

Innovative strategies to meet parliamentarians' changing needs

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Structure

INNOVATION PROCESS

KEY STRATEGIES

EMERGING TRENDS

OUTLIERS

1. Innovation process
2. Key strategies
3. Emerging trends
4. Outliers



What is an innovation?

INNOVATION PROCESS

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OUTLIERS

- Parliamentary libraries are diverse
- Resources and functions vary
 - e.g. some have public information function, others not
- Range from traditional library service to information and research services with ‘no library’
- **A basic service in one parliament can be an innovation in another**



Kinds of innovation

INNOVATION PROCESS

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1. New services
2. New approaches to old services
 - e.g. switch from paper to electronic delivery
 - better quality, greater efficiency
3. New marketing approach
 - (e.g. existing services to new clients)



Understanding Members' needs

INNOVATION PROCESS

KEY STRATEGIES

EMERGING TRENDS

OUTLIERS

- Closeness to customers
- Integration with Members' work
- Feedback – formal and informal
- Market research
 - Focus groups
 - Surveys
- Aim – to develop services adapted to specific needs



The innovation process

INNOVATION PROCESS

KEY STRATEGIES

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OUTLIERS

- Change management & flexibility
- Management of knowledge & creativity
- Collaboration
- Some libraries:
 - Special management processes
 - External support
 - “Innovation unit”



Service quality & value

INNOVATION PROCESS

KEY STRATEGIES

EMERGING TRENDS

OUTLIERS

- Customer-friendly services working to defined standards
- Focus on achieving measurable outcomes, on value
- Streamlining & simplification
- Flexibility
- Collaboration, sharing knowledge
- Partnerships



Reducing information overload and raising information quality

INNOVATION PROCESS

KEY STRATEGIES

EMERGING TRENDS

OUTLIERS

- Speed, brevity, clarity: products for clients
- Targeted, customised updates
- Professional approach to information quality



Improving access to information

INNOVATION PROCESS

KEY STRATEGIES

EMERGING TRENDS

OUTLIERS

- Intranets and databases
- Federated searching
- Better access to
 - government information
 - international information (law & country information)
- Institutional documentation
 - Historical information



Enabling

INNOVATION PROCESS

KEY STRATEGIES

EMERGING TRENDS

OUTLIERS

- Training Members' and their intermediaries to be more effective in their information work
- Working with Members and IT
- Design for self-service
- Leveraging of information expertise



Information for politics

INNOVATION PROCESS

KEY STRATEGIES

EMERGING TRENDS

OUTLIERS

- Media monitoring (institution and individual Members)
- Constituencies – media monitoring, socio-economic profiles
- Evaluation of policy issues and policies



Convergence library/research

INNOVATION PROCESS

KEY STRATEGIES

EMERGING TRENDS

OUTLIERS

- Libraries offer not just references but guides, summaries and overviews
- Research - shorter briefing papers to fast response times
- Libraries are converging with research
- More subject specialisation



Integration

INNOVATION PROCESS

KEY STRATEGIES

EMERGING TRENDS

OUTLIERS

- Libraries traditionally a reactive support service – client expresses the need but
 - Information is more useful at the start of a project
 - Identifying information needs is easier inside a process or project
- Integration in work processes
- (Legislative) project teams



Knowledge sharing and 'OpenParl'

INNOVATION PROCESS

KEY STRATEGIES

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OUTLIERS

- Web 2.0 – sharing knowledge
 - Inside libraries
 - Inside parliaments
- Communicating with citizens
- New forms of participation and engagement
- Library as support or actor
- Back to the future?



Service anywhere

Audio-visual services

INNOVATION PROCESS

KEY STRATEGIES

EMERGING TRENDS

OUTLIERS

- Members are mobile – can their information service follow?
- Members (and citizens) might prefer to listen/look rather than read
 - Audio briefings
 - Podcasts
 - Video (e.g. YouTube)



Contracting expertise

The non-partisan partisan

INNOVATION PROCESS

KEY STRATEGIES

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OUTLIERS

- Research function to increasingly become an 'intelligent client' for contracted-in expertise?
- Tradition of non-partisan, objective information BUT Members often want politically useful information

