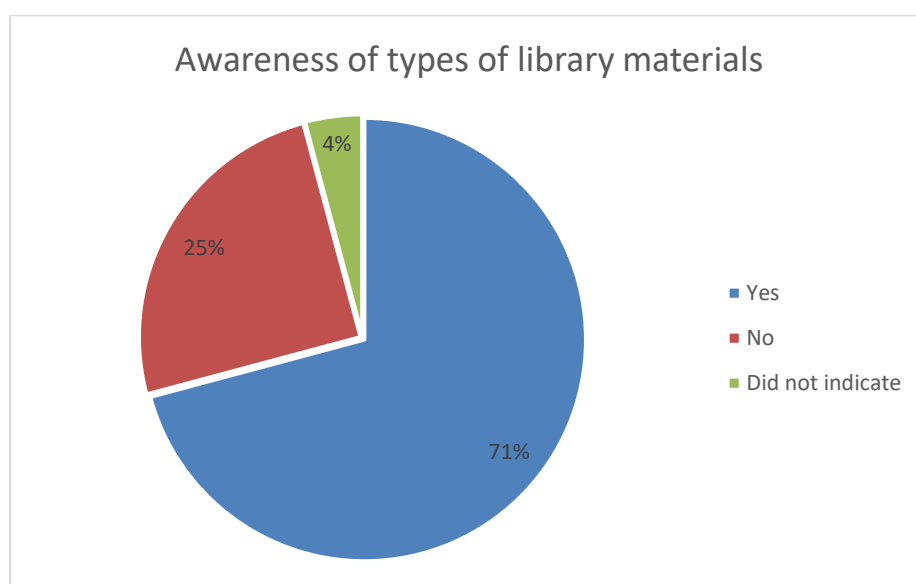
Figure 4.6: Frequency of Library Usage

#### d) Awareness of different types of library materials

The question sought to determine the researchers' knowledge of the different types of library materials. Most 17 (71%) respondents indicated that they are aware of different types of materials available in the library and 6 (25%) indicated that they are not. The other 1 (4%) did not respond to this question.



n=24



**Figure 4.7: Awareness of Types of Library Material**

**e) Library Materials that Researchers are aware exist in the library**

Researchers were asked to indicate their awareness of the materials in the library collection. Table 4.1 below provides a list of the different materials in the Library collection and the number of respondents who indicated that they were aware of that particular library material, and percentage of awareness of the individual material.



**Table 4.1: Awareness of library materials**

n = 24

Material Type	Number of Researchers	%
Journals	5	21%
Books	4	17%
Newspapers	3	13%
Online news papers	3	13%
Hansard	2	8%
Magazine	0	0%
Loose-leaves legislation	2	8%
Annual reports	2	8%
Online magazine	0	0%
Inter-library loans	1	4%
E-journals	2	8%
	<b>24</b>	<b>100%</b>

Table 4.1 shows that the researchers who were aware of the journals were 5 (21%), books 4 (17%), newspapers 3 (13%), online newspapers 3 (13%), annual reports, loose-leave legislation, e-journals and Hansard 2 (8%), inter-library loans 1 (4%). It is not clear why the respondents did not indicate their awareness of the other library material: magazines, online magazines.

### 4.3.3 Section C: Usage of the print collection

Questions under this section sought to collect data on the usage of print material by parliamentary researchers, and to determine if this material was responsive to the information needs of researchers.

Data collected from this section shows usage of the print collection specifically the type of print materials preferred by researchers in their information-seeking endeavour as well as how frequently they consulted the type of print materials they used.

#### a) Print collections used by researchers

Respondents were asked to indicate from the list of print collections the print material or materials they make use of in the library.

The findings indicate that the respondents use the following print material:

**Table 4.2 Usage of the print collection**

n=24

<b>Print collection</b>	<b>Number</b>	<b>Percentage</b>
Africana Collection	2	8%
General Collection	8	33%
Journals	10	42%
Reference Collection	4	17%
Boer War	0	0%
Jardine	0	0%
Mendelson	0	0%
	<b>24</b>	<b>100%</b>

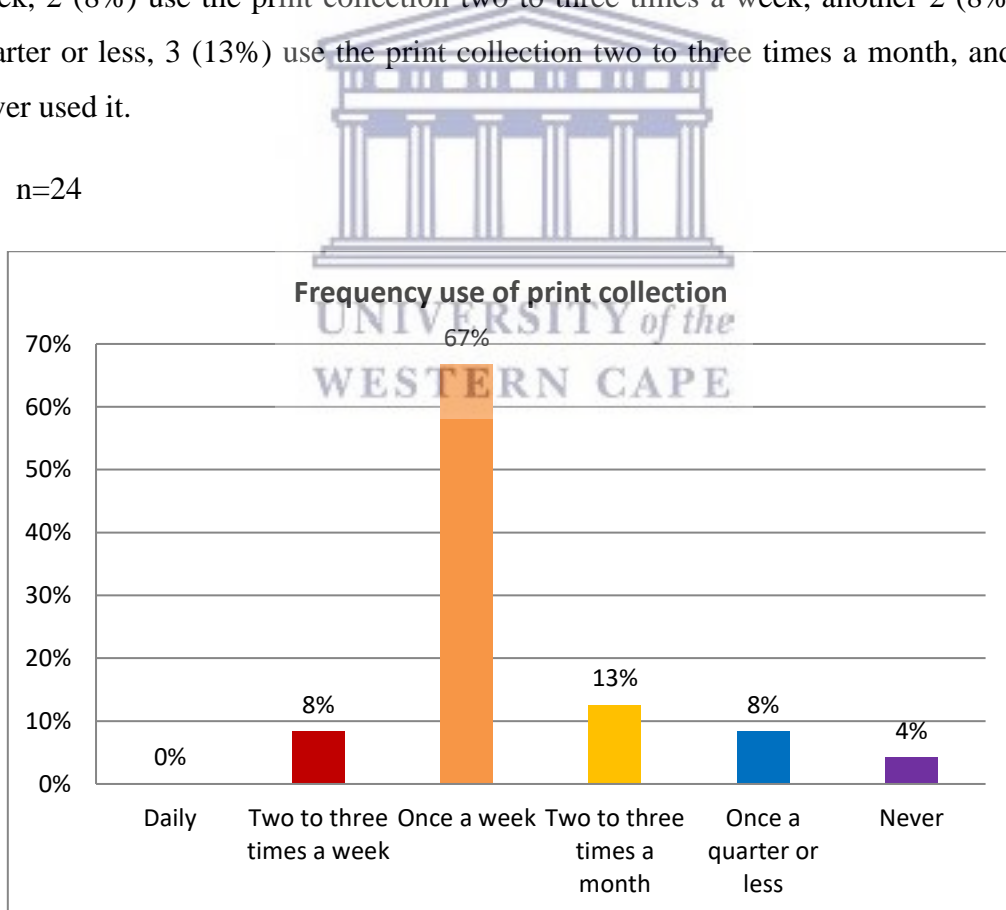
With regard to the library print material, the journals are the most used print material 10 (42%) researchers followed by the general collection 8 (33%) researchers, reference material 4 (17%) researchers, and Africana 2 (8%) researchers.

Other print collections available at the library are Jardine, Mendelsohn and Boer War collections. Parliamentary researchers did not indicate that they make use of these collections for their information needs. It is not clear why the respondents did not indicate that they make use of these collections. It could be because these are historical collections based on past events not on topical issues or current social issues or that issues covered in these collections are not in the parliament programme.

**b) Frequency usage of the print collection by researchers**

Figure 4.8 below shows the frequency of the researchers' use of the print collection in the library. Out of the 24 respondents, 16 (67%) use the print collection of the library once a week, 2 (8%) use the print collection two to three times a week, another 2 (8%) once a quarter or less, 3 (13%) use the print collection two to three times a month, and 1 (4%) never used it.

n=24



**Figure 4.8: Frequency of usage of the Print Collection**

### c) Responsiveness of the print collection

Responsiveness in this context means the ability of the PIC collection to provide up-to-date, reliable, and accurate information to researchers when and where required.

In this section, respondents were asked to indicate if the library print collection as shown in Table 4.3 is responsive to their information needs. The respondents were required to choose the library print material that is responsive to their information needs.

**Table 4.3: Responsiveness of the print collection**

n=24

Print collection	Number	Percentage
Africana Collection	0	0%
General Collection	8	33%
Journals	10	42%
Reference Collection	6	25%
Boer War	0	0%
Jardine	0	0%
Mendelson	0	0%
	<b>24</b>	<b>100%</b>

The findings indicate that the respondents found the print journals to be the most responsive material 10 (42%) to the information needs of researchers at Parliament, followed by general collection 8 (33%), and reference material 6 (25%).

The respondents did not indicate the responsiveness of the Africana, Boer War, Mendelsohn, and Jardine collections. Therefore, the responsiveness of these collections could not be tested.

#### 4.3.4 Section D: Online resources

The PIC has the following online resources: Electronic journals, electronic books, electronic magazines, electronic newspapers and electronic databases. This section indicates data collected from parliamentary researchers on the usage of online resources i.e. how often they are utilised and the responsiveness of these resources to the information needs of researchers.

### a) Online resources used

The results as shown in Table 4.4 below indicate that 10 (42%) of respondents use online newspapers, 7 (29%) use academic journals, 3 (13%) use databases, and 2 (8%) use online magazines. It can also be noted that although there is a trend in purchasing of e-books in libraries, only 2 (8%) of researchers who participated in this project indicated that e-books are very responsive to their information needs. Electronic books and online magazines are individually selected by 2 (8%) researchers as the online resource they use.

**Table 4.4: Online Resources Used by Researchers**

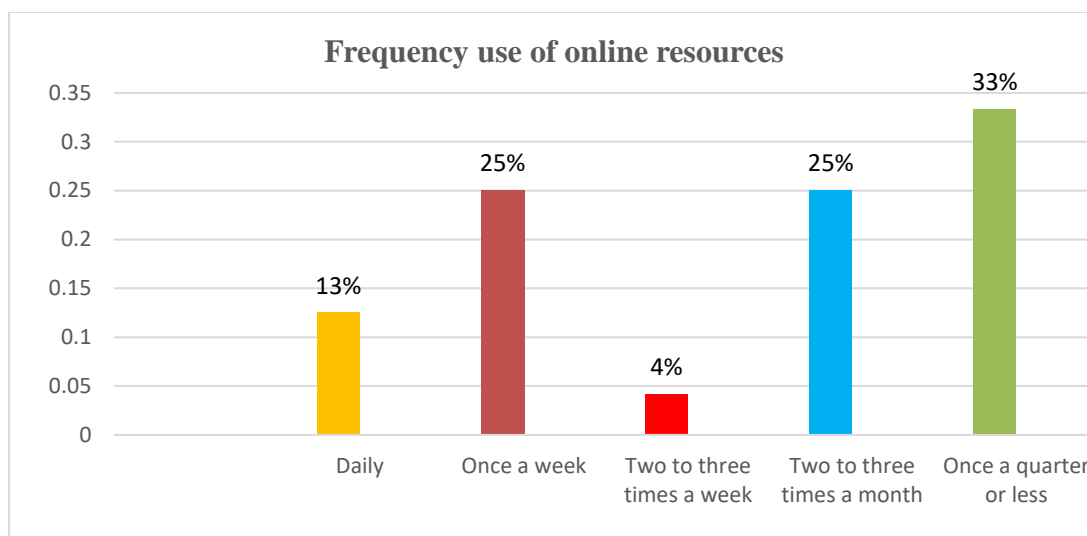
n=24

Online resources	Number	Percentage
Academic journals	7	29%
E-Books	2	8%
Online newspapers	10	42%
Online magazines	2	8%
Databases	3	13%
	24	100%

### b) Frequency of use of online resources by researchers

Figure 4.9 shows the frequency of usage of online resources. Most researchers 8 (33%) indicated they use online resources once a quarter, 6 (25%) use online resources once a week, 6 (25%) two to three times a month, 3 (13%) use online resources daily and 1 (4%) two to three times a week. Ge (2010) concurs with these results when stating that electronic resources play an essential part in meeting information needs of researchers (Ge 2010).

n=24



**Figure 4.9: Frequency use of online resources**

**c) Responsiveness of the online collection**

Table 4.5 below is the presentation of the responsiveness of the online collection to the information needs of researchers. Online newspapers are regarded by 10 (42%) of researchers as very responsive to their information needs. Academic journals are also one of the resources that are considered to be very responsive by 7 (29%) of researchers. Only 3 (13%) of researchers regard the databases to be very responsive and another 8% indicated that e-books and online magazines are very responsive to their information needs.

