

DEPARTMENT OF THE LIBRARY



A Guide to the Services of the House of Commons Library

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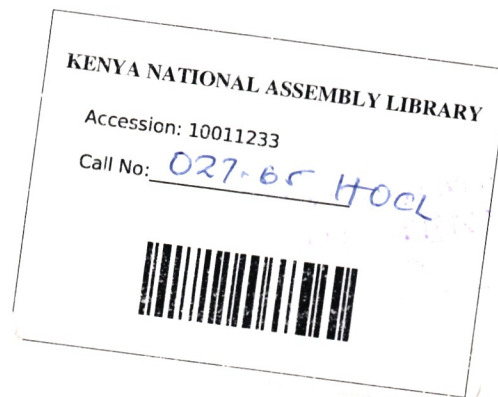
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DEPARTMENT OF THE LIBRARY



INTRODUCTION

The House of Commons Library provides impartial and confidential information and research services for Members of Parliament in connection with their parliamentary duties, and for staff working on behalf of Members.

Main services

- **INFORMATION SERVICES.** A wide range of material including newspapers, *Hansard*, parliamentary papers, official publications and general reference works is available for consultation and staff provide information from these and from a variety of on-line and external sources.
- **RESEARCH SERVICES.** Subject specialists provide a briefing service in response to enquiries from Members across the range of their parliamentary duties. They also prepare research papers on new legislation and on other topics of current interest. The research service is grouped into seven subject sections each of which holds specialised collections of material.
- **NETWORKED INFORMATION SERVICES.** A range of information provided by the Library is delivered electronically over the Parliamentary Data and Video Network (PDVN).
- **BOOK LOANS.** The Library has a substantial loan collection of books and pamphlets and also borrows material from other libraries when necessary.
- **SERVICES FOR THE PUBLIC.** The Public Information Office provides information about Parliament for the general public. It can identify constituencies from a particular address. Its *Education Unit* provides an education service for schools on Parliament and its work.

Location of services

Library services are provided mainly from two locations. The *Members' Library* is in the Palace near to the Chamber and is largely private to Members themselves. Staff provide a wide range of information services and the book loans service is

located there. Most library staff work in the Derby Gate building at the north end of the Parliament Street building, where the research service is housed and where there are three reading rooms providing an information service mainly for Members' staff.

Scope of responses to enquiries

Replies the Library will provide. The Library will respond to reference and research enquiries from Members, and from staff working on their behalf, in connection with their parliamentary duties. These duties are interpreted broadly to include material for speeches in the House or outside, committee work, media appearances, constituency issues, overseas visits and general briefing on matters of public interest.

Replies the Library will not provide. The Library is not able to respond to the following:

- requests arising from the personal, business, or commercial interests of Members (or of their personal staff, family or friends);
- requests for personal information about another Member or other individual unless this is available in standard published sources;
- requests to draft speeches, lectures or articles;
- requests for help with student or school projects (other than those on Parliament). Information which is readily available may be provided, but deadlines will not be accepted;
- requests on behalf of constituents for information or documents which are not related to constituency case work. Constituents should normally seek information for their personal and private interests from public libraries or other organisations. As with student projects, readily available information may be provided but deadlines will not be accepted;
- requests for verbatim translations of text other than brief extracts;
- standing orders to provide press cuttings or other material regularly updating a particular subject;
- substantial requests from Ministers in connection with their ministerial duties;
- costly database searches or acquisition of expensive material which is likely to be of interest to only a small number of Members.

If requests from a Member in connection with duties outside the House (such as writing books or articles) are placing an excessive load on Library resources the Librarian may write to the Member concerned suggesting a reduction in the number or complexity of such enquiries.

Placing enquiries and receiving the Library's response

Enquiries may be placed in person, by telephone, by letter or by e-mail. The staff of the Oriel Room enquiry desk in the Members' Library (Extension 3666) will put

Members in touch with the appropriate researcher if a written briefing or specialist knowledge is required. Similarly, Members' staff may ask the Current Affairs Room in the Derby Gate building (Extension 6767). Members or their staff may contact the Library's research specialists directly using the guide *Who Does What in Research*, copies of which are available in the Oriel Room and in the Current Affairs Room. Reference enquiries which do not require detailed subject knowledge should be placed with the Oriel and Reference Rooms in the Members' Library or the reading rooms in Derby Gate as appropriate.

