The study tour for librarians and archivists from the Cambodian Parliamentary Library was supported by CDI and conducted as part of the UNDP funded *Capacity Development of the Cambodian Parliament Support Program*. Through exposing participants to archive and library systems outside Cambodia, the study tour aimed to guide managers of the Parliamentary library and archives towards the Cambodian Parliament's strategy of providing quality service of information. In particular the study tour concentrated on library and archive structures and policies, services provided to Parliamentarians, E-library systems and records management systems. The study tour exposed participants to Parliamentary libraries with digital expertise and established service delivery to Parliamentarians and staff and exposure to Government institutions that maintained their own library and archive.

The study tour also aimed to encourage participants to effectively plan for the institutional strengthening of their library and archives. In particular, to establish practices and systems that would aid in providing quality service to parliamentarians. Participants were able to establish contact with other records and archives professionals. This facilitated the exchange of ideas and information that could be applied to the Cambodian context and created an awareness of the importance of developing Cambodia's Parliament.

**PARTICIPANTS**

**National Assembly:**
- Mr. Chhut Khoeuth, Deputy Chief of Archive Office of the General Secretariat of Cambodian's National Assembly.
- Mr. Chhiv Thet, Deputy Director of Department of Human Resource Development of the General Secretariat of Cambodian's National Assembly.

**Senate:**
- Mr. Santo Voeuk, Assistant to the Secretary General, Director of the Senate Library.
- Mr. Sok Rithy, Manager of Khmer and English reading department, Senate Library.

Participants were accompanied by Peter Arfanis, Consultant Archivist and Margaret Bywater, Consultant Librarian, co-authors of *Cambodian Parliamentary Libraries and Archives - Strategic Plan*.

**PROGRAM FOR THE STUDY TOUR**
The study tour took place from 18-26 April 2004 and the following institutions were visited:

Monday 19th  New South Wales Parliamentary Library and Archives
Tuesday 20th  Powerhouse Museum and State Records NSW
Wednesday 21st  National Library of Australia
Thursday 22nd  Federal Parliamentary Library
Friday 23rd  National Archives of Australia and ACT Legislative Assembly Library
Monday 26th  Victorian Parliamentary Library

Areas of particular relevance to the Cambodian delegation are outlined below. Many of these could be considered activities, services, or policies that can be implemented or improved upon for the Cambodian Parliament Library and Archives.

New South Wales Parliamentary Library and Archives
Participants were met by Mr. Greg Tillotson, Manager Reference Services and Mr. Robert Lawrie, Parliamentary Archivist. Points of interest were:

Library
• The Library's primary function is to serve NSW Parliamentarians.
• The Library has a research section which also reviews bills for Members.
• Library staff are available to answer questions for Members.
• The Library provides a digital press clipping service which Members access via intranet.
• The Library has a media monitoring service and provides copies of news segments and current affairs programs of interest to Members.
• The Library strives to impress Members since Members are the ones to ensure the library receives adequate funding.

Records and Archives
• The NSW Parliament keeps its own archives.
• It has made arrangements with State Records NSW Authority to keep their own archives.
• The Archives are available to Members, with some restrictions.
• Archives older than 30 years can be consulted by the general public.
• Archives are stored in compactuses, in air conditioned storage.

Powerhouse Museum
Participants were met by Archivist Ms. Helen Yoxall, Ms. Margaret Rafferty, Librarian, and Ms. Margaret Adamson, Records Manager. Points of interest were:

Library
• The library focuses on supporting the staff and curators of the Museum and this is reflected in the libraries collection management policy.
• The range of subjects covered by the library is representative of the objects that the museum collects.

Records and Archives
• The Museum has a central records office that uses the Trim records management software to create, control, and track museum records.
• The archives section keeps its own archives and collects archives that support the collections of the Museum.
• The Museum allocates considerable resources to conservation management and employs a part-time paper conservator.
• The range of material and media collected by the archives is diverse.