**Table 4.5: Responsiveness of online resources**

n=24

Online resources	Number	Percentage
Online journals	7	29%
E-Books	2	8%
Online newspapers	10	42%
Online magazines	2	8%
Databases	3	13%
	<b>24</b>	<b>100%</b>

#### 4.3.5 Section E: Online Databases

This section reports on how the following databases are used by the parliamentary researchers, how often they used them and if they found them to be responsive to their information needs:

- Constitutions of the World
- EBSCOHOST
- Econlit
- Europa World Plus
- OECD (Organization for Economic Cooperation and Development) iLibrary
- Political Science Direct
- Press Display
- Research channel
- Sabinet
- Sipri
- World bank e-Library



##### a) Online databases used by researchers

Table 4.6 below shows that 7 (29%) of researchers who participated in the research indicated that they mostly make use of SABINET databases, followed by ESCOHOST which is used by 5 (21%) of respondents. World Bank and Press Display are used by 3 (13%) of respondents in each case. The Constitutions of the World, Research Channel and eLibrary are mostly used by 2 (8%) of the respondents. One (4%) of the respondents indicated that he / she makes use of OECD (Organization for Economic Cooperation and Development) iLibrary and Political Science Direct in each case. The mentioned databases specialise in certain subject areas unlike SABINET, EBSCO and World Bank e-Library that provide broad subject content. Participants did not select Econlit, Europa World Plus, and Sipri, which were included in the questionnaire, as the database they use.



**Table 4.6: Online databases used by researchers**

n = 24

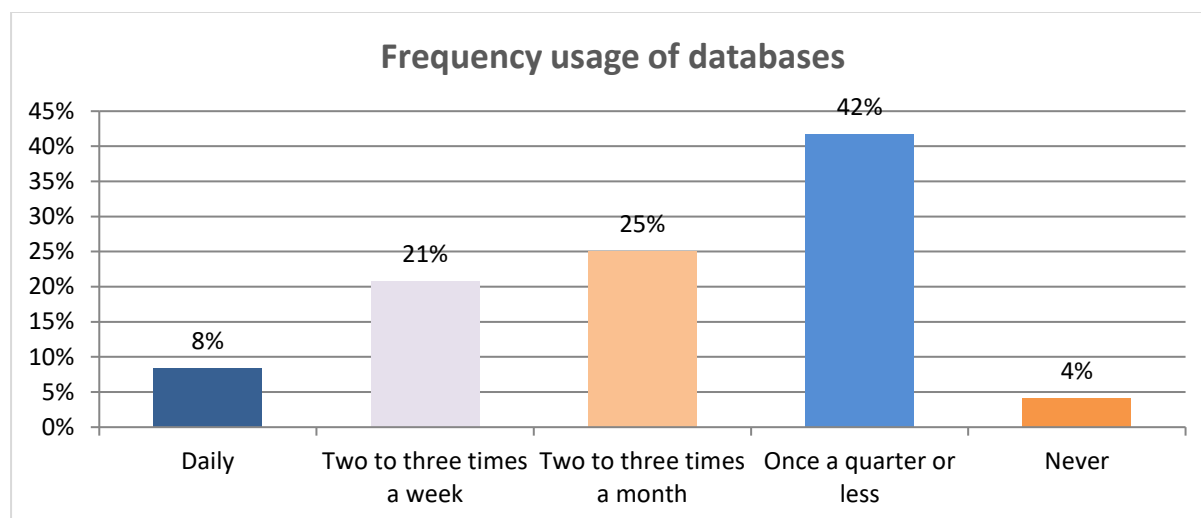
Database used	Number of Responses	% Of responses
Constitutions of the World	2	8%
EBSCOHOST	5	21%
Econlit	0	0%
Europa World Plus	0	0%
OECD (Organization for Economic Cooperation and Development) iLibrary	1	4%
Political Science Direct	1	4%
Press Display	3	13%
Research channel	2	8%
Sabinet	7	29%
Sipri	0	0%
World Bank eLibrary	3	13%
	<b>24</b>	<b>100%</b>



**b) Frequency of usage of online databases**

Figure 4.10 below presents the number of times researchers use different databases available at the PIC. The graph shows that databases are used once a quarter or less by 10 (42%) of the respondents. Six (25%) respondents indicated that they utilise the databases two to three times a month. One can conclude that databases are not frequently used because only 2 (8%) of respondents indicated that they use databases daily and only 5 (21%) use them two to three times a week. One (4%) of the respondents does not make use of library online databases.

n=24



**Figure 4.10: Frequency usage of Online Databases**

**c) Responsiveness of online databases**

In this section, respondents were requested to indicate which database is responsive to their information needs. The percentages indicated in the graph represent the number of respondents who indicated that an individual database is responsive or not responsive. Table 4.7 shows that respondents indicated that databases that are very responsive to their information needs are SABINET at 9 (38%), Ebscohost 8 (33%), Research Channel 3 (13%), Constitutions of the World and World Bank eLibrary at 2 (8%) respondents, in each case. The following databases are not responsive according to respondents: Econlit, Europa World Plus, OECD iLibrary, Political Science Direct, Press Display, and Sipri.

**Table 4.7: Responsiveness of online databases**

n = 24

Database used	Number of Responses	% Of responses
Constitutions of the World	2	8%
EBSCOHOST	8	33%
Econlit	0	0%
Europa World Plus	0	0%
OECD iLibrary	0	0%
Political Science Direct	0	0%
Press Display	0	0%
Research channel	3	13%

Sabinet	9	38%
Sipri	0	0%
World Bank eLibrary	2	8%
	<b>24</b>	<b>100%</b>

#### 4.3.6 Section F: Subject Coverage

In this section, the respondents had to answer three sub-questions relating to the subject coverage of the library collection. Researchers had to indicate the level of coverage of the various library subject areas.

##### a) Coverage of the library subject areas

Table 4.8 below shows the library subject areas data the researchers found to be the most responsive to meet their information needs.

**Table 4.8: Library subject areas coverage** n = 24

Subjects	Number of Responses	% of responses
Art & culture	1	4%
Economics	2	8%
Education	2	8%
Finance	3	13%
Gender	2	8%
Health	2	8%
International Affairs	1	4%
Justice	2	8%
Parliamentary Affairs	2	8%
Public Accounts	1	4%
Trade	1	4%
Security	2	8%
Social Affairs	3	13%
	<b>24</b>	<b>100%</b>

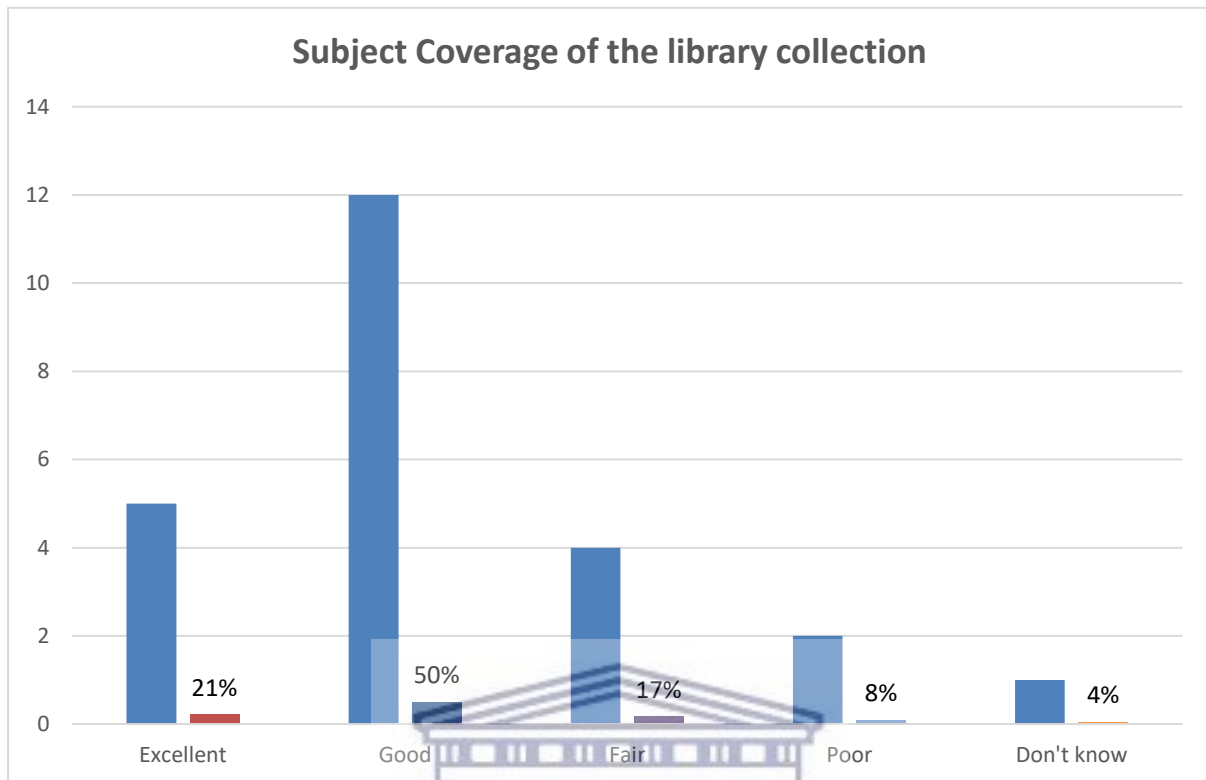
Table 4.8 shows that 3 (13%) of the respondents indicated that the collection that covers finance and social affairs are very responsive to their information needs. Two (8%) of the respondents indicated that the following subject areas are very responsive to their information needs: education, gender, health, justice, parliamentary affairs and security. Each of the following subject areas were also found to be very responsive according to 1 (4%) of respondent in each subject area, international affairs, art and culture, public accounts, and trade.

