



LIBRARY of PARLIAMENT

BIBLIOTHÈQUE du PARLEMENT

Annual Report

ACCESS

OUTREACH

MODERNIZATION

2012
2013





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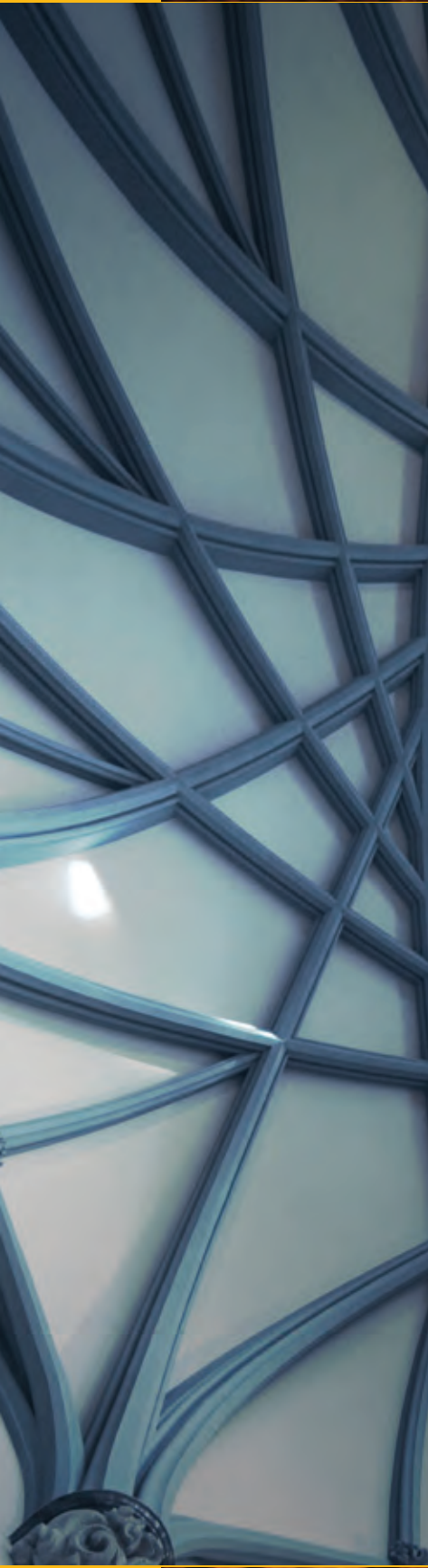


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Message from the Parliamentary Librarian





The Library can be very proud of the work it accomplished in 2012–2013. Despite confronting a number of challenges throughout the year, we continued to deliver high-quality services to our clients and make significant progress on our strategic priorities.

My first year of tenure as Parliamentary Librarian was one of change and of transformation in how we serve parliamentarians and Canadians. Indeed, in 2012–2013, the focus was on examining our priorities and re-evaluating the current and future needs of our clients, which resulted in changes to our workforce and how we operate.

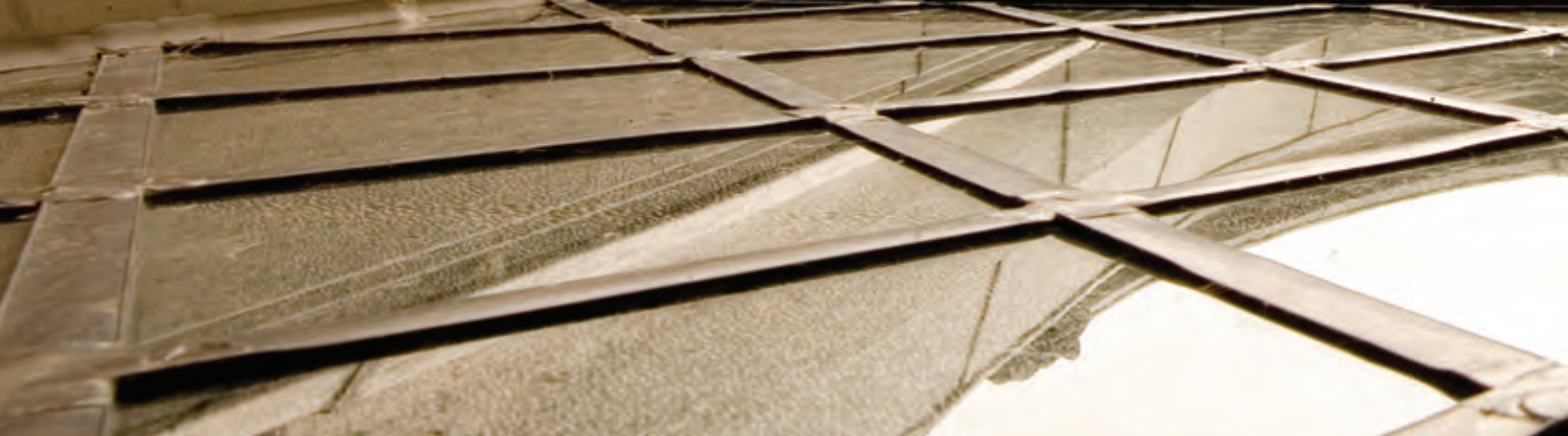
These changes were spurred primarily by an exercise called the Strategic and Operating Review, which all public sector organizations undertook, given the reality of fiscal restraint. While the exercise certainly challenged us to make difficult decisions about where to cut expenses, it also involved much more than belt-tightening. We reviewed our staffing processes to ensure that employees were treated fairly during the operating review and that their skills were more closely aligned with their job requirements.