In order to establish priorities and provide Members with a timely and appropriate response, it is important for Library staff to have as much notice as possible, to know the Member's deadline, the context of the enquiry, and the means of delivery or collection point. In the absence of other instructions, written replies to enquiries are sent to the letterboard in the Members' Lobby ('the board') when the House is sitting, or through Members' post during recesses. There are also collection points in the Oriel Room and in the Derby Gate reading rooms. It is Library practice to address replies to enquiries to the Member, rather than to his/her staff.

Information Committee

Under the arrangements for House of Commons domestic committees the Library's services are covered by the Information Committee. The names of members of the committee are posted in the Oriel Room which is the main entrance to the Members' Library.

Senior Staff

Librarian	Jennifer Tanfield
Director of Human Resources	Priscilla Baines
Director of Library Resources	Keith Cuninghame
Director of Information Systems	Jane Wainwright
Director of Research Services	Richard Ware
Director of Parliamentary and Reference Services	Rob Clements

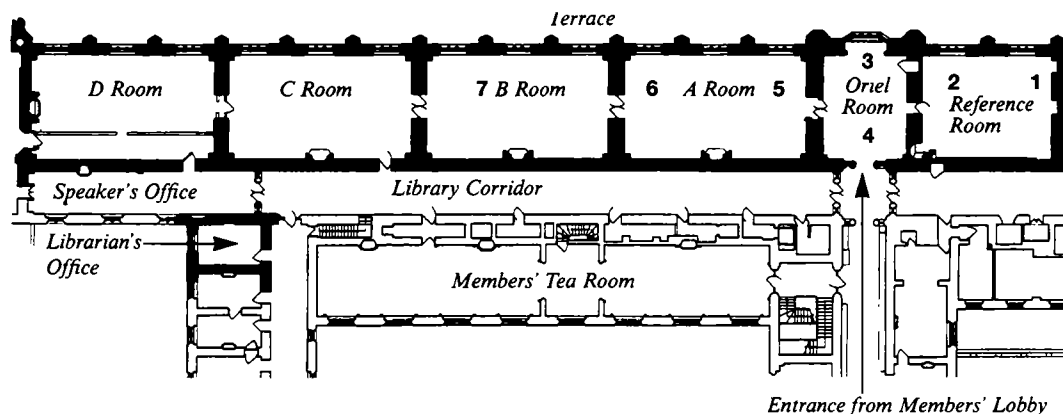
The Librarian is glad to discuss suggested improvements in services or other Library Department matters with Members at any time.

REFERENCE AND READER SERVICES

The Members' Library

As can be seen from the plan, the suite of rooms forming the Members' Library is conveniently close to the Chamber. The Members' Library is largely private to Members themselves.

Members' Library: Layout



Key

- | | |
|-------------------------------|--|
| 1 Press enquiries | 5 Head of Members' Library |
| 2 General reference enquiries | 6 International Affairs and Defence and EU desks |
| 3 Parliamentary enquiries | 7 Periodicals display |
| 4 Book loans | Smoking is permitted in B Room only. D Room is a silence room. |

Services

THE ORIEL ROOM *Telephone 3666*

The Oriel Room is at the main entrance to the Library and its staff provide parliamentary and legislative information and references, including *Hansard*, Parliamentary Papers, Deposited Papers, and statutes. They also deal with enquiries about UK official publications and legal materials. Recent parliamentary materials and statutes are available for reference in the Oriel Room or nearby. The enquiry desk staff can act as a point of contact between Members and the Library's specialist research staff in the Derby Gate building. Recent Library Research Papers are displayed in the Oriel Room and earlier papers are available on request.

THE REFERENCE ROOM *Telephone 3629/6935*

The Reference Room is the general reference library, covering a wide range of subjects. The Reference Room staff handle enquiries relating to press releases, government circulars and leaflets, biographical information, quotations, and many other topics. The reference stock includes newspapers, periodicals, dictionaries, encyclopedias, directories, yearbooks and maps.

PRESS CUTTINGS *Telephone 5478/3630*

The Reference Room offers press cuttings services on public affairs in the UK, including biographical profiles of public figures, and extensive use is made of external press databases such as FT-Profile.

THE LOANS DESK *Telephone 3396*

The Library has about 160,000 volumes of books and pamphlets, of which approximately half are available for loan. The Loans Desk is in the Oriel Room and its staff lend books and pamphlets from the Library's own stock and borrow from other libraries, as required. Modern fiction is not held or borrowed and reference material, including the law collection and periodicals, is not available for loan. Members' staff may borrow books only on behalf of their Member, and Members are responsible for any material borrowed in their name. Computers in the Members' Library and in the Derby Gate reading rooms may be used to access the Library catalogue through a simplified menu system, and lists of recently acquired books are also available. Books which are being borrowed must be signed for at the Loans Desk. There is no fixed loan period: borrowers are asked to return books within three months, but titles which are in demand are recalled more promptly and material on loan from other libraries must be returned by the specified date.