**b) Coverage of the library collection**

This section reports on the views of researchers on the subject coverage of the library collection. Data collected indicate that 5 (21%) of the respondents found the subject coverage to be excellent, 12 (50%) regarded the coverage as good, and 4 (17%) of the respondents indicated that the coverage was fair, with 2 (8%) indicating that it was poor. The other 1 (4%) of respondents indicated that he/she did not know whether the PIC collection was responsive or not.



n=24



**Figure 4.11: Coverage of the Library Collection**

#### 4.3.7 Areas for improvement

Respondents were requested to indicate areas of improvement if the library collection is not responsive to their information needs. Out of the 24 respondents, 7 (29%) answered this question and 5 (71%) made the following suggestions for the improvements in the PIC collection:

##### 4.3.7.1 Collection Development

- a) The library should broaden the subject areas of journals to include arts, culture and heritage and include as many journals as possible, particularly in the field of gender.
- b) The PIC should make access to Parliamentary Monitoring Group (PMG) available to clients. PMG is a Non-Governmental Organisation (NGO) that provides information services primarily on South African parliamentary committee proceedings.

- c) The PIC should pay the subscriptions or arrange with academic libraries to get proper access to the materials needed to assist members and committees.
- d) The library should insist on getting books for legal deposit and get a catalogue.
- e) The library has to get enough material and rely less on internet searches.
- f) Provincial annual reports must be made available as Members of Parliament utilize these occasionally.

#### **4.3.7.2 PIC Building**

- a) Library management should look at the library building design as it is not user-friendly and makes it difficult to browse most of the library collection. Clients have to rely on library staff to retrieve materials they need.

#### **4.4 Data collected from interviews**

Qualitative data was collected through interviews with reference librarians. It is worth mentioning that by the time of collecting this part of data, there were changes introduced by management regarding collection development at PIC. In chapter 3, it is mentioned that all librarians were responsible for collection development. At the time of collecting data, only Reference, Rare, and Historical Sub-Units librarians were responsible for selecting books to be added to the collection. The number of reference librarians was reduced to four librarians due to resignations.

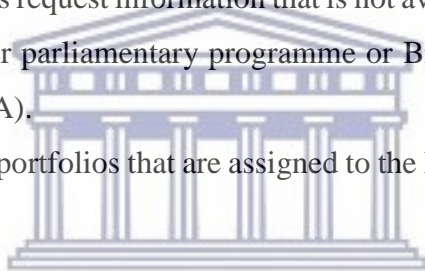
The request to participate in this study was sent to six (6) librarians (4 reference librarians and 2 Rare and Historical Sub-units librarians). From the six librarians invited to participate in the study 4 (67%) librarians responded and were interviewed. Librarians were asked the following questions in the interview sessions held.

- How do you practice collection development?
- In your opinion, does the PIC collection respond to researchers' information needs?
- What type of material does the PIC collect?
- What are areas for improvement in the PIC collection development?

The results of the interviews with the librarians are reported below:

#### ***4.4.1 Collection Development Practices***

- a) Through information queries and identifying gaps in the collection, and also providing the most current and relevant information that addresses South African Issues which parliament portfolio committees deal with on a daily basis. Rare and Historical services collect information that is significant to South African History regardless of its currency, which is used for research purposes.
- b) Look for information needs of the clients and make sure to go out and find information resources for the clients. First, check the current collection to see if it does meet the needs of the client. Client needs referred to by librarians means the need for information established when clients request information that is not available at the PIC or perceived information need as per parliamentary programme or Bill tabled for discussion at the National Assembly (NA).
- c) Collect material as per portfolios that are assigned to the librarian to address gaps in the library collection.



The research findings indicate that collection development practices at the PIC are driven by the needs of parliamentarians and portfolio committees, as the primary clients. Parliamentary researchers are the secondary clients, and their role is to provide research services to parliamentarians. Currently, parliamentary researchers do not play a role in the collection development process of the PIC. Evans and Zarnosky (2000) assert that effective collection development is the one that is derived from the needs of clients. It also surfaced that what triggers the collection development is when a problem is identified, for example gaps in the collection and when there is a topical issue that clients are dealing with.



#### **4.4.2 Collection Responsiveness**

- a) The collection is not responsive because the library has not done proper needs analysis of the clients.
- b) Parliamentary researchers having their own collection and rely on their own collections which means the library is not giving them what they want.
- c) There is a missing part because the researchers do not have a voice in the collection development and therefore it does not speak to the information needs of researchers.
- d) The collection development is mainly focused on the information needs of Parliament Portfolio Committees.

The above indicates that the library collection is not responsive to the needs of parliamentary researchers, as no proper needs analysis is conducted to ascertain these needs. The PIC does not proactively involve parliamentary researchers in the collection development process in order to ensure its responsiveness. Fieldhouse (2011:29), Evans and Saponaro (2000:20) selectors of library resources should have an understanding of the information needs of their clients. It is also argued that librarians are best suited to do selection of library resources because they understand the library collection in terms of gaps and trends in the field, and library selection criteria. Fieldhouse (2011: 28) note that selection of library resources includes inter-library loans (ILL) and user's suggestions that address the issue of user involvement in collection development.

#### **4.4.3 Types of PIC Material**

- a) PIC collects material in the form of books, e-books, academic journals, electronic newspapers and Parliamentary Papers.
- b) Databases and electronic journals so that the clients can access the PIC collection anywhere, and they do not need to come to the library.
- c) Reports from government departments both print and electronic resources.

Responses received from librarians confirm that parliamentary libraries collect a variety of materials. Reports from government departments form part of the parliamentary researchers' information needs.

#### **4.4.4 Areas for Improvement**

- a) Long procurement processes delay the process of getting information to clients on time.
- b) Targets (in terms of how many books collected in a month) should not be used as a performance factor in the collection development process but the relevance and timely information should be the main deciding factor. This could help the process to be cost effective.
- c) Conduct a proper client needs analysis, including the needs of parliamentary researchers, and invite clients to recommend relevant material to the PIC.
- d) Analyse the PIC collection to determine gaps that will inform the collection development process.

The concern regarding inadequate e-resources collection correlate with the suggestion put forward by researchers that the library should pay the subscriptions or arrange with academic libraries to get proper access to the materials we need to assist members and committees.

#### **4.5 Data from content analysis**

The main objective of this study was to investigate the responsiveness of the PIC collection to the information needs of Parliament researchers. This section presents a qualitative analysis of the PIC Collection Development Policy (CDP), as it informs the development of the library collection.

##### **a) Development of the CDP**

The CDP was developed in 2005 and was reviewed four years later in 2009. The study analysed the latest version of the CDP, which has the latest information and the PIC uses in its collection development processes.

The CDP was approved and signed by both the Speaker of the National Assembly (NA) and the Chairperson of the National Council of Provinces (NCOP) in 2009. When the CDP

was approved, PIC was still called the Library of Parliament of South Africa hence the CDP document talks about Library of Parliament and not Parliamentary Information Centre.

## **b) Structure of the CDP**

The policy is five pages long. It commences with the introduction and background, which states the functions of the PIC, provides a brief definition of the term collection development and states what the policy aims to achieve.

Section 2 of the CDP is the definition of terms. The definition of collection development states that “The library collection development also known as collection or materials management involves the identification, selection, acquisition, weeding, discarding and evaluation of a collection of library resources (print and non-print materials) that must satisfy the information needs of MP’s and employees.” (Parliament of the Republic of South Africa 2009).

The PIC definition of the concept of collection development contains elements of the collection development model by Evans and Zarnosky (2000:17). The exception is that the PIC definition does not mention community analysis in the collection development process as shown in Figure 1 Studies in collection development put an emphasis in community analysis as a fundamental step in collection development (Andrade and Vergueiro 1996:17); Evans and Zarnosky (2000))

Sections 3-7 provide a policy statement; purpose of the CDP; scope of application; objectives; legislative framework and mandate that gives directives to the CDP.

The main heading of section 8 is *Policy Provision*. Sub-sections under this section deal with the following: acquisition, duplicate, and replacement of library materials, weeding and disposal. The sub-section on Selection gives guidance in terms of how the library material should be selected. The sub-section on acquisition defines the acquisition methods to be followed at PIC when acquiring materials, which is purchasing, legal deposit, exchange programmes, gifts and donations.

Sections 9-13 discuss roles, responsibilities and communication. Under communication, it is stated that the policy should be available in all languages including braille, breach of the policy, dispute resolution by employees and MPs and review of the policy, which mentions that the policy should be, reviewed when the need arises.

Sections 14 and 15 deal with the effective date of the policy, which state that the policy will be effective on the date in which it is signed by the relevant authorities and that the Policy Management Unit must monitor the implementation of the policy and evaluate its effectiveness.

#### **4.6 Evans and Zarnosky's Collection Development Model**

The section provides an analysis of the PIC Collection Development Policy document to establish if the content corresponds with collection development standards. According to Evans and Zarnosky's (2000) model the collection development framework consists of six elements, i.e. community analysis; selection policy; selection; acquisition; de-selection, and evaluation

##### **a) Community analysis**

The understanding of the concept of collection development concurs with collection development theories on five of the elements of collection development as discussed by Evans and Zarnosky (2000:17) and in chapter 2 except that community analysis is not mentioned in the PIC definition of collection development which is a limitation of the PIC Collection Development Policy.

##### **b) Selection Policy/ Collection Development Policy**

The PIC Collection Development policy meets some of the standards expected in a CDP policy. The CDP document's purpose in general is to guide selectors as mentioned in the literature review. The PIC collection development policy states that the aim of the CDP is to guide employees on the process of collection development and to ensure that the library is constantly rejuvenated with accurate, reliable and up to date information, to support the values and vision of parliament (Parliament of the Republic of South Africa 2009). The characteristics of the CDP as mentioned in the literature is to support the vision, goals and mission of the parent body (Caborero and Mayrena 2012; Johnson 2014). The analysis of the PIC Collection Development Policy document found that the aim of the CDP is to

support the functions of its parent body as stated in the CDP section 6 (c) *“To provide a broad based diverse collection that can support the functions of Parliament”* (Parliament of the Republic of South Africa 2009).

Section 13 of the PIC collection development policy states, the policy must be reviewed as when the need arises. Reviewing of the CDP ensures that the library has an up-to-date policy. Chapter 2 mentions the importance of reviewing the CDP to reflect the changes in the internal and external environment. Johnson (2014: 100) reaffirms that CDP documents revolve continuously due to increase or decrease in the library budget, changes in the publishing environment and changing community needs. It is interesting that although the CDP document identifies the need to review the policy it was last reviewed in 2009.

### **c) Selection**

Selection appears under section 8, which deals with policy provision. Sub-section 8.1 states the output to be achieved through selection of library material as the development and maintenance of a well-balanced collection. It also gives guidance to the type of content to be considered when selecting PIC material, that is content that represent diversity of expression and point of view, views of MP's and staff, materials that support the functions of Parliament, lastly content that meet the needs and interest of staff. There is only one line under this sub-section, which deals with donations. This is covered in detail under 8.3 duplication and replacements. The CDP states that donations will be selected if they fall within the priority or add strength to the collection.