In parallel, we instituted stronger planning, more efficient use of budgets and better, more collaborative decision making about new initiatives. This included establishing our temporary Integrated Client Outreach and Digital Access (ICODA) secretariat. ICODA will help ensure that the development and delivery of Library services is effectively coordinated across all service areas – not only as we increase digital access, but also as we improve communication and outreach to our clients.

The Library's Strategic and Operating Review laid the groundwork for our new *Strategic Outlook*, which outlines our priorities and goals through to the end of my term in 2017. With a view to modernizing the way we serve parliamentarians, and the public on their behalf, the outlook focuses on upholding the Library's core mandate while investing in service areas to ensure that they meet the rapidly evolving needs of parliamentarians. In 2012–2013, that meant putting more digital products into our clients' hands; it also meant reaching out more effectively to parliamentarians and Canadians.

While the Strategic and Operating Review tested our creativity in a number of areas, it enabled us to focus more clearly on the job before us, including how best to provide our core products and services. Out of the exercise came an enthusiasm for the future that is palpable. I am tremendously proud of the progress our team has made in confronting new challenges and in ensuring that the Library will continue to excel in delivering its mandate well into the future.

Sonia L'Heureux
Parliamentary Librarian



The Library at a Glance

Who we are

VISION

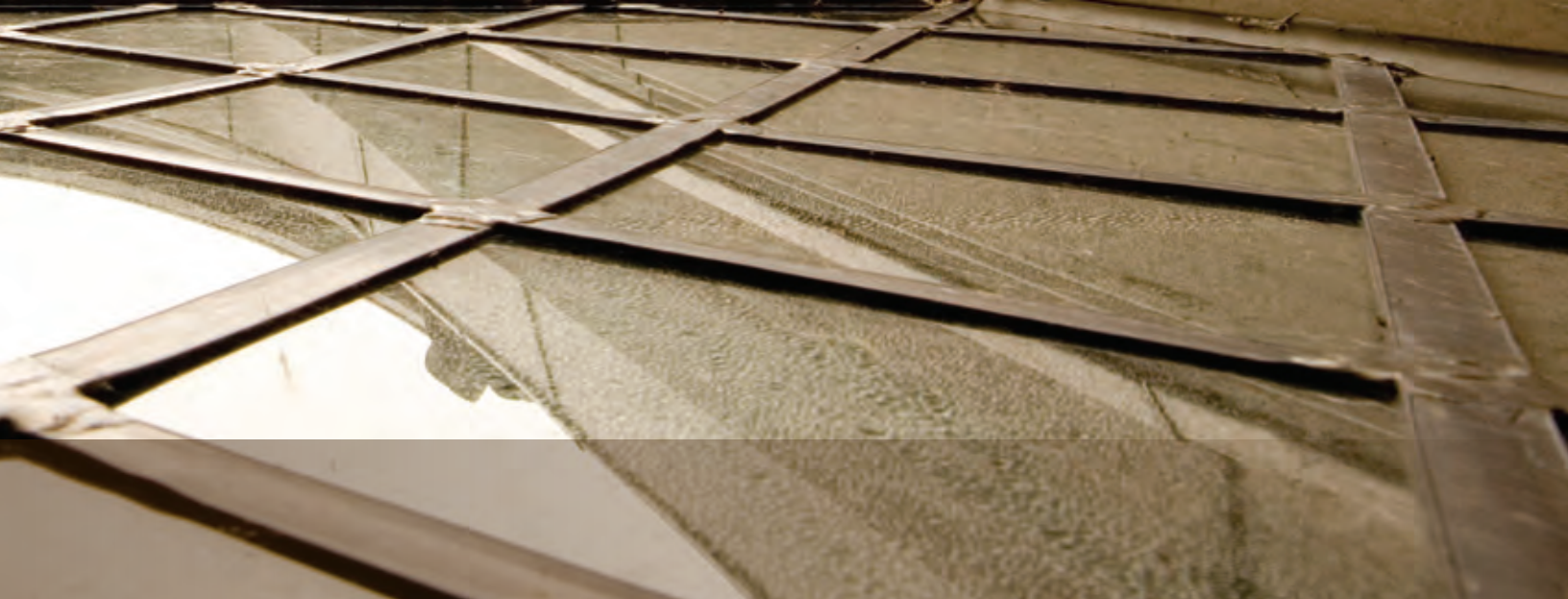
To be Parliament's preferred and trusted source of information and knowledge.