State Records New South Wales
Participants were met by Ms. Christine Yeats, Manager Public Access; Ms Rowena Loo, Executive Officer; Ms. Amanda Barber, Manager Government Record Keeping; and Mr. Alan Ventress, Associate Director. Points of interest were:
• State Records only collects archives from NSW State Government Agencies.
• It has developed general and service specific disposal schedules.
• It produces a range of publications to guide staff of State agencies in the management of State records. Publications relate to conceptual frameworks, policies, legislation standards, best practice, procedures, training and preservation.
• Many of their publications are available off the internet including the Government Recording Keeping Manual.
• It provides archive services to the general public.
• The role of disposal schedules in assessing the life of a record was highlighted.

National Library of Australia
Participants were met by Ms. Jan Fullerton, Director General NLA, Ms Amelia McKenzie Director Asia Collections, Elizabeth Dracoulis Reader Services Branch, Fran Wilson Manager Reading Rooms Information Services Branch, Margaret Kennedy Manager Development Project, Resource Sharing Division and Heidi Pritchard Manager, Events and Education. Points of interest were:
• NLA has the largest and most diverse collection of any Library in Australia. NLA maintains and develops the National collections of material relating to Australia and the Australian people.
• Collections include books, serials, maps, music, and online publications including manuscripts, pictures and oral history.
• ‘Picture Australia’ is a database of photographs and pictures on all aspects of Australian life.
• East and Southeast Asian publications including books and newspapers are part of the 500,000 volumes available from the Asia Collections reading room.
• Maintains a collection of Khmer language publications from Cambodia in other languages.
• Maintains ‘Pandora’, an archive of 5,000 selected Australian online journals, government publications and websites of research or cultural interest.
• Encourages resource sharing through the National bibliographic database KINETICA in association with 1200 participating Libraries.
• Participates in “Ask Now”, an Australian collaborative chat reference service operated jointly by NLA and the State libraries providing a Reference service to anyone anywhere.

Federal Parliamentary Library
Participants met Dr. June Verrier, Assistant Secretary of Information Research Services (IRS), Ms Judy Hutchinson, Manager of Client Relations, Nola Adcock, Deputy Assistant Secretary IRS, Roslyn Membrey, Manager of Resource Development (Resource Management Services), Indra Kuruppu, Information Specialist of Economics, Commerce and International Relations, IRS, Dr Frank Frost, Special Director for Foreign Affairs Defence and Trade (IRS), Michael Ong and Andrew Chin both Research Specialists for Foreign Affairs, Defence and Trade (IRS), Margaret Cazabon, Web/Intranet Manager, Ms Gail Khong, Information Manager (Resources
Management Services), and Ms Leanne Thompson, Manager of Subject Access (Resources Management Services). Points of interest were:

- The Library research service provides information, analysis and advice for Senators, members and parliamentary staff. Information is confidential, quick, accurate, personal and available 24 hours, everyday. The library is not open to the public.
- E Library services, accessible to Library clients via the Intranet all research notes and papers, bills digests, electronic briefs, subject resource guides, newspaper clippings, press releases, journal articles.
- Webcat Library catalogue on the Intranet provides access to all information resources in the Library collection print, multi media, electronic books, journals and databases.
- It’s new a print and e publication produced weekly which advertises new print & electronic resources, arranged by subject, available for Library clients. Includes books & reports, journal & magazine articles, bills digests new Library publications Transcripts of radio & TV programs, press releases, press clippings.
- Media monitoring and transcription services records TV & Radio programs and provides transcripts on request to Library clients.
- Parliamentary Library publishes Research notes, Current issues briefs and Research papers. E-briefs are produced only in electronic form.
- The Alert service is a current awareness service provided to Library clients on request. The service is designed to meet specific needs of individual users who provide their own profile specify subjects, information formats, and desired frequency of emailed “Alerts”.
- Audio briefs provide information in CD format. This service was developed for Members & Senators who found they had insufficient time to read, but welcomed the opportunity to “listen” to briefings especially during long hours spent travelling to and from their electorates in country areas.
- We received copies of in house Library tools such as Subject Thesaurus, Selection Guidelines for Journal articles and Selection Guidelines for Newspaper clippings.
- The Parliamentary library is exempt from Copyright restrictions when providing information for the use of members.
- All information provided to Members is confidential.