VIDEO AND AUDIO TAPE SERVICE *Telephone 3630*

Facilities for viewing video tapes and listening to audio tapes and compact discs are available in the Palace for Members and their staff. Video tapes of certain news and current affairs programmes are borrowed from both national and regional broadcasting companies on a regular basis and a list of these appears on the Reference Room noticeboard. Tapes of other radio and television programmes on current affairs can generally be obtained on request, but supply may be subject to delays beyond the Library's control and cost limits may sometimes have to be applied. For copyright reasons, the Library is not authorised to lend tapes which are borrowed from the broadcasting companies. Some other tapes, notably on parliamentary or political subjects, are obtained for the Library's own collection and these may generally be borrowed. Copies of the videos on Library services for Members and their staff may be borrowed from the Loans Desk or from the Current Affairs Room in Derby Gate. Tapes of parliamentary proceedings are obtainable from the Parliamentary Recording Unit (Extension 5511).

INTERNATIONAL AFFAIRS AND DEFENCE SECTION *Telephone 3620* **EU DESK 5680**

Two enquiry desks in A Room of the Members' Library (including one dealing with EU information and documentation) are staffed by representatives of the International Affairs and Defence Section. The section's research functions are based in the Derby Gate building, the staff on duty in the Palace will receive enquiries in all the section's subject fields, whether for references and documentation or for more substantial research. A press cuttings service on European, international and defence issues is also provided in A Room. A display

of recent Library Research Papers on European and international topics may also be found there.

Reading and writing rooms for Members

These are provided in A, B, C and D Rooms of the Members' Library. Use of laptop computers by Members is permitted in A Room only. Most of the loan stock is shelved in these rooms and a wide selection of current periodicals is available in B Room. Although the stock which is most heavily used is kept in the main Library suite, older and more specialised stock is shelved elsewhere and is fetched on request.

Access

The following are entitled to use the Members' Library:

- (i) Members and Officers of the House of Commons (including Commonwealth Clerks on attachment).
- (ii) (By courtesy of the Speaker) Peers and Officers of the House of Lords.

Members' secretaries and research assistants are not allowed to use the Members' Library, either in person or by phone, with the exception of a strictly limited number of staff nominated by the party leaders, Chief Whips, Leader of the House and Shadow Cabinet members, who are issued with special Members' Library tickets. Members' staff may, however, collect pre-requested material (including books for loan) from the Oriel Room on behalf of their Member. Reference and reading room facilities for Members' staff are provided in the Derby Gate Library [see below].

Opening Hours

On sitting Mondays to Thursdays, the Members' Library is staffed from 9.30 am (9.00 am on Wednesdays) until 10.00 pm or the rising of the House, whichever is the later. On Fridays, including non-sitting Fridays during the session, the Library is staffed from 9.00 am until 4.00 pm or until the rising of the House if later.

In recesses staff are on duty from 10.00 am until 5.00 pm Mondays to Fridays. There is normally reduced staffing during recesses and other adjournments of the House.

The Derby Gate Reading Rooms

Library facilities for Members' staff are based in three reading rooms in Derby Gate. Their stock is broadly equivalent to that in the Oriel and Reference Rooms of the Members' Library, and they provide a reference service as well as guidance in the use of Library resources generally. In addition, there are desktop computers in each room providing access to the Library's networked information services. Members are also welcome to use the reading rooms in Derby Gate.

Services

CURRENT AFFAIRS ROOM *Telephone 6767*

The main entrance to the Current Affairs Room is at ground floor level, and leads to a gallery, where Library staff are based to deal with enquiries from Members' staff. The gallery contains general reference books - directories, yearbooks, encyclopedias, and dictionaries - and government press notices. Holdings of recent newspapers, periodicals, and Library research papers are located at basement level. References to articles from periodicals and newspapers on specified subjects can be provided by Library staff using on-line databases, or cuttings files on certain subjects can be fetched on request from the Members' Library in the Palace. It is helpful if users can give advance notice if they know that they need material not kept in the Derby Gate building. This applies particularly to press cuttings or older newspapers, and books and pamphlets.

OFFICIAL PUBLICATIONS LIBRARY *Telephone 3838*

The Official Publications Library is on the first floor (Room L101) and contains collections of parliamentary papers, *Hansard*, Deposited Papers, and publications by government departments. Staff in this room will deal with enquiries relating to business in either House, and can provide references to debates, parliamentary questions and other parliamentary proceedings, or copies of Early Day Motions (EDMs).