MISSION

The Library of Parliament contributes to Canadian parliamentary democracy by creating, managing and delivering authoritative, reliable and relevant information and knowledge for Parliament.

STRATEGIC OUTCOME

An informed and accessible Parliament.



How the Library is organized

Speakers of the Senate and
the House of Commons

Standing Joint Committee on
the Library of Parliament

Library of Parliament

Parliamentary Librarian

Service Areas

Parliamentary Information
and Research Service

Parliamentary Budget Officer

Information and Document
Resource Service

Corporate Services

Secretariat

Integrated Client Outreach
and Digital Access





What we do

The Library of Parliament has five key responsibilities:

1. Provide customized research and analysis to parliamentarians and their staff
2. Supply parliamentarians, parliamentary committees and associations with the information they need to examine the issues of the day, consider legislation and hold the government accountable
3. Preserve Parliament's documentary heritage and ensure access to its collections
4. Keep parliamentarians informed and up to date, and deliver relevant news and information
5. Help parliamentarians inform Canadians about Parliament and the issues before it

Who we serve

1. Parliamentarians and their staff
2. Parliamentary committees and associations
3. Organizations that support Parliament
4. The Canadian public on behalf of parliamentarians

Parliamentarians Supported by the Library of Parliament

SENATORS	105	413 TOTAL
MEMBERS OF PARLIAMENT	308	

Committees* and Associations Supported by the Library of Parliament

SENATE COMMITTEES	19	48 TOTAL
HOUSE OF COMMONS COMMITTEES	27	
JOINT COMMITTEES	2	
PARLIAMENTARY ASSOCIATIONS	12	

* Includes special committees and subcommittees other than those focused on agenda and procedure



The Year in Review

Commitment to client service during a year of change

A new Parliamentary Librarian

In June 2012, Sonia L'Heureux was appointed new Parliamentary Librarian. During a year of change, she led an increasingly service-oriented Library with a focus on delivering the greatest possible value to its clients. In January 2013, Ms. L'Heureux welcomed Catherine MacLeod as Assistant Parliamentary Librarian to oversee reference, research and analysis and public education programs at the Library. Kevin Page's term as the first Parliamentary Budget Officer came to an end in 2013, with Ms. L'Heureux appointed to that office until a replacement is found.

A strategic plan focused on modernization

The Library undertook a comprehensive strategic planning exercise that yielded a five-year plan, called *Strategic Outlook 2012–2017*. The plan focuses on seeking new service delivery options, new partnerships and new ways of working in the context of fiscal restraint. In 2012–2013, the Library began to implement key initiatives in line with the plan's priorities.



A streamlined operating environment

The Library implemented the first phases of a three-year Strategic and Operating Review in the spirit of similar work undertaken across all federal departments and agencies. The review reduced the size of the Library's workforce and altered certain aspects of its operations – in particular, to bring about cost savings and greater efficiency. Throughout, the Library remained committed to maintaining its core products and personalized client service.

A digital focus

A key priority for the Library is to improve its online offerings to parliamentarians and the public. A temporary secretariat was created to identify ways to integrate and improve the Library's online offerings and provide a more client-oriented and modern self-service model. The secretariat will also recommend opportunities for investments to improve access to online resources.

Customized research and analysis

Through its specialized and committed team of research librarians, economists, lawyers, scientists, and political and social science experts, the Parliamentary Information and Research Service (PIRS) continued to provide Parliament with high-quality, non-partisan and confidential service in 2012–2013. PIRS analysts completed more than 5,200 research requests, including tailored responses for individual parliamentarians and briefing materials for standing committees, while research librarians answered nearly 16,600 reference and information questions from parliamentarians and their staff. Analysts assisted 48 committees in the Senate and the House of Commons, and served as advisors for 12 parliamentary associations.

In addition to responding to parliamentarians' requests, PIRS undertakes strategic research on current and emerging issues of potential importance to parliamentarians and publishes these findings regularly. In total, 74 [research publications](#) on key public policy issues and 24 *Legislative Summaries* were released or updated in 2012–2013 to inform parliamentarians and the public. The Library also published 33 profiles for its popular [Trade and Investment Activity series](#).

The Inter-Parliamentary Union (IPU) held its 127th Assembly in the city of Québec in October 2012. To assist discussion at the Assembly, PIRS professionals provided substantive support, which included material written by nearly 20 PIRS authors from several PIRS sections. Other PIRS staff contributed to the event through peer review, approval, research support, advice, media monitoring and technical assistance.

In 2012, the Canadian Group of the IPU celebrated the 100th year of its affiliation with the Union. To mark the event, the Canadian Group commissioned the Library of Parliament to prepare a [commemorative book](#). The book chronicles Canada's long history with the IPU and showcases key areas in which Canadian parliamentarians have taken an active role in IPU initiatives. This project provides a perfect example of the customized, on-demand research and analysis capacity that PIRS can deploy for parliamentarians.