According to Johnson (2014:100), the CDP should not be too detailed, vague or generalist. The analysis of this section finds it lacks detailed information that should be included to avoid bias and to ensure consistency in the selection of library material. The literature mentions the following elements that should be included in the CDP, the scope of coverage of the CDP, level of coverage of subject areas, statement on the selection of special subjects or format, scope of language, chronological period covered by the collection in terms of its content and publication dates (International Federation of Library Associations and Institutions 2001).

#### **d) Acquisition**

Acquisition is covered in point 8.2 of the PIC, CDP document. This sub-section gives guidance on acquisition methods that should be used for acquiring materials. It states that *the library must acquire all materials selected and requested by Members of Parliament and employees through: Legal deposit, purchased, exchange programme, gifts and donations* (Parliament of the Republic of South Africa, 2003). The acquisition methods used at the PIC correspond with methods discussed in the literature review in Chapter two. Acquisition of materials can be done through purchasing, donations, exchanges and gifts (Andre and Waldomiro 1996:20). Other methods of acquisition of materials are through Legal Deposit. one of the challenges faced by libraries in acquisition of materials are some vendors who inflate book prices. To deal with this challenge PIC requests three quotations from different vendors when purchasing books in order to comply with Parliamentary Financial Management (PFM) and to guide against vendors who inflate prices. One of the limitations of this section of the CDP is that it does not include the process of procurement of the library materials. Another limitation is that it does not mention the budget and its allocation to different library formats or collections.

#### **e) De-selection**

Section (8.4) of PIC CDP states “The library must systematically remove obsolete, duplicate and damaged materials from the collection” (Parliament of the Republic of South Africa 2009:4”). Evans and Zarnosky (2000) agree that weeding is removing of damaged, outdated and irrelevant materials. Although lack of space in the PIC is not mentioned in the CDP, it is indicated in the literature as one of the reasons the library initiates the process of weeding (Dearman and Dumas 2008:11).

#### **f) Evaluation**

Evaluation of the library CDP is the last element in the collection development process. It plays a vital role in establishing the strengths and weaknesses of the library collection. It is noted that this important process of the CDP is not included in the PIC Collection Development Policy document. One of the librarians interviewed supports this limitation of the policy, and stated that collection evaluation has never been done at the PIC. Although PIC is a legal deposit library and received all materials published in South Africa, it was mentioned that the PIC should get enough materials and stop relying on the Internet. In the study by Swartz (2005) respondents suggested that the PIC collection should be updated.



According to Andrade and Vergueiro (1996:22), evaluation of the collection is critical because it identifies the weaknesses and strengths of the collection. They further state the importance of inviting library clients to take part in the evaluation of the collection to give input. Evaluation of library collection entails the analysis of library materials to determine if the collection is still relevant to the information needs of its clients or the community it serves.

Table 4.9 below presents a summary of the analysis of the PIC CDP against the collection development model by Evans and Zarnosky.

**Table 4.9: Evans & Zarnosky Model vs PIC Collection Development Process**

Evans and Zarnosky's Collection Development Model	Analysis of CDP
Community analysis	Community analysis not mentioned in the CDP.
Selection policies	PIC selection policy supports the vision, goals, and objectives of the umbrella body, which is Parliament of the Republic of South Africa.
Selection	Selection is the responsibility of reference librarians. The main selection criteria are materials that support the function of Parliament of the Republic of South Africa, materials requested by Members of Parliament and staff.
Acquisition	PIC acquires materials in all formats mainly through legal deposit, purchase, donations and gifts. There is no mention of budget and its allocation to different subject areas.
De-selection	De-selection is conducted as when required to remove obsolete materials. The CDP lack details in the implementation of this process.
Evaluation	The CDP does not mention involvement of clients and lack detail guidelines for this process.



## 4.7 Conclusion

Chapter 4 presents data collected to determine the responsiveness of the PIC collection to information needs of parliamentary researchers. Three methods of data collection were used in the study, that is, survey questionnaire of researchers, interviews with reference librarians and review of the CDP. A questionnaire was distributed to 40 researchers and 24 researchers completed the questionnaire. Quantitative data was presented diagrammatically using standard MS Excel functions and descriptive statistics. Qualitative data is reported as collected from the interviews with the respondents. Data is also presented from the analysis of the Collection Development Policy.

Data collected from interviews with librarians was used to triangulate data collected from the survey with researchers.

Content analysis of the PIC Collection Development Policy provided very useful data by unpacking the CDP using Evans and Zarnosky's (2000) collection development model.



## CHAPTER 5

### INTERPRETATION OF RESULTS

#### 5.1 Introduction

Chapter 5 presents an interpretation of the research findings reported in Chapter 4. This chapter interprets the results of the survey interview questionnaires completed by parliamentary researchers, data collected from interviews with librarians, and the content analysis of the Collection Development Policy (CDP). The chapter also presents an analysis of the model of collection development by Evans and Zarnosky (2000) as a theoretical framework of this study to assess the collection development processes of the Parliamentary Information Centre (PIC).

This study attempted to address the following research questions:

- What are the information needs of researchers using the collection of the Parliamentary Information Centre?
- Is the PIC collection responsive to the information needs of parliamentary researchers?

The findings of the study are presented in accordance with the research objectives i.e. to determine the information needs of the parliamentary researchers, and to determine how the library collection is responsive to the information needs of parliament researchers. The collection development model by Evans and Zarnosky provided a framework to analyse the collection development process of the PIC.

#### 5.2 Characteristics of the Respondents

This section collected data on the profile of the respondents in terms of their experience at Parliament, their subject coverage, their views on access to information, and whether they attended/received library orientation.

### **5.2.1 Experience**

The majority 21 (88%) of respondents had more than two years of employment at Parliament, while only 1 (4%) of the respondents had less than one-year experience. The other 2 (8%) did not indicate the years of experience at Parliament.

### **5.2.2 Subject Coverage**

Parliamentary researchers are assigned different subject portfolios, which sometimes overlap. The subject coverage by the respondents ranges from arts and culture to trade, with justice, economics, social affairs, parliamentary affairs being the most covered subjects. Of the 13 subject areas covered by the respondents, justice represented 17%, followed by parliamentary affairs, social affairs and economics at 13% each; health and finance at 8% each; public accounts, gender, education, security, trade, international affairs, health, and arts and culture at 4% each. Some of the respondents indicated more than one subject area as their focus areas. What about the other percentages?

The results of the survey show that the Research Unit at Parliament is required to provide information on a wide range of areas in support of the work of Parliament. Subject areas are allocated to researchers in order to ensure specialisation and coverage of all relevant material.

### **5.2.3 Access to Information**

The research findings show that all 24 respondents considered access to information to be very important in their work in supporting the business of Parliament.

The findings are also in line with the primary role of parliamentary researchers. Researchers need access to accurate and up-to-date information in order to support the work of Parliament. Researchers mainly conduct secondary research through content analysis of print and online publications that are relevant to their subject coverage. Researchers produce reports for committees of Parliament on specific matters referred. Publications from parliamentary researchers are made available to the PIC clients. The results of the study indicate that the respondents view access to information as critical in their work.

#### **5.2.4 Library Orientation**

Library orientation requires much attention as only 29% of the respondents received orientation at the PIC, despite the fact that more than 88% have been employed at Parliament for more than two years. The majority of respondents (63%) who did not attend library orientation indicated that they did not get an invitation to attend library orientation.

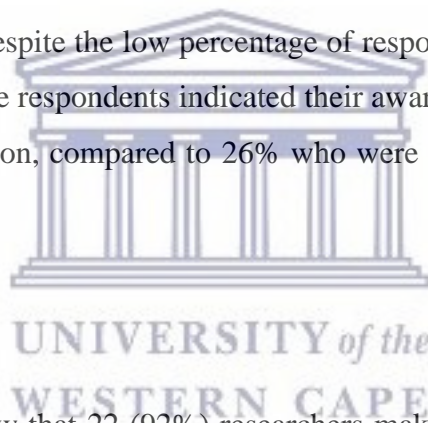
The few respondents who received orientation said they received basic orientation regarding library resources from reference librarians responsible for subject areas. This finding concurs with Swartz (2005:53) who found that parliamentary researchers were frustrated with PIC electronic information systems and lack of training on how to use them. Orientation of PIC clients is very important because it does not only ensure that clients are aware of the services offered by the PIC but also know how to use them.

The findings also show that despite the low percentage of respondents who attended/received Library orientation, 74% of the respondents indicated their awareness of the different types of material in the library collection, compared to 26% who were not familiar with the material available.

#### **5.2.5 Library Usage**

The findings of the study show that 22 (92%) researchers make use of the library. The high percentage in the library use corresponds with the view that the library is the common source of information to educated societies (Pareek and Rana 2013). The results are similar to Swartz (2005:36) who found that most parliamentary researchers use the library.

The findings indicate that 67% of the respondents prefer to use the online library material, compared to 25% who visit the Library and 8% who use both. This finding is in line with the objective of the PIC to make library resources accessible to users electronically and reduce traffic at the PIC. This is the evidence that there is a need for information and PIC must position itself to be a preferred place for responding to parliamentary researchers' information needs in all formats and subject areas.



### **5.3 Results from the Literature Review**

A review of the Literature was conducted to review information on other studies on the topic of information needs for researchers. The literature review provided useful information that gave a general idea in as far as the information needs of researchers were concerned. In searching the literature on responsiveness of the library collection to information needs of researchers, the researcher could not find relevant literature dealing specifically with this subject. The bulk of literature focuses on collection development in terms of academic libraries and public libraries, for example Nous and Roslund (2009) and Van Zijl (2005).

The study conducted by Kimbunga (1996) on the role of parliamentary library and research services in multi-party Tanzania, showed that researchers have interest in broad subject areas because of their work, which is to research information for parliamentarians.

A study conducted by Swartz (2005:53) of the information-seeking behaviour of the researchers in the Research Unit at Parliament of the Republic of South Africa found that online resources play an important role in meeting Parliament Researchers' information needs hence it is an important source of information.

The findings of the literature review revealed that information needs of parliamentary researchers are widespread. Literature review revealed that parliamentary researchers make use of print and electronic materials, although electronic materials are reported to be a preferred source of information than print materials. Although the library material is provided in print and electronic format, electronic materials are more popular with Parliament Researchers because of their busy schedule as indicated by Swartz (2005:53).

Evans and Zarnosky (2000) developed a collection development model that identifies six continuous steps in the collection development process, namely community analysis or user surveys, selection policies, selection, acquisition, deselection and evaluation. The collection development process of the PIC was analysed using the Evans and Zarnosky model.

### **5.4 Research Question 1 – Information needs of parliamentary researchers**

This study sought to document the information needs of parliamentary researchers.

According to Wilson (2006), information needs is the recognition that one's own knowledge base is insufficient to solve a specific goal. The respondents were required to indicate their information needs by completing Sections B to F of the survey questionnaire.