RESEARCH LIBRARY *Telephone 3939*

The Research Library on the second floor (Room L201) contains holdings of Public General Acts, *Halsbury's Laws* and *Halsbury's Statutes*, the *Stair Encyclopaedia of Scots Law*, Statutory Instruments, and selected law reports and legal textbooks, as well as pamphlets, and certain works on parliamentary procedure and practice. It is intended as a quiet room and users are requested to show consideration for others who may wish to work in silence.

Access

Members and their staff with a valid photo-identity pass may use any of the reading rooms (only those in pass categories 1, 1A, 2-8 inclusive, 9A, 9B, 9D, 9F and 9G, together with holders of category 10 passes who work for Members, are permitted access). Visitors and holders of day-passes are not admitted.

Using the Reading Rooms

Enquiries may be placed in person, by telephone, or in writing. Members' staff are, however, expected to take an introductory tour before starting to use the Library. Tours are given regularly when the House is sitting, and less frequently in recesses and can be booked with the staff in the Current Affairs Room, or by telephoning 6767.

In addition, we offer training in the use of the Library's own database POLIS (Parliamentary On-Line Information System), and in other networked information services available from the Library. To find out more contact the Library IT Help Desk on 2345.

Photocopying and faxing

Photocopiers are provided in each of the reading rooms for the use of Members' staff. The Library does not have the resources to undertake extensive photocopying or faxing on behalf of Members' staff, particularly when to fax material means that an original document has first to be photocopied. Copies of individual short items, usually up to a maximum of five, can be provided, but as a rule Members' staff will be asked to come to Derby Gate to photocopy their own material. For staff based in the constituency, the Library tries when possible to provide copies of material not likely to be readily available outside Westminster, but may still apply its general restriction on photocopying and faxing.

Books and pamphlets

The Library catalogue may be accessed through computers in the Derby Gate reading rooms using a simple menu system, and lists of recently acquired books are also available. Many of the Library's holdings of books and pamphlets are held in closed access areas, but may be consulted in the Derby Gate reading rooms. Members' staff should place their requests with staff in the Current Affairs Room.

Material held in research sections is for reference only, but may be consulted either in the reading rooms, or in the sections' offices on application to the staff there. Further details are given in *Who Does What in Research*.

The Library's collection of books for loan is in the Members' Library in the Palace, to which most Members' staff do not have access, except to collect pre-requested material. The Loans Desk is in the Oriel Room at the main entrance to the Members' Library and books which are being borrowed must be collected and signed for there. Members' staff may borrow books only on behalf of their Member and must place requests in advance, either by phone or in writing, giving as much information as possible about the publication required, including the House of Commons Library location if known.

Video and audio tape service Telephone 3630

Video tapes of certain news and current affairs programmes are borrowed from the broadcasting companies on a regular basis and these are listed on the noticeboard in the Current Affairs Room. Tapes of other radio and television programmes on current affairs can generally be obtained on request. For copyright reasons, these may not be borrowed from the Library, but viewing facilities are available in the Palace to Members and (by appointment only) their staff. The video tape on Library services for Members' staff may be borrowed from the Current Affairs Room. Tapes of parliamentary proceedings are obtainable from the Parliamentary Recording Unit (Extension 5511).

Opening Hours

On sitting days, the Derby Gate reading rooms are open and staffed from 10.00 am to 6.00 pm Mondays to Thursdays, and from 9.00 am to 4.30 pm on Fridays, including non-sitting Fridays when the House is in session. In addition, the Current Affairs Room is open from 9.30 am (9.00 am on Wednesdays) until 9.00 pm on sitting Mondays to Thursdays. During recesses and other adjournments of the House, the reading rooms are open from 10.00 am to 5.00 pm, Mondays to Fridays.

RESEARCH SERVICES

Services

The Library provides an impartial and confidential research and briefing service for Members and their staff on the very wide range of subjects which may arise in the course of a Member's parliamentary duties.

Subject specialists, recruited for their expertise in the area in which they work, include economists, scientists, statisticians, lawyers, linguists and others. They build up knowledge and experience in their subject areas together with an understanding of the requirements of Members of Parliament and their staff. As well as having access to a range of electronic and specialist sources, they maintain extensive contacts with specialist institutions, public authorities and government departments.