Research, Reference and Information Requests Received in 2012–2013*

Requester	Research Requests	Reference and Information Requests
Senators	323	187
Senate committees	595	22
Members of Parliament	2,056	933
House of Commons committees	970	28
Joint committees	558	0
Associations and delegations	449	141
Offices of Senators	-	2,595
Offices of Members of Parliament	-	12,691
Senate employees	-	457
House of Commons employees	-	1,509
Library of Parliament employees	-	6,749
Prime Minister's Office/Privy Council Office	-	422
Officers of Parliament	-	58
Press Gallery	-	1,540
Embassies	-	10
Government agencies	-	870
Libraries	-	314
General public	-	38,766
Other	265	167
Total	5,216	67,459

* In-person briefings, commissioned research notes, short briefing papers or substantive research papers are offered in response to requests from parliamentarians and parliamentary committees, associations and delegations. "Officers of Parliament" includes the Auditor General, the Chief Electoral Officer, the Commissioner of Official Languages, the Information Commissioner, the Privacy Commissioner, the Conflict of Interest and Ethics Commissioner, the Commissioner of Lobbying, and the Public Sector Integrity Commissioner (source: Élise Hurtubise-Loranger and James R. Robertson, *Appointment of Officers of Parliament*, Publication no. 2009-21-E, Parliamentary Information and Research Service, Library of Parliament, Ottawa, 6 February 2012). "Other" clients include, for example, the Translation Bureau, the Parliamentary Centre, international organizations, the Federal Court of Canada, former parliamentarians and other authorized clients.

SPOTLIGHT

A close eye on departmental spending

The Parliamentary Budget Officer (PBO) provides independent analysis to Parliament about the state of the nation's finances and reports on trends in the national economy. In 2012–2013, the PBO provided quarterly updates on departmental spending via the Integrated Monitoring Database, which it launched in 2011. The PBO also enhanced the database to provide up-to-date spending information not only by department, but also by each department's program activity or business line. The purpose of the database is to enable legislators to identify any non-routine variances in government appropriations and spending that may warrant greater scrutiny.





The specialized work of the Parliamentary Budget Officer

In 2012–2013, the PBO published reports on the state of the nation's finances and trends in the national economy, as well as analyses of policy and program costs. These included:

- the *Economic and Fiscal Outlook* and related testimony;
- the *Fiscal Sustainability Report*;
- follow-up analysis and testimony on the F-35 Joint Strike Fighter;
- review of activities undertaken by the Standing Committee on Government Operations and Estimates with regard to its work for estimates reform;
- reviews of criminal justice expenditures and compensation in the federal public service;
- analysis of budget feasibility for the purchase of two Joint Support Ships; and
- an assessment of the revisions to the government's fiscal outlook and the *Fiscal Sustainability Report*.

Costing military procurement

The PBO developed in-house expertise and capacity to undertake independent cost estimates of military procurement projects. This involved acquiring a specialized software tool, as well as making a significant investment in staff training. Military acquisitions have a material fiscal impact, and this new capacity enables the PBO to provide more detailed and timely information and analysis to Parliament.

Hosting the Organisation for Economic Co-operation and Development conference

The PBO hosted the Organisation for Economic Co-operation and Development (OECD) legislative budget officers' conference in Ottawa in February 2013. Held over two days, the conference saw 27 presenters and representatives from 30 OECD countries come together to share ideas on how best to serve their legislatures, while focusing on the principles for

independent fiscal institutions. OECD representatives recognized the important work that Kevin Page undertook as Canada's first PBO in establishing a strong team of professionals working to offer a valuable suite of products to parliamentarians.

Appointment of the Parliamentary Budget Officer

Kevin Page's term as the first PBO came to an end on 24 March 2013. A process was launched under the *Parliament of Canada Act* to recruit the next officer. The Government of Canada appointed Parliamentary Librarian Sonia L'Heureux to serve as PBO while the selection process was under way.

The Library by the numbers

8,721 in-person visits by parliamentarians, their staff and other clients to Library branches throughout the parliamentary precinct

2,103 inquiries processed by the Library's media resources technicians

35 seminars held, with 1,168 participants attending – a 41% increase from the previous year and a 138% increase from 2010–2011

324,050 visitors welcomed on tours, including 56,667 students and teachers – of those who filled out a comment card, 84% indicated they had a positive experience

