

Karen Finer [Prezi Presentation](#) Transcript

Transcript of IFLA 2013

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The EP Library (-2011)

Supporting Members: European Parliament Library services, 2011-

Focus on Members

Efforts to understand how Members' use information;

- * limited time - limited information
- * 'sufficient' vs 'full information'
- * libraries should focus on information used, not produced

The challenge

A "New Concept" for the EP Library;

- * initiated by EP political authorities in 2011
- * increase the value of the Library for individual Members

In comparison to some national services, the EP Library;

- * produced less analytical content
- * was not as close to its Members

Delivering analytical content

- * increase scope/range of Library products
- * ensure ease of use and speed of response
- * remember the intended end-use
- * adapt timing and format

Increased visibility/accessibility

Creating partnerships with Members;

- * providing a unique package of services
- * 'account management' pilot project

Bringing the Library closer to Members;

- * social media
- * pop-up library
- * cultural events

The results

- * work in progress

- * greater awareness of Library brand
- * feedback from Members
- * increased external visibility

The achievements

- * steady increase in demand
- * high client satisfaction
- * analytical service launched in 2008
- * good track record for following best practice

.... successful in professional terms

'New concept' programme (2011-2014);

- * engaging with Members by bringing Library services closer
- * increasing visibility and accessibility to Members
- * building knowledge capital for the Parliament

... focus on delivering VALUE for Members

VALUE

- what is it?
- defined by Members themselves
- increase utility / lower the cost

The future

- * preparation for EP elections 2014
- * new EP organisation
- * continued focus on value for Members
- * new skills for staff

Thank you for the attention