Research staff are organised in seven sections:

- Business and Transport
- Economic Policy and Statistics
- Home Affairs
- International Affairs and Defence
- Science and Environment
- Social and General Statistics
- Social Policy

Replies to individual research requests form the greater part of the Library's research output. To maximise the effectiveness of this service users are asked to supply as much information about the enquiry as possible; this also helps to ensure that the reply is placed in the correct context. For instance, the response can be tailored appropriately for a debate, for a meeting with a special interest group, or for a Member who already has a good deal of knowledge in a particular subject area. If an enquiry has been prompted by a letter from a constituent, it is helpful if a copy can be forwarded. While research is often performed to tight deadlines for debates, media interviews or in unforeseen circumstances, Members and their staff are asked to give deadlines which are as long as possible. This will improve the quality of information which can be provided and is fairer to other Members and their staff.

Publications

Alongside the tailored service, subject specialists seek to anticipate and meet the needs of Members by producing Research Papers on subjects of public and parliamentary concern. These offer briefing on legislation, on major subjects of continuing interest, and on subjects attracting political attention as they arise. They give an objective account and outline the state of the argument in controversial

subjects, with references and citation of key sources of information and comment. Copies of these Research Papers are available in the Members' Library, in the Current Affairs Room in Derby Gate and electronically on PEDDS via the PDVN (see the section in Networked Services). Authors of Research Papers can be further consulted by Members and their staff.

Access

The research sections are based in Derby Gate, although the International Affairs and Defence Section, whose remit includes the EU, also has enquiry desks in 'A Room' of the Members' Library.

Subject specialists can be contacted directly by Members or their staff by telephone, by letter, by e-mail or in person. Further details of subject coverage and contact telephone numbers can be found later in this booklet, but the comprehensive directory *Who Does What in Research*, which is updated regularly, is available from the Oriel Room, the Current Affairs Room and on PEDDS via the PDVN. Alternatively, staff in the Members' Library and the Derby Gate reading rooms can put Members or their staff in touch with the appropriate subject specialist.

As well as the subject specialists, each section has librarians and other staff who maintain that section's subject collections. The material maintained by each research section, including books, pamphlets and press cutting files on the subjects covered by that section, is normally available for consultation and some limited space is provided for doing this. Before visiting a research section, prior arrangement should be made by telephoning either the subject specialist concerned, or, if material rather than briefing is sought, the section's librarians, whose numbers are listed in Appendix 3 and in *Who Does What in Research*.

Opening hours

Research sections are staffed from 10 am to 6 pm from Monday to Thursday during session and from 9 am to 4 pm on Fridays, including non-sitting Fridays. On Wednesdays sections are staffed from 9.30am in the morning. During recesses research sections are staffed from 10 am to 5 pm daily. A limited research service is available in the Members' Library from 6 pm to the rising of the House on sitting Mondays to Thursdays (telephone 3666).

NETWORKED SERVICES

Four electronic information services are provided by the Library and can be used from computers connected to the Parliamentary Data and Video Network (PDVN). Computers allowing access to these information services only are available for use by Members and their staff in the Members' Library and the three Derby Gate reading rooms. Members requiring access to the PDVN from their own computers should contact the **PDVN Help Desk on extension 2001**.

Library Intranet

A Library Intranet is being developed as an integral part of the parliamentary Intranet on the PDVN. In future all the networked services described below will be capable of being used as part of the Intranet but to date only PEDDS and some CD-ROM services can be used in this way. Information about Library services and hypertext links to a wide range of sites on the World Wide Web are also provided on the Intranet and are frequently updated.

POLIS (Parliamentary On-line Information System)

The POLIS service provides name- and subject-indexed references to parliamentary information. It is a powerful retrieval tool used by Library staff and others and includes references to:

- Parliamentary Questions
- debates in both Houses, including individual speeches
- legislation
- Parliamentary Papers
- selected UK official publications, including papers deposited in the Library by Ministers
- European Union and other international documentation
- the Library catalogue of books and pamphlets
- selected periodical articles
- Early Day Motions with the names of signatories
- Press notices issued by government departments
- Research Papers

Half day training courses are provided.

With the agreement of the House, POLIS is widely used beyond Westminster by organisations and individuals who need to trace parliamentary or related references. The databases relating to the 1979, 1983, 1987 and 1992 parliaments are available for purchase on CD-ROM. For further information contact Context Ltd, Grand Union House, 20 Kentish Town Road, London NW1 9RN (telephone 0171-267 8989, fax 0171-267 1133). Context also provides on-line access to the

current database file and this is updated daily. There is a charge for this service for non-parliamentary users.