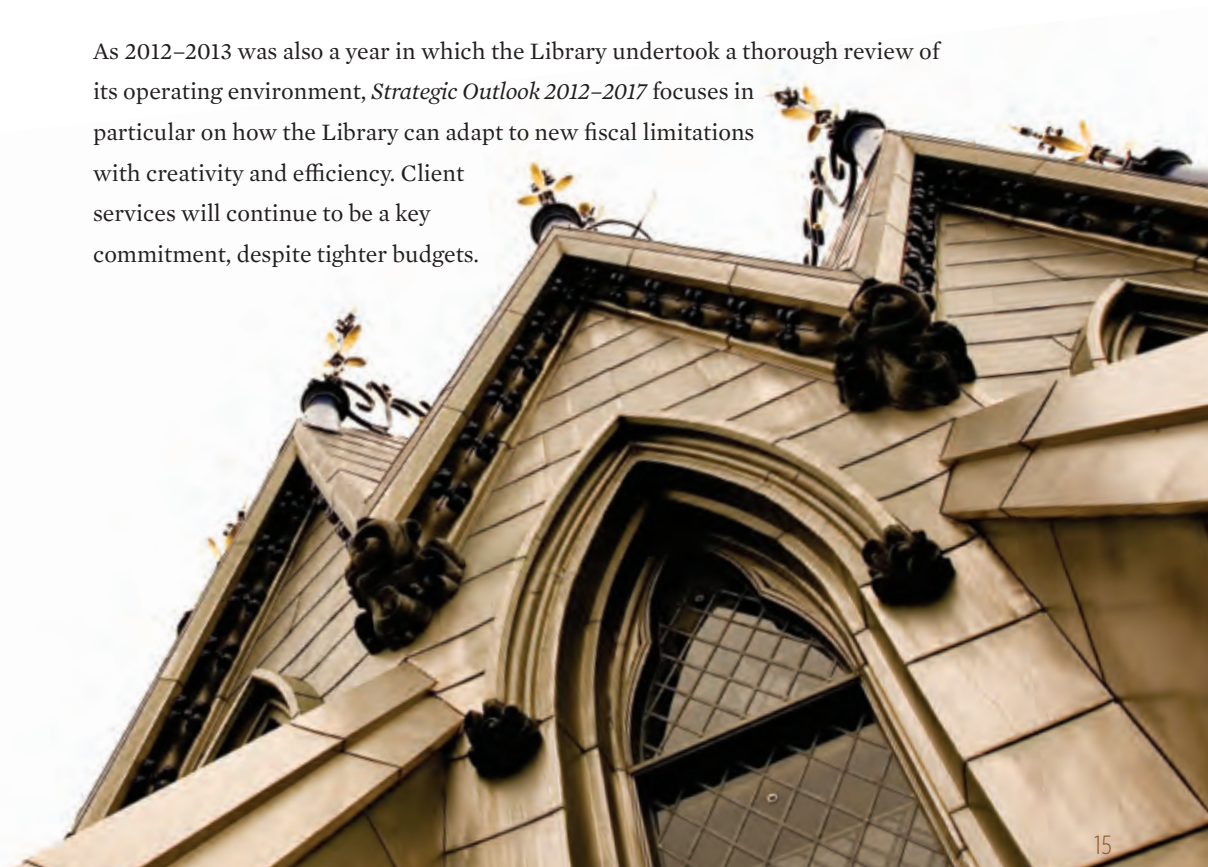
13 million page hits – a 10.5% increase over the previous year – on PARLINFO, the Library's public historical database that informs Canadians about the people, events and institutions that have shaped Parliament since 1867

Our Key Accomplishments

The Library's strategic plan supports continuous service improvement

In her new role as Parliamentary Librarian, Sonia L'Heureux, in collaboration with the Library's management team, undertook an extensive planning exercise that resulted in a new strategic plan, *Strategic Outlook 2012–2017*. The plan sets an agenda of service improvement in four areas of priority: increasing digital access, improving client outreach, managing the Library's talent, and ensuring the best possible quality in all Library work.

As 2012–2013 was also a year in which the Library undertook a thorough review of its operating environment, *Strategic Outlook 2012–2017* focuses in particular on how the Library can adapt to new fiscal limitations with creativity and efficiency. Client services will continue to be a key commitment, despite tighter budgets.





SPOTLIGHT

An engaged and creative staff

Throughout its strategic planning process, the Library has placed great emphasis on the ideas of its staff. In the fall of 2012, the Library engaged managers in planning sessions, which played a significant role in the development of *Strategic Outlook 2012–2017*. As the Library implements the strategic outlook, it will continue to rely on the creativity and commitment of its employees.





Improving access and service

The way people consume information is constantly evolving, and all organizations are adapting the ways in which they deliver information. To stay relevant and useful to its clients, in 2012–2013 the Library launched a strategy for the digital delivery of its products and services, increasing the Library’s holdings of digital products and making the catalogue more searchable and accessible.

Increasing our digital content

In 2012–2013, more than 97% of items added to the catalogue were electronic. Fifty-three percent of the Library’s annual acquisitions budget was allocated to obtaining digital resources for clients.