The information needs of parliamentary researchers vary, but the following core needs emerged from the analysis of survey data:

- Library orientation;
- More materials on provincial annual reports;
- Full access to Parliamentary Monitoring Group (PMG) for online access of Parliamentary committee proceedings;
- Access to online journals;
- International content when writing international papers;
- Print and online newspapers;
- Inter-library loans facility; and
- To conduct research.

The information needs of parliamentary researchers are triggered by the information needs of parliamentarians, and therefore it is significant that the PIC provides a collection that responds to the needs of researchers so they can feed relevant information to parliamentarians.

### **5.5 Research Question 2 – Responsiveness of the library collection**

The following section of the questionnaire attempted to collect data to address the question of responsiveness of the library collection to the information needs of parliamentary researchers. This study used interviews with librarians to triangulate the information collected from the researchers.

The findings of this study reveal that the responsiveness of the PIC collection to the information needs of parliamentary researchers differs according to the type of collection. The research findings indicate that certain components of the print and on-line materials of the library collection are responsive whereas others are not.

### **5.5.1 *Print collection***

With regard to the library print material, the journals are the most used print material, followed by general collection, reference material and Africana. A large part of the print collection is found to be non-responsive to the information needs of Parliament researchers e.g. the Boer war, Jardine and Mendelsohn collections.

Journals are the most responsive material to the information needs of parliamentary researchers, followed by general collection, reference material, and Africana. A large part of the print collection is found to be non-responsive to the information needs of parliamentary researchers e.g. the Boer war, Jardine and Mendelsohn collections.

The findings indicate a correlation between the usage of the library material and its responsiveness to the information needs of researchers. There is less use of the material that is found to be non-responsive to the information needs.

### **5.5.2 *Online Resources***

The study indicates that online newspapers, academic journals, and databases are the most used online resources by parliamentary researchers, followed by e-books and online magazines.

The work of Parliament deals with current matters and it is therefore not surprising that most researchers use online newspapers to access latest news and current affairs. Academic journals provide scientific papers on topical issues that are relevant to the work of parliamentary researchers. Researchers are assigned to work on various subject areas to support the work of committees and parliamentarians in general, and journals provide expert knowledge and information to meet the needs of researchers. The researchers found the online newspapers, academic journals and databases to be responsive to their information needs, and thus confirming the correlation between responsiveness and usage of a particular resource.

### **5.5.3 *Databases***

Parliamentary researchers make use of a number of databases at the PIC, but indicated that SABINET and Ebscohost were the most responsive to their information needs, followed by Press Display, World Bank eLibrary, Research Channel, Constitutions of the World, OECD



iLibrary and Political Science Direct. According to researchers, the following databases are not responsive or not relevant to their information needs: Econlit, Europa World Plus, and Sipri.

## **5.6 PIC Collection Development Process**

The analysis of the PIC CDP confirms that the CDP is aligned to the key elements of the collection development model by Evans and Zarnosky, with the exception of a reference community analysis and collection evaluation.

The interviews with librarians indicated that the collection development process at the PIC is conducted in response to the needs of the clients, which include members of parliament, researchers, political parties, and the public. However, the CDP does not mention involvement of parliamentary researchers in the selection of materials.

Using the collection development framework developed by Evans and Zarnosky, the PIC should be able to improve its collection development process, including attending to orientation of clients, and proactive communication of material that is relevant to targeted clients.

## **5.7 Conclusion**

The interpretation of the research findings shows that parliamentary researchers have common information needs and those online resources are more responsive to their needs than the print collection. This could be due to technological revolution that has seen the rise of usage of online materials instead of print. Mamtora (2011) conducted a study to investigate researchers' needs and to identify gaps in the services offered by the library in Northern Australia. These findings are in line with the study conducted by Mamtora (2011) which found that there is a great need for electronic resources compared to hard copies.

This study investigated the responsiveness of the PIC collection to the information needs of parliamentary researchers. After interpreting data collected from the study, the conclusion is that this study was able to address the research question and all the sub-questions. This study also concludes that although not all of the PIC collection is responsive to the information needs of parliamentary researchers, there is room for improvement in areas such as creating awareness of the collection in the form of orientation. There are two worrying areas that require

attention, which are the client needs analysis and collection evaluation. These areas are very crucial in providing a collection that is responsive to parliamentary researchers. The orientation and client needs analysis provide a two-way communication between the library and the user, evaluation of the library collection will provide important information regarding strengths and weaknesses of the collection.

The six elements of the collection development process are interrelated; effective collection development will not be achieved if one of these steps is not implemented. The library like any other profession is guarded by some standards to ensure that the profession is credible and effective. Libraries should perform community analysis as the environment around them changes due to internal factors, for example in the PIC context changes in the political environment, and external factors, for example emerging technologies.

The impact of the changing environment will necessitate that the community analysis be conducted. The result of the community analysis affects the selection policies that will need to be amended. This could also lead to changes in the selection process and the acquisition process. Changes in the acquisition process could include increases or reduced budgets or shifting of focus areas, such as more budget allocated to online materials and less to print materials depending on the result of the community analysis.

The results of the community analysis inform the decision to de-select library materials and indicate which materials are obsolete. The community analysis is the initial step and informs all other five processes. Again, in the evaluation of the collection information which guides librarians on the strengths and weaknesses of the collection is obtained from the community analysis, circulation records and usage statistics obtained from online resources.

## CHAPTER 6

### CONCLUSION AND RECOMMENDATIONS

#### 6.1 Introduction

Chapter 6 provides conclusions and recommendations made in relation to the objectives of the study.

#### 6.2 Research Objective and Questions

The main purpose of this study was to investigate the responsiveness of the PIC collection to the information needs of parliamentary researchers.

The following questions were developed to guide the research project:

- What are the information needs of researchers using the collection of the Parliamentary Information Centre?
- Is the PIC collection responsive to the information needs of parliamentary researchers?

#### 6.3 Conclusions

##### 6.3.1 Characteristics of the Respondents

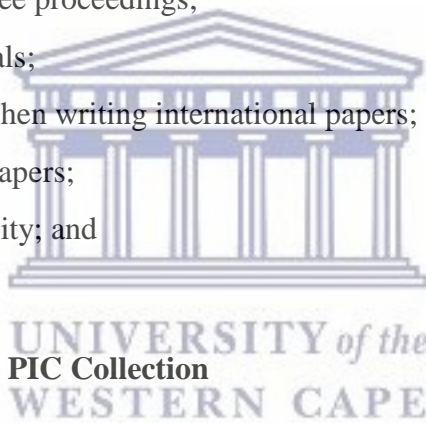
This section collected data on the profile of the respondents regarding their length of service at Parliament, subject coverage, their views on access to information, and whether they attended/received library orientation. The majority of respondents had more than two years at Parliament. The subject coverage by the respondents ranged from arts and culture to trade, with economics, education and justice being the most covered subjects. More than 83% of respondents viewed access to information as very important in their work. Library orientation requires attention as only 29% of the respondents received, despite the fact that more than 88% had been employed for more than two years.

### 6.3.2 Information Needs of Researchers

The information needs of parliamentary researchers are triggered by the information needs of parliamentarians, and therefore it is significant that the PIC provide a collection that responds to researchers needs so they can feed relevant information to parliamentarians.

The information needs of parliamentary researchers vary, but the following needs emerged from the analysis of survey data:

- Library orientation;
- More materials on provincial annual reports;
- Full access to Parliamentary Monitoring Group (PMG) for online access of Parliamentary committee proceedings;
- Access to online journals;
- International content when writing international papers;
- Print and online newspapers;
- Inter-library loans facility; and
- To conduct research.



### 6.3.3 Responsiveness of the PIC Collection

The PIC collection consists of print and on-line material that is accessible to library users. The responsiveness of the PIC collection to the information needs of parliamentary researchers differs according to the type of collection. The research findings indicate that certain components of the print and on-line materials of the library collection are responsive whereas others are not.

Concerning the library print material, the journals are the most responsive to the information needs of parliamentary researchers, followed by general collection and reference material. A large part of the print collection is found to be somewhat responsive to the information needs of parliamentary researchers e.g. the general collection, Boer war, Mendelsohn, and Jardine collections.

The online collections that are more responsive to the information needs of parliamentary researchers are online databases and online academic journals. Although respondents indicated that online journals are responsive, they raised a concern that many journal articles are not available for download via PIC virtual library. The virtual library is the PIC online portal that allows PIC clients to access electronic materials, connect with reference librarians and search the PIC catalogue. SABINET, Ebscohost, World Bank eLibrary and the Newspaper Channel are the most responsive databases in the collection of the Library.

PIC would need to consider acquiring PMG as the findings of this study suggest that it is a very important source of information to parliamentary researchers. Parliamentary researchers found the Inter-Library loans to be helpful in addressing their information when the PIC does not have a particular material especially sourcing of journal articles.

It is clear that there is a gap in the PIC subject areas and that PIC should strengthen material on certain subject areas such as art, gender and acquire PMG. PIC also needs to look at improving ways of acquiring government publications such as government reports and annual reports to ensure that the PIC collection consist of all government publications. PIC needs to look at the gaps in the collection and investigate why other collections such as Africana are not fully used by parliamentary researchers.

#### **6.3.4 Library Collection Development Process**

The analysis of the PIC CDP confirms that the CDP is aligned to the key elements of the collection development model by Evans and Zarnosky, with the exception of a community analysis and collection evaluation.

The interviews with librarians indicated that the collection development process at the PIC is conducted in response to the needs of the clients, which include members of parliament, researchers, political parties, and parliament staff. However, the CDP does not mention involvement of Parliament researchers in the selection of materials.

A conclusion that can be drawn is that the PIC collection development process is informed by the requests received from clients, and by identifying gaps in the collection. There is no proactive involvement of parliamentary researchers in the collection development process.

Using the collection development framework developed by Evans and Zarnosky, the PIC should be able to improve its collection development process, including attending to orientation of clients, and proactive communication of material that is relevant to targeted clients. Considering all processes involved in the collection development process will ensure that the strengths and weaknesses of the PIC collection are scrutinised and corrected.

### **6.3.5 Areas for improvement in the PIC collection development**

The following points are suggestions where PIC could make some improvement:

- Improve the procurement process in order to speed up collection development.
- Implementation of a proper client needs analysis.
- Implementation of collection evaluation.
- Involvement of researchers in the selection of PIC material by actively recommending materials for purchase.

Criteria for selection of materials to be included in the collection varies from one library to another, while PIC Collection Development Policy does not mention relevancy and currency, however if this important process is rushed for the sake of quantity this could compromise the quality of material included in the collection. Needs analysis and collection analysis or evaluation are important components of the collection development process.

## **6.4 Recommendations**

This section provides recommendations under the three main issues covered in this study i.e. information needs of the parliamentary researchers, the responsiveness of the PIC collection, and the collection development policy and process.

### **6.4.1 Information needs of parliamentary researchers**

It is recommended that the PIC conduct a proper needs analysis from time to time to establish first the needs of parliamentary researchers; secondly, establish the strengths and weaknesses in the PIC collection; and thirdly, to establish areas of improvement.