PEDDS (Parliamentary Electronic Document Distribution Service)

PEDDS is a service which makes documents available electronically over the PDVN in their original format. Documents can be searched from contents pages or by words and part or all of a document can be printed, or copied and pasted into the user's own documents. A range of documents is available, from the Library, from elsewhere in the House and from outside. More documents are likely to be added in future but among those available now are:

- House of Commons Library Research Papers from 1995
- selected pages from the most recent *Weekly Information Bulletin*
- Factsheets produced by the Library's Public Information Office
- *Who Does What in Research* (in the Library)
- the Cabinet Office List of *Ministerial Responsibilities*
- Palace of Westminster telephone directory

One hour training sessions are held frequently.

CD-ROM services

CD-ROMs enable the full text of a range of commercially produced databases to be searched in various ways. A range of titles is available including

- Commons and Lords *Hansard*
- several daily and Sunday broadsheet newspapers
- BT *Phonedisc* (telephone directories)
- *Rail Journey Planner* (train timetables)
- statutory instruments
- databases of legal and European Union material
- Dod's Parliamentary Companion
- various reference works

Guidance leaflets are available for some of the most heavily used titles. More titles may be added in the future.

Telephone help

For information about Library networked services including training and leaflets contact the Library Help Desk on extension 2345.

For help or advice on all other matters connected with the use of the PDVN ring the PDVN Help Desk on extension 2001.

SERVICES FOR THE PUBLIC AND SCHOOLS

SERVICES FOR THE GENERAL PUBLIC *Telephone 4272*

Access

The Public Information Office [PIO] answers enquiries received by telephone or post from the general public and external organisations about the current activities of the House of Commons and its committees, its membership, its practices, traditions and history.

Publications

The Public Information Office produces a wide range of publications including *Factsheets* (available from the Oriel Room or Current Affairs Room, the *Weekly Information Bulletin* and the *Sessional Information Digest* (published by TSO and available from the Vote Office).

An alphabetical list of Members of Parliament with preferred forms of address, correct titles and party affiliations, revised when necessary, is available on request. Up-to-date lists of Members by county and constituency and of the Cabinet and other Ministers are also available on request.

A small photographic collection of colour prints is available to meet requests from those illustrating articles or other publications about the House of Commons or Palace of Westminster or for similar purposes.

Constituency checks Telephone 4272

The Public Information Office can identify the name of a constituency for a particular address.

Internet

The e-mail address is pio@parliament.uk. The Internet Home Page location is <http://www.parliament.uk>.

Services for schools Telephone 4750

The Education Unit provides an educational service for schools on Parliament and its work; it arranges visits to the Houses of Parliament in September and October and can help Members with suitable material for answering enquiries on Parliamentary topics from schools or individual children.

The Autumn Visits Programme

The visits are intended for senior pupils and include an audio visual presentation, a question/discussion session in which Members of Parliament often take part, and a tour of the Palace of Westminster with an emphasis on the work of Parliament rather than the design of the building. Schools should apply to the Education Unit by responding to the advertisement which appears in the *Times Educational*

Supplement each Spring, but Members who are aware of interested schools may also refer them to the Education Unit.

Educational visits at other times Telephone 4750

All visits which are not part of the Autumn Visits programme have to be arranged individually through a Member or Peer. A leaflet, *Arrangements for Educational Parties*, explains how visits for pupils and tickets for the Strangers' Gallery of the House of Commons may be booked. An audio-visual presentation which explains Parliament's work may be shown to Members' parties throughout the year. Bookings should be arranged in advance with the Education Unit.

Publications

The Education Unit publishes a series of Education Sheets which are intended for GCSE students and sixth-formers with a general interest in the work of Parliament. These may be obtained from the Education Unit either singly or in class sets (32 in each), together with a booklet, *The Speaker of the House of Commons*, which is suitable for teaching purposes. For younger children (aged 9-13), there are booklets, *The Palace of Westminster: A Guide for Young People*, and *The Work of an MP*. There is also a set of six wallcharts which Members may obtain free of charge from the Education Unit.

Audio-visual resources

A video presentation, *Parliament at Work*, has been prepared as part of the *Inside Britain* series by the Foreign and Commonwealth Office in conjunction with the PIO. It describes all aspects of the work of Members of Parliament and is suitable for GCSE Political Studies and sixth form General Studies students. The video *Order, Order* is suitable for educational (aged 14+) use and for the public. A video for primary schools is also available. Copies may be borrowed from the Loans Desk (ext 3396).