The Library receives unique copies of the Sessional Papers (tabled daily in the House of Commons), which cannot be retrieved anywhere else. The Library digitized 960 of these papers in 2012–2013, enabling it to provide convenient and timely access to the content in a digital format for clients. The Library also purchased a preservation-grade book scanner to produce high-quality scans of rare or fragile items that are in regular demand, thus protecting the bound originals.

Coordinating service improvement and delivery initiatives

In November 2012, the Library announced the creation of a temporary secretariat on Integrated Client Outreach and Digital Access (ICODA) to facilitate the coordination of service improvement and delivery initiatives across the organization. The secretariat began analyzing feedback collected from parliamentarians and the public. It also began identifying best practices and opportunities to achieve efficiencies and enhance client satisfaction. Work is structured to take advantage of the expertise and knowledge of Library staff, who interact with parliamentarians and the public every day and whose front-line perspective on what works – and what doesn’t – is critical to the development and delivery of relevant products and services.

Putting e-books in the hands of parliamentarians

A subscription to ProQuest Research Library’s “ebrary” database gave our clients the ability to borrow and read more than 80,000 e-books through our online catalogue, ParlCat. The Library also initiated a pilot project both to allow these e-books to be borrowed and to permit licensed news sources to be read on parliamentary iPads.

A more user-friendly catalogue

The Library renewed the appearance and functionality of its electronic catalogue, ParICat, replacing an outdated system with one that will enable genuine integration of Library resources and collections with Library databases and catalogues to create a single search interface. The new technology provides easier, more user-friendly access to more than 1 million electronic, print and audiovisual documents of interest to parliamentarians. The enhanced ParICat features updated search functions, changes to the navigation bar, and a “New Titles” feature.

In addition, the Library of Parliament added more than 87,000 e-books and digital documents to the ParICat catalogue in 2012–2013. The Library also increased the external visibility of its collection by uploading its records to the national catalogue AMICUS, hosted by Library and Archives Canada, and to the cooperative library catalogue WorldCat, hosted by the international library cooperative OCLC. Now, people from around the world can search the Library’s collection and discover relevant documents.

A fresh approach to taxonomy and metadata

Well-structured and consistent metadata makes it possible for the Library’s clients to easily discover, retrieve and use Library products and services. In 2012–2013, the Library made significant progress to meet these requirements, working with Senate and House of Commons staff to draft a guide for common metadata for parliamentary resources.

The Library’s “subject taxonomy” organizes information according to broadly defined categories. The goal is to ensure that the subject taxonomy is intuitive, flexible and user friendly, and is applied to all Library products and services. In 2012–2013, the Library updated this vocabulary in ParICat and increased its application to include a wider array of products and services. In doing so, it enabled librarians to filter search results by subject, facilitate the analysis of research requests and reference questions, and disseminate information directly to parliamentarians based on their subject interests.



Preserving Parliament's documentary heritage

Among the Library's most important functions is the preservation of its collections in a manner that provides parliamentarians and Canadians with the best possible access. In 2012–2013, the Library focused on both digital and print preservation.

Celebrating the art of bookbinding

In March 2013, the Library's Binder Conservator was interviewed by the host of CBC radio's *In Town and Out* for a feature piece on the "lost art" of bookbinding. As the feature made apparent, bookbinding was still very much alive in 2012–2013 at the Library, with the preservation lab handling a diverse range of preservation activities. These included the creation of more than 2,500 bound volumes of debates, journals and other standard collection items for the Senate, House of Commons and Library.

Our preservation lab used the skills of a conservator to perform a complete collection review and assessment for the rare book collection and for the Library's corporate archives. While the project will continue in future years, in 2012–2013 the Library conserved nearly 100 valuable collection items. During this process, the Library recognized the skills of the conservator as being critical to the future direction of its preservation activities.

SPOTLIGHT

Delivering the debates digitally

As part of its work to preserve, digitize and improve access to Parliament's documentary heritage, the Library has partnered with the not-for-profit organization Canadiana.org to develop a digital portal for free access to the *Historical Debates of the Parliament of Canada*. In 2012–2013, the project team developed a first version of the portal that houses 40-plus years of debates content. All debates content will be available via the portal by winter 2014–2015.



Early Debates Project nearing completion

Until 1875, the House of Commons kept no official record of its debates. Speeches delivered in the House were reported in major newspapers of the day, and librarians clipped the articles and preserved them in scrapbooks. The Library's Early Debates Project enlists historians, specialized editors, translators and indexers to painstakingly reconstruct these debates from available sources. This important work is filling a significant gap in the Canadian parliamentary record.

In 2012–2013, the Library completed work on the 1873 Senate debates (French translation) and the 1873 House of Commons debates. The work provides a rich and valuable picture of the exciting debates of that year, including the election of Louis Riel, the Pacific Scandal, and the admission of the Province of Prince Edward Island into Confederation. The project is now nearing its completion, with only the 1874 House of Commons debates remaining unpublished.