A detailed orientation which also includes practical orientation is recommended for PIC to ensure that Parliament Researchers are aware of PIC products and services, and most importantly how and where to access them. Orientation on new products is also recommended.

#### **6.4.2 Responsiveness of the PIC Collection**

The responsiveness of the PIC collection to the information needs of parliamentary researchers differs according to the type of collection. The research findings indicate that certain components of the print and on-line materials of the library collection are responsive whereas others are not. The following recommendations will improve the responsiveness of the PIC collection:

- PIC should establish relationships with government departments. This will ensure that librarians are aware of new government publications and are able to acquire them as soon as they are published.
- PIC should ensure that it acquires all government publications and more publications in subject areas such as art and culture and gender.
- PIC should review the specific requests and needs of the clients (e.g. access to PMG) and acquire material that not only meet the requirements of the specific clients, but also improve the responsiveness of the collection to its broader clientele.

#### **6.4.3 PIC Collection Development Process**

The PIC CDP is aligned to the collection development model by Evans and Zarnosky, however the following is recommended to improve the collection development process:

- PIC should make recommendations to improve the procurement processes in order to speed up acquisition of new library materials, without compromising on quality and relevance of the material.



- The PIC should conduct periodic collection evaluation in order to close any gaps and ensure that its collection continue to be responsive to the information needs of its clients.
- The PIC CDP does not include electronic resources and that it was last updated in 2013. The PIC should update the CDP as required to reflect changes in the collection development strategy or draft a separate policy for electronic resources.

#### **6.4.4 Limitations of the Study**

The study was limited to investigating the responsiveness of the PIC collection to the information needs of parliamentary researchers. The study excluded other researchers employed by political parties at Parliament and other organisations that use the PIC. A broader study covering all researchers using the PIC will provide a broader perspective and understanding of the information needs of researchers and the responsiveness of the PIC to those needs.

#### **6.5 Suggestions for future studies**

The focus of this research was on parliamentary researchers only and on the responsiveness of the PIC collection. As concluded by this study, researchers are more interested in online materials than print materials. Therefore, there is an opportunity for more research that will cover areas not covered by this research. Therefore, the following areas are suggested for future research:

- A follow up study should be conducted after the PIC has implemented the recommendations of conducting the proper needs analysis; orientation customised for parliamentary researchers and has improved the acquisition processes.
- A study to ascertain the impact of the community needs analysis and orientation in the researchers' need for information.
- A comparative study of the information needs of parliamentary researchers in the national parliament and provincial legislatures.
- A study that will focus on the accessibility of online collection and its responsiveness.

- An investigation that will include all researchers in parliament including researchers that are employed by the political parties.
- Investigation that will include all clients of the PIC including all researchers, parliamentarians and parliamentary staff.
- A comparative study of the collection development process at the PIC and provincial or public libraries.

## 6.6 Conclusion

This study investigated the responsiveness of the PIC collection to the information needs of parliamentary researchers. After interpreting data collected from the study, the conclusion is that, this study was able to address the research problem and all the sub-questions. This study also concludes that PIC collection is responsive to the information needs of parliamentary researchers. PIC is encouraged to pay attention in areas such as creating awareness of the collection in the form of orientation customised to suit different types of clients.

The client needs analysis and collection evaluation are very crucial in providing a collection that is responsive to PIC clients. The orientation and client needs analysis provides a two-way communication between the library and the user. The evaluation of the library collection provides important information regarding the strengths and weaknesses of the collection.

The six elements of the Evans and Zarnosky model of collection development are interrelated. Effective collection development may not be achieved if one of these steps is not implemented. The PIC collection like any other library collection should be guided by library standards to ensure that the library collection is credible and effective. The PIC should continuously improve its collection development processes in response to changes in the political and economic environment, and emerging technologies.

The study has demonstrated the critical importance of the responsiveness of the PIC collection to the clients, particularly parliamentary researchers.

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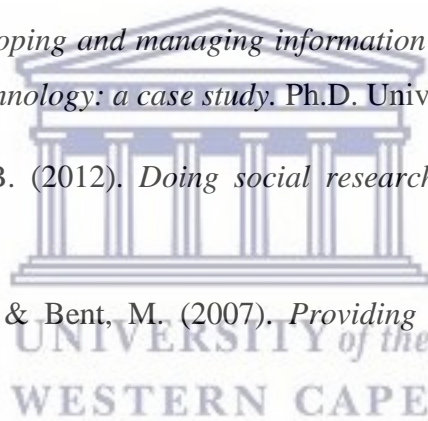
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## Appendix A: Approval of the research project



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### DEPARTMENT OF RESEARCH DEVELOPMENT

17 March 2016

#### To Whom It May Concern

I hereby certify that the Senate Research Committee of the University of the Western Cape approved the methodology and ethics of the following research project by:  
Mrs T Mthembu (Library and Information Science)

Research Project: The responsiveness of the library collection to the information needs of researchers at the Parliament Information Centre of the Parliament of the Republic of South Africa.

Registration no: 15/4/17

Any amendments, extension or other modifications to the protocol must be submitted to the Ethics Committee for approval.

The Committee must be informed of any serious adverse event and/or termination of the study.

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A handwritten signature in blue ink, appearing to read 'Josias'.

*Ms Patricia Josias  
Research Ethics Committee Officer  
University of the Western Cape*

Private Bag X17, Bellville 7535, South Africa  
T: +27 21 959 2988/2948 . F: +27 21 959 3170  
E: [pjosias@uwc.ac.za](mailto:pjosias@uwc.ac.za)  
[www.uwc.ac.za](http://www.uwc.ac.za)

A place of quality,  
a place to grow, from hope  
to action through knowledge



## Appendix B: Permission to conduct research at the Parliament of the Republic of South Africa



**PARLIAMENT**  
OF THE REPUBLIC OF SOUTH AFRICA

KNOWLEDGE AND INFORMATION SERVICES DIVISION  
PO Box 15 Cape Town 8000 Republic of South Africa  
Tel: 27(21) 403 2375 Fax: 27 (21) 403 3523

Parliament: Following up on our commitments to the people

### **MEMORANDUM** **[For Approval]**

**TO:** Mr G Mgidlana  
Secretary to Parliament

**FROM:** Dr Gabriel  
Division Manager: Knowledge and Information Services

**DATE:** 13 June 2016



**SUBJECT: PERMISSION TO CONDUCT RESEARCH IN PARLIAMENT –  
MRS T MTHEMBU, LIBRARIAN**

Dear Mr Mgidlana

#### **1. PURPOSE**

The Secretary to Parliament is request to grant Mrs M Mthembu, a Librarian and bursary recipient at Parliament, permission to conduct research in Parliament as part of her studies towards a Masters degree in Library and Information Science.

#### **2. OBJECTIVES**

Ms Mthembu, a Librarian in the Parliamentary Information Centre Unit, is a bursary holder of Parliament. This request is made in line with the following objectives of Reviewed Policy on Learning and Development in which Parliament must:

- (a) Ensure that employees receive appropriate learning and development to support them in their current roles and cater for their personal development.
- (b) Enable employees to improve their knowledge for their own benefit and for the benefit of Parliament by obtaining necessary educational qualifications.

#### **3. DELIBERATIONS**

##### **(i) Background information and history**

The attached request to conduct research in Parliament was received from Mrs Mthembu.



2016LKG.05.STP.PERMISSION TO CONDUCT RESEARCH IN PARLIAMENT – MRS T MTHEMBU, LIBRARIAN.docx



She is registered for a Masters degree in Library and Information Science at the University of the Western Cape. Her approved topic for the dissertation is titled "The responsiveness of the library collection to the information needs of researchers at the Parliamentary Information Centre of Parliament of the Republic of South Africa".

#### (ii) Significance/Benefits

The primary goal of collection development efforts is to build a collection of resources that supports the information needs of the organization. The benefits that can be reasonably expected to result from the research project include improved subject portfolios of Parliament and quality of research.

### 4. IMPLICATIONS

#### (i) Policy and/or governance implications

This application is governed by the Reviewed Policy on Learning and Development. Mrs Mthembu and Dr S Zinn, the Head of Department of Library and Information Science at the University of the Western Cape, have signed the required research agreement provided by Parliament's Training and Development Unit.

#### (ii) Financial and human resources/personnel implications

- There are no financial or resource implications for Parliament.
- Research to be conducted subject to the exigencies of the office.

### 5. IMPLEMENTATION PLAN

The research to be undertaken will be completed within the timeframe of the attached research agreement.

### 6. RISK IMPLICATIONS AND MITIGATION

Mrs Mthembu has signed the attached research agreement and has agreed to its conditions. There are therefore no risk implications.

7. BENCHMARKING - N/A

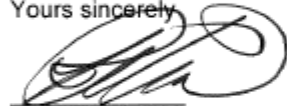
8. RECOMMENDATION

It is recommended that the Secretary to Parliament grant Mrs Mthembu, a Librarian and bursary recipient at Parliament, permission to conduct research in Parliament as part of her studies towards a Masters degree in Library and Information Science at the University of the Western Cape.

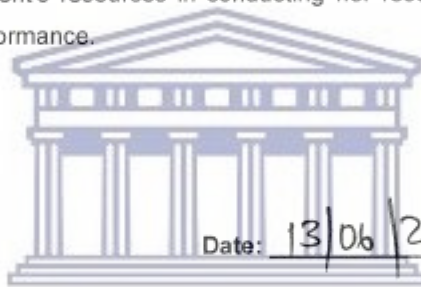
9. DECLARATION

I declare that the information presented above is accurate and that there is no conflict of interest or potential conflict of interest. Furthermore, Mrs Mthembu has given assurance that she will not utilise Parliament's resources in conducting her research and that it will not interfere with her work performance.

Yours sincerely



Dr L Gabriel  
Manager: KISD



Date: 13/06/2016

Recommended  Not Recommended



Mr L Makeje  
Human Resources Executive

UNIVERSITY of the  
WESTERN CAPE


Date: 23/06/2016

Recommended  Not Recommended



Adv M Phindela  
Acting Secretary: Core Business

Date: 11/07/16

<p>APPROVED <input checked="" type="checkbox"/> NOT APPROVED <input type="checkbox"/></p>  <p>MR G MGIDLANA SECRETARY TO PARLIAMENT</p> <p>DATE: 12/07/2016</p>
--



**PARLIAMENT**  
OF THE REPUBLIC OF SOUTH AFRICA

**RESEARCH AGREEMENT**

In respect of the research study to be undertaken by Mrs Thabisile Mthembu

ENTERED INTO BY AND BETWEEN

**SECRETARY TO PARLIAMENT**

(Hereinafter referred to as the "STP")

**AND**

**MRS THABISILE MTHEMBU** (An adult female with identity number [6912240646083]  
residing at [Cape Town])

(Hereinafter referred to as the "Researcher")

**AND**

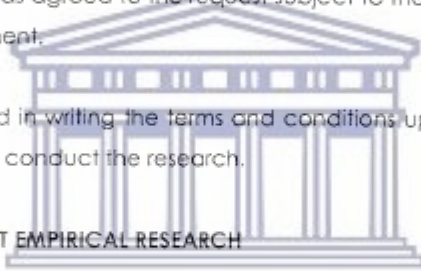
**THE UNIVERSITY OF THE WESTERN CAPE** (A university incorporated in terms of the  
Higher Education Act, 1997, and the statute of the University of the Western Cape,  
promulgated under Government Notice No. 1199 of 20 September 2002, herein  
represented by **Dr. Sandy Zinn**, in her capacity as the Head of Department of Library  
and Information Science at the University of the Western Cape, and she being duly  
authorised thereto)

(Hereinafter referred to as "UWC")

*[Handwritten signatures: S.M., T.A., A.E.]*

**1. INTRODUCTION**

- 1.1. The Researcher is employed at Parliament in the Knowledge and Information Services Section. The Researcher is also currently pursuing a master's degree in Library and Information Science at UWC
- 1.2. The Researcher, as part of her Science, is compiling a research report on the responsiveness of the library collection to the information needs of researchers at the Parliamentary Information Centre of Parliament of the Republic of South Africa ["Research Project"]. The research will be supervised by [Dr Gavin Davis], Lecturer at the Faculty of Art, University of the Western Cape, in his capacity as a research supervisor as appointed by UCW.
- 1.3. The Researcher has requested permission to conduct empirical research at Parliament and the STP has agreed to the request subject to the terms and conditions contained in this agreement.
- 1.4. The Parties wish to record in writing the terms and conditions upon which the STP will permit the Researcher to conduct the research.