National Archives of Australia
Participants were met by Danielle Wickman and Margaret Kenna Director Public Programs and other National Archives staff. Points of interest were:

- Importance of the role of the National Archives of Australia in preserving the documentation of Australian constitutional and democratic history is portrayed through the federation Gallery.
- NAA conducts research and development on the management of electronic or digital records.
- Uses the Trim records management system to manage records.
- A “paperless office”: all in-house records are made and stored digitally.
- National Archives assists Federal Government agencies by developing policies, standards, guidelines and providing training and advice about modern record keeping.
- Need to build systems that ensure valuable records survive.
- Holds regular exhibitions on aspects of Australian history drawing on its collection.
**ACT Legislative Assembly Library**
Participants were met by Brenda Thompson and two assistants in the Library. Points of interest were:

- The Library serves the Legislative Assembly, the ACT local government authority.
- Aims to provide high quality responsive research and information to its clients.
- Provides current awareness services designed to meet the specific needs of members.
- Information is available digitally through the Library's online catalogue.
- Provides Media monitoring and distribution service for members on matters relating to the governance of ACT.

**Victorian Parliamentary Library**
Participants were met by Gail Dunstone Parliamentary Librarian, Patrick Gregory Deputy Parliamentary Librarian and Gregory Gardiner, Senior Research Officer. Points of interest were:

- Modern library with high quality IT services, small number of staff, focused collection.
- Modern intranet “Parlynet” provides information including access to databases, digest of newspaper and media coverage direct to member's laptops, wherever they are in their electorate office, at home or in the parliament. Provides a service whereby Members are able to help themselves.
- Library provides an educational service for schools and the community teaching the value and function of the parliamentary system, the role of parliamentary members and responsibilities of the electorate.
- Library focuses on supporting Parliamentary Committees, providing citations, interlibrary loans and training.
- Information is distributed equally to both the Government and opposition.
- The Library is active in collecting publications and reports from other Government agencies to ensure that Members are up to date with State Government activities.

**CONCLUSIONS**
The group visited eight different institutions varying in size and capacity. Each institution had its own focus and way of providing information services to clients. At each site we observed the collection and delivery of a range of Library resources from print and paper, video and audiocassette, to digitized documents being provided online to clients. In one parliamentary library the delegation watched a Member of Parliament read the latest news on his laptop and then talked with the staff who provided the access to this information. Various libraries used different methods of dealing with media monitoring. Some have their own departments that provide a specialized service to members, while others use commercial media monitoring to meet their needs. Each of the Libraries was pro-active in providing a “value added” service for their clients. Libraries are no longer content to sit and wait for clients to come to them. Instead they focus on providing information that their clients need in the most appropriate format. At the same time, they take steps to ensure that potential clients are aware of the services the Library has to offer.

The study tour looked at different records management systems and the role of Archives in preserving and making records available. The Archival institutions placed strong emphasis on the development of sound records management systems as a basis for the development of Archives. Considerable effort is placed on the problem of storing electronic generated records, such as emails, that ensure the record is not lost. The record or archive as a tool for holding people accountable was continually emphasised. Policies ensure that Record disposal is undertaken according to appropriate guidelines. National and State Archives also play a role in teaching the public to value and preserve the historical record of the country and its institutions.
What can Cambodian Parliamentary Library staff learn from this study tour?

Parliamentary Libraries and Archives are special institutions and play a vital role in developing democracy and good governance. Their primary purpose is to support Members and Committees of Parliament and to continually find ways to improve their service to the Parliament. Established libraries and archives such as those visited in Australia demonstrate a genuine interest in helping new institutions to develop. The Cambodian participants now possess a more clear idea of the role of libraries and archives and the differences and similarities between the two.

In each institution we saw the impact of new technology on the delivery of client services within libraries and archives. New technology requires librarians and archivists to acquire new skills, new equipment and new ways to relate to their clients. Professionals need to impart knowledge on how to access information. This can include teaching research skills for using the Internet to access articles in databases.

The Parliamentary Library of Cambodia could consider not only improving or establishing activities such as research, media monitoring, and press clipping service but also encourage members to use the library services and to impress on them the importance of supporting the library. This latter point is a particularly challenging aspect of the Parliamentary Library's development. Overall, we acknowledge that the institutional strengthening and capacity building of a library and archives service should also include those people who are considered the client group - the Members and Committees of Parliament.

Peter Arfanis and Margaret Bywater
15 May 2004