Opening hours

When the House of Commons is sitting, the telephone service operates from 9.30 am to 6.00 pm on Mondays to Thursdays and from 9.00 am to 4.30 pm on Fridays; during recesses and other adjournments of the House, it operates from 10.00 am to 5.00 pm on Mondays to Fridays. The PIO will photocopy or fax, within certain limits, parliamentary copyright documents which are required by outside enquirers. A leaflet giving details of the service and charges is available.

The PIO is not open for visits, but can advise members of the public on the availability of parliamentary publications throughout Britain and Ireland. The archives of both Houses of Parliament are kept by the House of Lords Record Office, and may be inspected on prior application (extension 3074).

APPENDIX 1

LIBRARY SERVICE HOURS

		In Session	In Recess
	Monday - Thursday	Fridays	Monday - Friday
<i>Members' Library</i>			
(Oriel Room, Reference Room)	9.30am (9am on Weds) -10pm, or until rising of the House if later	9am-4pm, or until rising of the House if later	10am-5pm
<i>Derby Gate</i>			
Current Affairs Room	9.30am - 9pm (9am on Weds)	9am-4.30pm	10am-5pm
Official Publications Library and the Research Library	10am - 6pm	9am-4.30pm	10am - 5pm
Research Services	10am (9.30am on Weds) - 6pm (Limited service in Members' Library after 6pm)	9 am - 3.30pm	10am-5pm
Public Information Office	9.30am-6 pm	9am-4.30pm	10am-5pm

APPENDIX 2

MAIN TELEPHONE NUMBERS

General help point (Members)	3666
General help point (Members' staff)	6767
<i>Senior management</i>	
Librarian (Jennifer Tanfield)	3635
Librarian's Secretary	4315
Director of Human Resources (Priscilla Baines)	6179
<i>Directors</i>	
Library resources (Keith Cuninghame)	5781
Information systems (Jane Wainwright)	5714
Research services (Richard Ware)	3622
Parliamentary and Reference Services (Rob Clements)	6133
<i>Members' reference enquiries (Members' Library)</i>	
Oriel Room: enquiries on Parliament, legislation, official publications	3666
<i>Reference Room</i>	
general reference enquiries	3629, 6935
press cuttings services	5478, 3630
Head of Members' Library	3628, 4623
<i>Members' staff reference enquiries (Derby Gate Reading Rooms)</i>	
Current Affairs Room: general reference enquiries, press	6767
Official Publications Library: parliamentary papers, <i>Hansard</i> , legislation	3838
Research Library: statutes, legal sources	3939
Head of Reader Services	5556
<i>Book loans</i>	3396
<i>Video and audio tape service</i>	3630

Public Information Office

Enquiries, including identification of parliamentary constituencies	4272
Education Unit	4750
Head of PIO	4623

Information Systems

Library IT Help Desk	2345
PDVN Help Desk	2001

RESEARCH ENQUIRIES:***Business and Transport***

Employment, industrial relations, training, pay	4318
Transport	3976
Company law, financial institutions, competition policy	4317
Taxation, gambling, National Lottery	3625
Individual companies	3975
Consumer affairs, small firms, insolvency	0251

Economic Policy and Statistics

Monetary and fiscal policy, Economic modelling	2883, 4904
Public expenditure control	4324, 4904
Industries (excl. agriculture, energy and transport)	3977, 2883
International trade, aid and finance	4324, 4904
EC finance, regional policy and assisted areas	4324, 2464
Statistics on national income, balance of payments, output, prices, public expenditure, taxation and incomes	4904, 2883
Statistics on employment, training and wages	3977, 2883
Statistics on unemployment	2464, 4904
Economic theory and history	2883, 3977
Economic and Monetary Union	2883, 4904
Privatisation	4324, 3977

(Note: For statistical inquiries on other subjects see under *Social and General Statistics*)

Home Affairs

Constitution, Parliament, politics, parties	4321
Devolution, elections, civil service, open government, N. Ireland (political situation), official secrets	0252
Media, immigration, licensing, privacy	3691
Local government, arts	6108
Criminal justice system, police, terrorism	4322
Civil justice system, legal aid, religion, sport	6166

International Affairs and Defence

General international enquiries	3620
EU documentation	5680
Australasia, Cyprus, EU enlargement, North America	3978
European Union, Western Europe, Latin America, human rights	4327
United Nations, Africa, Asia, Caribbean	3621
Defence, European security, European Foreign policy, Scandinavia	3852
Middle East, former USSR, Central Europe, chemical and biological weapons, arms trade	6765

Science and Environment

Agriculture, fisheries, food, planning	3624
Energy, health and safety	6787
Science, telecommunications, water industry	2263
Animals, environment, nature conservation	6348
Medicine, pharmaceutical industry	2882