Purchasing items on request

In early 2013, the Library introduced a new system used increasingly by research libraries to acquire items for their collections: Purchase on Request. The system enables the Library to cut down on expenses while continuing to broaden access and acquire items that meet clients' needs in a quick and efficient manner. Under the new system, pre-selected items labelled "Purchase on Request" are made available through the Library's catalogue. Even once the transition from "just-in-case" to "just-in-time" collection development is completed, the Library will continue to select and acquire core resources in addition to items that clients request.

Maximizing resources through interlibrary loans

The implementation of Strategic and Operating Reviews across all Government of Canada organizations has affected the Library's services in a number of ways. The closure of government libraries in 2012 and the shutting down of interlibrary loans at Library and Archives Canada resulted in a 23% increase for requests from other institutions. The Library of Parliament has become a preferred source for obtaining books and documents.

Meanwhile, inter-library loan requests on behalf of Library clients have decreased by approximately 25% for several reasons:

- the Library’s own rich collection is meeting clients’ expectations better than ever before;
- electronic documents are more accessible now as a result of the Library’s enhanced subscription portfolio; and
- because of an overall increase in digitization across libraries, the Library can often locate a digital copy of a book rather than borrow the printed copy from another library.

Creating more streamlined operations


From the outset of the Strategic and Operating Review, the Library has been committed to adjusting its operations in ways that will continue to preserve a high level of client service. In 2012–2013, the Library focused on efficiency and modernization, streamlining all areas of operation as well as the Library’s organizational structure. Some of these changes included transferring public education programs to the Parliamentary Information and Research Service and the publishing, editing and creative services functions to Corporate Services. The Library reorganized the way it manages its large print and electronic serials subscriptions as well as its extensive collection of government documents, and streamlined its Collection Maintenance Section.

These efficiencies and streamlined operations will help the Library improve its services and better meet the needs of clients. Potential synergies and improved processes were key considerations in the Library’s transformation.

Integrating the business-planning process and IM/IT portfolio management

Given the Library’s focus on modernization and continuous improvement, our planning process became a key area for improvement, especially as the Library undertook a comprehensive strategic planning exercise. Our objective was to build a stronger, more collaborative and integrated planning process that would enable better and more informed decision making. To this end, the Library adopted a new process for managing major initiatives and projects. Called “stage-gating,” the process enables managers to move projects through the decision-making process in a manner





that improves transparency and communication across the organization. The process also enables managers to gain an understanding of how a given project will affect other services, and improves project completion rates.

Over the year, the Library worked on developing the systems, tools, templates and training to support this process. For example, the process uses a common language and criteria to approve, categorize and monitor the status of major initiatives and projects. As many of these initiatives and projects include an information management/information technology (IM/IT) component, the Library also made great strides in establishing a strengthened IM/IT portfolio management model that is integrated with its new planning processes. An IM/IT steering committee was reinstated to provide advice and oversight to senior managers on approved IM and IT projects in the stage-gating process. Of critical importance to the Library is the role this group plays in ensuring that lines of communication are maintained across the Library and with the House of Commons Information Services, the Library's primary provider of IT services.

Improving our web publishing

The quality and presentation of the Library's web-based content, and the experience of clients seeking and using that content, are essential components in the Library's effort to enhance and improve digital access and service for parliamentarians and Canadians.

In 2012–2013, the Library began a web-publishing overhaul that will ultimately enable a more professional, consistent and better-organized web experience for clients, and a more effective and efficient set of publishing processes for those delivering content. The Library:

- examined the successful practices of other organizations;
- provided a forum for web content producers to discuss issues and suggest solutions;
- recommended changes that will enable the Library to improve how it produces, publishes and manages its web content; and
- mapped a more effective “future state” for service delivery and web governance.

The result is a blueprint for the Library's ongoing work with this initiative.

Improving outreach and awareness

A comprehensive strategy to meet client needs

An important function of the Library's temporary Integrated Client Outreach and Digital Access (ICODA) secretariat is to ensure efficient and effective communications with parliamentarians, their staff and the public. In 2012–2013, ICODA established a service charter and began planning an integrated client outreach and communication strategy for the Library. The strategy will define priorities and approaches – in such areas as mobile communication, social media, web content presentation and client satisfaction measurement – based on relevant research, best practices and client needs.