**2. PERMISSION TO CONDUCT EMPIRICAL RESEARCH**

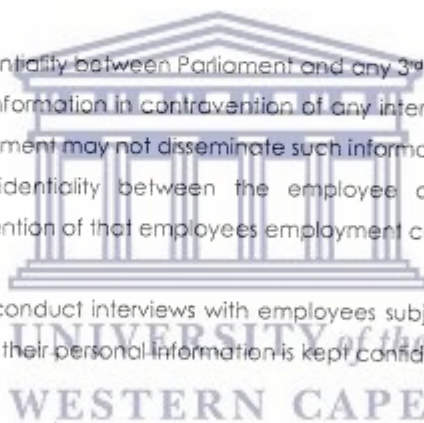
- 2.1. The STP hereby grants the Researcher permission to conduct empirical research as follows:-
  - 2.1.1. One-on-one interviews with selected employees; and
  - 2.1.2. Distribution of a written questionnaire to selected employees.
- 2.2. The permission to conduct research is granted for a period of 12 months from the date of signature of this Agreement.
- 2.3. The STP may terminate this Agreement if he believes that the terms of this Agreement are not being met.

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WESTERN CAPE

 G.M. T.A. 187

### 3. CONDITIONS

- 3.1. The Researcher must submit to participating employees ("Participants") a copy of all interview questions prior to the commencement of interviews as well as a summary of the research topic and purpose thereof.
- 3.2. The Researcher must provide the Secretary, on request, a list of all Participants.
- 3.3. The Researcher must further provide all Participants with a copy of this Agreement and inform them of their right to refrain from participating in the research study.
- 3.4. Participants must further be made aware of the fact that they may be held responsible in the event that their answers give rise to:-
  - 3.4.1. a breach of confidentiality between Parliament and any 3<sup>rd</sup> party;
  - 3.4.2. the release of any information in contravention of any internal policy or law in terms of which Parliament may not disseminate such information; or
  - 3.4.3. a breach of confidentiality between the employee of Parliament and Parliament in contravention of that employee's employment contract.
- 3.5. The Researcher may only conduct interviews with employees subject to their written consent and provided that their personal information is kept confidential.
- 3.6. A Participant may withdraw their participation at any time and may request, at any stage before submission of the research paper, that their inputs not be utilised.
- 3.7. The Researcher must ensure that the identity of participants is protected and that the context in which information is presented does not allow a 3<sup>rd</sup> party to deduce the identity of the participant.



Page 3 of 5

*[Handwritten signatures]*  
G.M. T.A. 187



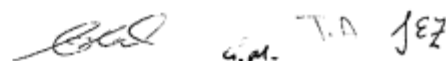
- 3.8. The Researcher may not present any views of Participants as being the views of Parliament.
- 3.9. The Researcher must conduct research in such a manner so as not to interfere with the ability of Participants to complete their work and should ideally be conducted after hours or during lunch breaks.
- 3.10. UWC must ensure that the Researcher obtains all necessary consents from participants and does not publish any of their personal details without their expressed consent.

#### 4. PUBLICATION

- 4.1. Should UWC wish to publish the results of the Research Project carried out pursuant to this Agreement, UWC shall provide the STP with a copy of the proposed manuscript intended for publication. The STP shall be provided a period of 45 (forty five) days within which to review the proposed publication and to notify UWC in writing should it believe that such publication contains confidential information disclosed by the Participants. UWC, in such an event, shall provide the STP with an alternative version of the manuscript which is acceptable to both Parties and which the Parties in writing agree may be published. In the event that the Parties cannot reach an agreement, UWC undertakes not to publish that portion of the results of the Research Project which contains confidential information as identified by the Secretary to Parliament.

- 4.2. For the purposes of clause 4.1 "confidential information" shall mean all forms of copyright, design right, whether registered or unregistered, patent, patentable material, trademarks, know-how, trade secrets, rights in databases, personal information of individuals, data, mathematical formulae, specifications, diagrams, expertise, techniques, computer software and programs and any information classified as confidential, secret or restricted in terms of any government policy or law.

Page 4 of 5

Handwritten signatures and initials, including a large signature on the left, the initials 'G.M.' in the middle, and 'T.A. J.E.Z.' on the right.



4.3. No Party shall be entitled to delay the submission and examination of theses and dissertations or the awarding of degrees, other than for the purpose of obtaining patent protection for patentable subject matter contained in a thesis or dissertation, in which case such delay shall be limited to period not exceeding 60 (sixty) days.

4.4. It is recorded that it is a policy of UWC that theses and dissertations may not be kept confidential and that they are disclosed publicly when submitted for examination.

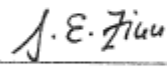
THUS agreed to and signed at CAPE TOWN on this 15<sup>th</sup> day of July 20 16

  
\_\_\_\_\_  
Mr. G. Madlana  
Secretary to Parliament  
(Duly authorized thereto)

AS WITNESS:

1. \_\_\_\_\_

THUS done and signed at UWC on this 30 day of May 20 16

  
\_\_\_\_\_  
[Dr Sandy Zinn] UWC  
(Duly authorized thereto)



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AS WITNESSES: -

1.   
\_\_\_\_\_

THUS done and signed at Cape Town on this 27 day of May 20 16

  
\_\_\_\_\_  
Mrs. Thabisile Mthembu

1.   
\_\_\_\_\_

Page 5 of 5

 TD 1E7

## Appendix C: Information sheet



### Department of Library and Information Science

Dear Colleague,

I would like to invite you to take part in the interviews I will be conducting for an academic research in fulfilment of my studies for a Master's Degree in Library & Information Science at the University of the Western Cape.

The topic of my research project is **"The responsiveness of the library collection to the information needs of researchers at the Parliament of the Republic of South Africa"**

My research focuses on Parliamentary Researchers, but I will be conducting interviews with certain Librarians who were randomly selected in order to triangulate data collected from Researchers. The interview should not take longer than 15 minutes. Your responses will be treated confidential and shall only be used for purposes of this study.

Kindly sign the attached consent form if you agree to take part in this study. Your decision to take part in this study is entirely voluntary.

Please note that the necessary approvals were obtained from the Chief Librarian, Research Manager, and Secretary to Parliament to conduct this research on the said topic.

If you have any questions on the study you can contact:

Thabisile Mthembu at [tmthembu@parliament.gov.za](mailto:tmthembu@parliament.gov.za) or my supervisor Dr Gavin Davis at [gavin.davis58@gmail.com](mailto:gavin.davis58@gmail.com)

Your participation in this regard is greatly appreciated.

Yours sincerely,

Thabisile Mthembu

## Appendix D: Online Questionnaire

The responsiveness of the library collection to the information needs of parliamentary researchers at the Parliamentary Information Centre of the Republic of South Africa

Dear Colleague,

I would like your assistance in this academic research study by answering the attached questionnaire. The survey is part of my research for a Masters in Library & Information Science at the University of the Western Cape.

The closing date for completing the questionnaire has been extended due to low response. Once again I would like to appeal to you to assist me in my research by completing the questionnaire. Thank you so much so much to those colleagues who have already done so.

The topic of my research project is "The responsiveness of the library collection to the information needs of researchers at the Parliament of the Republic of South Africa"

Your decision to take part in this study is entirely voluntary. Please note that the necessary approvals were obtained from the Chief Librarian and Research Manager in order to conduct this research on the said topic.

If you decide to take part in this survey, the questionnaire should take you about 15 minutes to complete. Please answer the questions in the spaces provided. If you wish to add further comments, please feel free to do so. You will note that you are not asked to include your name anywhere on the questionnaire. Your responses will be treated confidential and shall only be used for purposes of this study.

I hope that you will find completing the questionnaire simplistic and enjoyable.

If you have any questions on the study you can contact:

Thabisile Mthembu at [tmthembu@parliament.gov.za](mailto:tmthembu@parliament.gov.za) or  
my supervisor Dr Gavin Davis at [gavin.davis58@gmail.com](mailto:gavin.davis58@gmail.com)



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If :

You confirm to have read and understood the information in the sheet and agree to take part in this research. You understand that your participation is voluntarily and you are free to withdraw at any time without giving any reason, then proceed to answer the questions and submit your completed questionnaire by clicking "Submit"

Your participation in this regard is greatly appreciated.

