

## **Karen Finer [Prezi Presentation](#) Transcript**

### **Transcript of IFLA 2013**

**29th IFLA Pre-Conference of Library and Research Services for Parliaments  
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**Karin Finer, Library of the European Parliament**

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