Social and General Statistics (for statistics on subjects listed)

Crime, justice	4310, 2454
Local government, elections, arts, opinion polls	4310
Social security, demography	4632, 4313
Defence, housing, social services	3851
Health	4313, 3851
Education, agriculture, immigration	6789
Energy, environment, transport	4313
Questions about statistical publications	5504

(Note: For statistics on economic policy subjects see under *Economic Policy and Statistics*)

Social Policy

Education (excl student finance)	6318
Social security	3627
Housing, student finance	5615
Health services	5751
Social services, child support, occupational pensions	6918

APPENDIX 3

OTHER SOURCES OF INFORMATION ABOUT THE LIBRARY***Videos***

Two videos about the Library's services are available. They give an introduction to the services offered and show Members, their staff and Library staff talking about the service. The videos are:

- *The House of Commons Library: a Member's guide*
- *The House of Commons Library: a guide for Members' staff*

Each video lasts about 17 minutes. To arrange a viewing in the Library's video viewing room ring 3630. To borrow a copy ring 3396 (Members) or 6767 (Members' staff).

Tours

Tours of the Members' Library, which include a general introduction to Library services, can be provided for Members on request. Please enquire in the Oriel Room or ring 3666.

Newly appointed Members' staff are expected to undertake one of the tours of the Derby Gate reading rooms which are provided regularly. To book a place please ask in the Current Affairs Room in 1 Derby Gate or ring 6767.

Training Courses

Training courses on aspects of Library networked services such as POLIS and PEDDS are provided, normally lasting two to three hours. For details of courses currently on offer ring the Library IT Help Desk on 2345.

Written information

In addition to this guide various written information is available about aspects of the Library's work. Further guides may be produced in future. The following are currently available:

- *The House of Commons Library - a quick guide;*
A pocket size guide to the Library giving basic information and key telephone numbers.
- *Who Does What in Research*
Provides a detailed list of subjects with the name and telephone number of the research specialists which is updated regularly.

- *A Guide to the Members' Library*

Gives additional detail on the services, layout and contents of the Members' Library.

- *Services for Members' Staff*

Gives additional detail on the services of the Derby Gate reading rooms and other services particularly aimed at Members' staff.

- *What is Where in the Derby Gate Reading Rooms*

A guide to sources, their locations and how to use them.

- *Derby Gate Library "How to" Guides*

A series of brief guides on particular categories of heavily used material.

- *PEDDS: Parliamentary Electronic Document Distribution Service*

A brief practical guide to the service [Windows and DOS versions].

- *Guide to Library Networked Services*

A fuller description of Library Networked Services

- *Quick Guides to CD-ROMs*

A series of short practical guides to the most heavily used CD-ROMs

- *POLIS Quick Guide*

A brief guide [Windows and DOS versions]. A much more substantial manual is issued to those who attend the POLIS training course.

- *Services of the Public Information Office*

A fuller description of the work of the office.

- *Services of the Education Unit: A Guide for the Public*

Describes the various educational services provided by the Unit.

Copies of any of the above leaflets can be obtained from the Derby Gate reading rooms or the Members' Library or by ringing 3666 (Members) or 6767 (Members' staff).

TELEPHONE HELP

Information Requested	Members		Members' staff	
Hansard references	Oriel Room	3666	Official Publications Library	3838
Parliamentary and Deposited Papers	Oriel Room	3666	Official Publications Library	3838
Progress of legislation	Oriel Room	3666	Official Publications Library	3838
Statutes and other legal sources	Oriel Room	3666	Research Library	3939
General reference enquiries including press releases	Reference Room	3629	Current Affairs Room	6767
Press cuttings	Reference Room	5478, 3630	Current Affairs Room	6767
Books and pamphlets	Loans Desk	3396	Current Affairs Room	6767
Book loans	Loans Desk	3396	Loans Desk	3396
Research enquiries	Appropriate subject specialist or Oriel Room	3666	Appropriate subject specialist or Oriel Room	6767
Research Papers	Oriel Room	3666	Current Affairs Room	6767
Educational material on Parliament	Education Unit	4750	Education Unit	4750
Audio and video tapes	Reference Room	3630	Reference Room	3630
Constituency address checks	Public Information Office	4272	Public Information Office	4272
Training and help with Library networked information services (POLIS, PEDDS, CD-ROMs etc)	Library IT Help Desk	2345	Library IT Help Desk	2345
International Affairs and Defence Section	A Room	3620	A Room	3620
EU Desk	A Room	5680	A Room	5680

E-mail address hclibrary@parliament.uk