Yours sincerely,

Thabisile Mthembu

# Section A. General Information

Description (optional)

1. Please indicate the approximate number of years that you are in your current job. (Please tick the appropriate box) \*

- 1 year or less
- 2-5 years
- Longer than 5 years
- Other

2. What is your subject area/s? (Please tick the appropriate box)

- Arts & Culture
- Economics
- Education
- Finance
- Gender
- Health



- International affairs
- Justice
- Parliamentary affairs
- Public accounts
- Public service
- Trade
- Security
- Social affairs

3. How important is general access to information in your job? (Please tick the appropriate box)

- Very important
- Important
- Less important
- Not important



4. Have you received orientation in using the library collection? (Please tick the appropriate box)

Yes

No

4.1 If yes, please explain the kind of orientation.

Long answer text

section 2 Continue to next section

Section 3 of 7

## B. The Library Usage

Description (optional)



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1. Do you make use of the library for work-related information? (Please tick the appropriate box)

Yes

No

1.1 If yes, please explain.

Long answer text

---

2. How do you prefer to access the library services? (Please tick the appropriate box)

- Online
- Visit the library

3. How often do you make use of the library? (Please tick the appropriate box)

- Daily
- Two to three times week
- Once a week



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Two to three times a month

Once a quarter or less

4. Are you aware of different types of materials in the collections of the library?  
(Please tick the appropriate box)

Yes

No

4.1 If yes, please explain what kind of materials.

Long answer text

section 3 Continue to next section

Section 4 of 7



## C. Usage of the Print Collection

Description (optional)

1. Please indicate which of the print collection/s you have used? (Please tick the appropriate box or boxes)

- General Collection
- Reference Collection
- Africana Collection
- Jardine Collection
- Mendelssohn
- Boer-War Collection
- Journals

2. How often do you make use of the print collection? (Please tick the appropriate box)

- Daily
- Two to three times a week
- Once a week
- Two to three times a month



Once a quarter or less

Never

3. Please indicate the responsiveness of the following library print collections to your needs? (Please tick the appropriate box)

\*

	Very responsive	Responsive	Somewhat responsive	Not responsive	Don't know
General collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boer-war collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jardine collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mendelssohn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

section 4 Continue to next section



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Section 5 of 7



## D. Online Resources

Description (optional)

1. Please indicate which of the online collection/s have you used? (Please tick the appropriate box or boxes)

- Electronic journals
- E-Books
- Online newspapers
- Online magazines
- Databases

2. How often do you make use of the following electronic collection? (please tick the appropriate box)

- Daily
- Two to three times a week
- Once a week
- Two to three times a month
- Once a quarter or less



1. Please indicate which of the databases have you used? (Please tick the appropriate box or boxes)

- Constitutions of the World
- EBSCOHOST
- Econlit
- Europa World Plus
- OECD iLibrary
- Political Science Direct
- Press Display
- Research channel
- Sabinet
- Sipri
- World bank eLibrary



Never

3. Please indicate the responsiveness of the following print electronic collections to your information needs? (Please tick the appropriate box or boxes)

	Very responsive	Responsive	Somewhat responsive	Not responsive	Don't know
Academic journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Previous section 5 Continue to next section

Section 6 of 7



UNIVERSITY of the  
WESTERN CAPE

## E. Databases

Description (optional)

1. Please indicate which of the databases have you used? (Please tick the appropriate box or boxes)

- Constitutions of the World
- EBSCOHOST
- Econlit
- Europa World Plus
- OECD iLibrary
- Political Science Direct
- Press Display
- Research channel
- Sabinet
- Sipri
- World bank eLibrary





...

2. How often do you make use of the above databases? (Please tick the appropriate box)

- Daily
- Two to three times a week
- Two to three time a month
- Once a quarter or less
- Never

3. Please indicate the responsiveness of the library databases to your information needs? (Please tick the appropriate box or boxes)

	Very responsive	Responsive	Somewhat responsive Not responsive	Not responsive	Don't know
Constitutions of the World	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ebscohost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Econlit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Europa World Plus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OECD iLibrary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political Science Direct	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Research Channel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sabinet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sipri	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
World Bank eLibrary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

er section 6 **Continue to next section** ▼

Section 7 of 7



## F. Subject Coverage

Description (optional)



1. How will you rate the coverage of the following subject areas? ( Please tick the appropriate box or boxes)

	Very responsive	Responsive	Somewhat responsive	Not responsive	Don't know
Academic journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International affairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Justice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parliamentary affairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public accounts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social affairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How will you rate the overall coverage of the library collection? ( Please tick the appropriate box or boxes)

- Excellent
- Good
- Fair
- Poor
- Don't know



Not applicable

3. In your opinion would you say that the library collections are responsive to your information needs? (Please tick the appropriate box)

Yes

No

If no, what are the areas for improvement?

Long answer text

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5. Any other comments?

Short answer text

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## Appendix E: Interview Questions

1. How do you practice collection development?
2. In your opinion, does the PIC collection respond to researcher's information needs?
3. What type of material does the PIC collect?
4. What are areas of improvement in the PIC collection development?



## Appendix F: PIC Collection Development Policy



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Reviewed Policy on Library Collection Development



UNIVERSITY of the  
WESTERN CAPE

MJ MAHLANGU  
CHAIRPERSON: NCOP

Date: 26/08/09.

MV SISULU  
SPEAKER: NA

Date: 21/08/09



Reviewed Policy on Library Collection Development



Approved

UNIVERSITY of the  
WESTERN CAPE

MJ MAHLANGU  
CHAIRPERSON: NCOP

Date: 26/08/09.

MV SISULU  
SPEAKER: NA

Date: 21/08/09





## Policy on Library Collection Development


### 1. Introduction and Background:

The Library of Parliament provides information resources and research for employees and Members of Parliament, and in so doing must ensure that the collection of the library is developed.

The Library Collection Development, also known as collection or materials management, involves the identification, selection, acquisition, weeding, discarding and evaluation of a collection of library resources (print and non-print material) that must satisfy the information needs of Members of Parliament and employees.

This policy aims to guide employees on the process of collection development and to ensure that the Library is constantly rejuvenated with accurate, reliable and up to date information to support the values and vision of Parliament.

### 2. Definition of Terms:



Basic level	– A highly selective collection, which serves to introduce and define the subject for limited or generalised purposes
Comprehensive level	– A collection in which the library endeavours to include all significant works of recorded knowledge
Document delivery	– A method for libraries to provide access to individual articles from journals or other sources without subscribing to the journal itself
Monograph	– A bibliographic item either complete in one part, or intended to be completed in a finite number of separate parts
Periodicals	– Serial titles that are published twice or more times annually and are catalogued and shelved in the periodicals stacks
Secretary	– Secretary to Parliament – Head of Administration of Parliament – Accounting Officer
Selection	– Refers to the decision that must be made to add, retain, or withdraw a given item. Selection does not indicate Library endorsement

- Serials – A publication in any medium, issued in successive parts, bearing numerical or chronological designations and intended to be continued indefinitely
- Special collection – Includes the African collection, videos, CD's CD-ROM's, DVD's, Artworks, Maps, Manuscripts and Paintings
- Weeding – Refers to the deselection of material from the collection

**3. Policy Statement:**

Parliament will develop, collect, acquire, weed and dispose of its library resources in line with the vision of Parliament in a fair and transparent manner.

**4. Purpose:**

- a) To provide guidelines on the management and selection of library material;
- b) To provide a point of reference for employees to consult when deciding on whether to acquire, discard or reject an item;
- c) To ensure coordination and consistency in the selection, weeding and disposal of materials;
- d) To serve as an instrument for responding to client needs and demands;
- e) To indicate priorities in library collection development;
- f) To serve as a tool that will guide employees in the material that should be weeded/deselected and disposed.

**5. Scope of Application:**

This policy applies to employees of Parliament.

**6. Objectives:**

- a) To maintain and develop the library's resource capability for the provision of information and research to Members of Parliament and employees
- b) To provide the information resources in print and non-print media necessary to carry out Parliament's functions.
- c) To provide a broad based and diverse collection that can support the functions of Parliament.

**7. Legislative Framework and Mandate:**

- a) The Constitution of the Republic of South Africa, 1996
- b) The Promotion of Access to Information Act (Act No. 2 of 2000)
- c) The Legal Deposit Act (Act No. 54 of 1997)
- d) The National Archives and Record Service of South Africa Act (Act No. 43 of 1996)
- e) The Electronic Communications and Transactions Act (Act No. 25 of 2002)

## **8. Policy Provisions:**

### **8.1. Selection**

- 8.1.1 The selection of materials must be directed towards the development and maintenance of an outstanding and well-balanced collection.
- 8.1.2 The library must represent a diversity of expressions and points of view in its collection.
- 8.1.3 The views of Members of Parliament and employees may be considered in the selection of library materials.
- 8.1.4 The library material must be selected to support the functions of Parliament and to meet the needs and interests of Members of Parliament and employees.
- 8.1.5 Donations can be accepted only if they fall within the collection priorities or they add strength to the collection and in accordance with the Policy on Code of Ethics and Conduct for Employees.

### **8.2. Acquisition**

- 8.2.1 The library must acquire all material selected and requested by Members of Parliament and employees through:

- a) Purchase;
- b) Legal deposit;
- c) Exchange programme; and
- d) Gifts and Donations.

- 8.2.2 The library must purchase materials of a quality that will withstand expected use.

- 8.2.3 Soft covers must be preferred over hard covers.

- 8.2.4 The library may contract with commercial database providers to obtain access to bibliographic, numeric and full-text databases.

### **8.3. Duplication and replacements**

- 8.3.1 Library materials must be replaced when lost, missing, worn, mutilated, or defective.

- 8.3.2 Duplication of the collection must be avoided except for:

- a) Materials continued or replaced in another format;
- b) Duplicate copies are only kept or acquired if there is a demand or anticipated demand for the material;
- c) If the material is damaged, lost or missing, a duplicate copy may be acquired depending on the availability of funds and usage patterns;
- d) Rebinding must be preferred over replacement for expensive in-print titles; and
- e) Deteriorating items must be reviewed for replacement before discarding.



#### **8.4. Weeding or deselection policy**

- 8.4.1 Materials must be continuously weeded in order to maintain an up to date, useful and accurate collection.
- 8.4.2 The library must systematically remove obsolete, duplicate and damaged material from the collection.
- 8.4.3 Materials withdrawn from the collection must be reported to the Control Librarian: Processing and indexing, to be noted in the catalogue.

#### **8.5. Disposal**

- 8.5.1 All materials deselected or weeded from the collection must be disposed as determined by the Secretary from time to time.
- 8.5.2 The provisions of subsection 5(2) and subsection 7(5) of the Legal Deposit Act (Act No. 54 of 1997) must be taken into account when disposing the material (see Annexure A).

#### **9. Roles and Responsibilities:**

- a) It is the responsibility of the Chief-Librarian to determine the direction, purpose, and scope of collection development.
- b) It is the responsibility of the Chief-Librarian to implement this policy and develop procedures to support this policy.
- c) Employees share the responsibility of adhering to and putting into effect this policy.

#### **10. Breach of Policy:**

Any breach of this policy may lead to a disciplinary action in terms of the Disciplinary Procedures of Parliament, up to and including termination of employment.

#### **11. Communication:**

This policy must be made available upon request to employees in any of the eleven (11) official languages, sign language and Braille.

#### **12. Dispute Resolution:**

- a) Employees not satisfied with the application of this policy may follow the grievance procedure and/or dispute resolution procedure.
- b) Members of Parliament not satisfied with the application of this policy may follow the grievance procedure and/or dispute resolution procedure.

#### **13. Review of Policy:**

This policy must be reviewed as and when the need arises.

**14. Date of Effect:**

The policy will be effective on the date on which it is signed by the relevant authority.

**15. Monitoring and Evaluation:**

The Policy Management Unit (PMU) must monitor the implementation and evaluate the impact of this policy.



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**Annexure A**

**LEGAL DEPOSIT ACT 54 OF 1997**

Subsection 5(2) and Subsection 7(5)

**Section 5**

(2) If a place of legal deposit does not require a particular document, or a particular category of documents, to which the provisions of section 2 (1) apply; the head of such place of deposit may exempt the publisher in writing from the obligation to supply a copy of such document or category of documents to that place of legal deposit.

**Section 7**

(5) Notwithstanding subsections (1) and (2), the head of a place of legal deposit may, on the recommendation of the Committee-

- (a) dispose of;
- (b) omit from catalogues or inventories;
- (c) omit from a national bibliography; or
- (d) impose restrictions on access to certain categories of documents supplied in terms of section 2 (1) to one or more places of legal deposit.



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