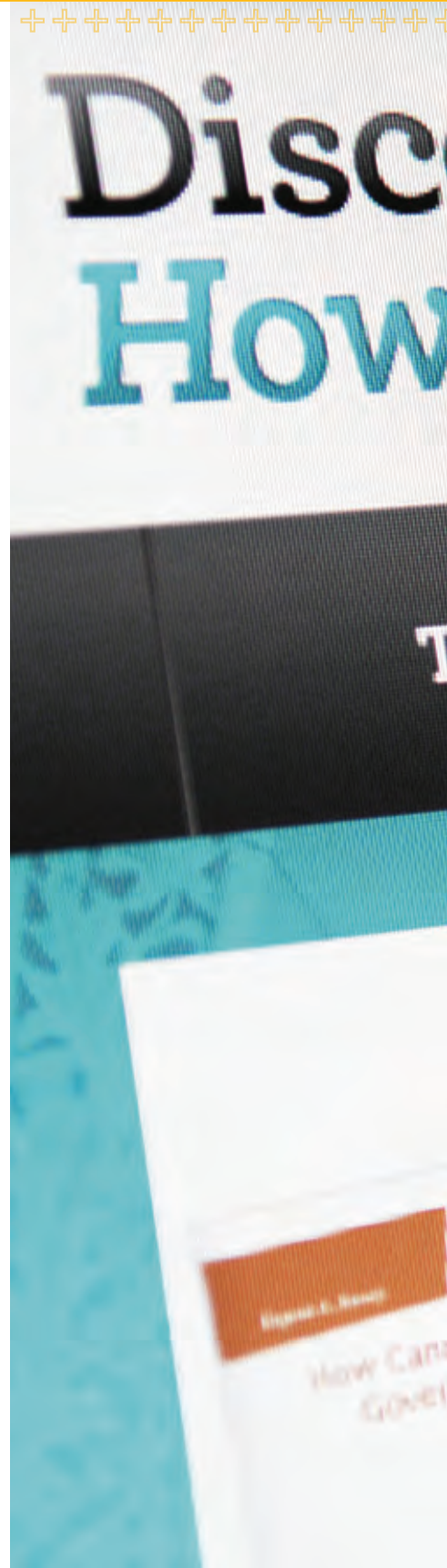
Teaching teachers about Parliament

The Library received 135 applications to participate in its [Teachers Institute on Canadian Parliamentary Democracy program](#). The program, in its 17th year, welcomed 85 outstanding teachers from across Canada to take part in an intensive professional development opportunity and gain an insider's view of how Parliament works. The teachers met with parliamentarians and experienced Parliament first-hand. Following the conference, surveys showed that 100% of responding participants (52) were satisfied with their experience at Parliament.

In 2012–2013, the Library designed Parliament 101, a training program for student teachers, as a complement to the Teachers Institute program. The goal is to ensure that a large number of new teachers are knowledgeable and equipped not only to teach Canadian parliamentary democracy in their classrooms, but also to encourage students to become fully engaged as Canadian citizens. In January 2013, the pilot project ran a workshop with the University of New Brunswick for 85 student teachers.

Welcoming visitors to Parliament

Each summer, university students from across Canada are hired as tour guides to welcome visitors to Parliament. They offer insights into Canadian and parliamentary history, parliamentary process, and the art and architecture of the Parliament buildings. The Library received 430 applications and hired 40 students for the summer 2013 employment program.





over



Canadians



TIME TRAVEL



Canadians
in Themselves

Parliamentary guides welcomed approximately 324,050 visitors on tours in 2012–2013, including 56,667 students and teachers. Eighty-four percent of the 4,654 comment cards completed by visitors reflected a positive experience of their tour.

Interactive site

The Library developed *Discover How Canadians Govern Themselves*, using images, videos, puzzles and quizzes to explain Canada's system of government and how Parliament works. This new resource supports the content in *How Canadians Govern Themselves*, by the late Senator Eugene Forsey, now in its eighth edition. More than 195,000 people visited the site in 2012–2013, a 28% increase over the number of visits in 2011–2012.

Parliament on YouTube

The Library introduced its own [YouTube channel](#), which attracted 41,930 video views between September 2012 and March 2013. This was more than double the initial goal of reaching 20,000 views.

Video tour of Parliament

In October 2012, the Library presented *Parliament 360*, a series of video clips that offer an inside view of the workings of Parliament, as well as a history of Centre Block. The clips are available for viewing on the Library's YouTube channel.

Parliamentary Budget Officer website

In 2012–2013, the [Parliamentary Budget Officer \(PBO\)](#) launched a refreshed version of its website. The site design makes it easier for the PBO to publish and disclose information, and for users to find and retrieve it. A self-service feature also enables users to select and manage their own alerts for PBO releases.

SPOTLIGHT

Using our website to communicate with Canadians

More Canadians than ever before interact with the Library via its website. With this in mind, the Library launched a new interactive website in September 2012 aimed at teaching young Canadians more about Parliament and Canada's system of government. Based on the popular publication *Our Country, Our Parliament*, the website received more than 123,300 visits from September 2012 to March 2013.

The screenshot shows the homepage of the 'Explore Our Country, Our Parliament' website. At the top, the title 'Explore Our Country, Our Parliament' is displayed in a serif font. Below the title is a horizontal navigation menu with seven colored buttons: 'Canada: The Road to Democracy' (purple), 'Canada's System of Government' (yellow), 'Canada's Democracy in Action' (green), 'The Business of Parliament' (dark purple), 'Your Capital' (blue), 'Parliament in Motion' (orange), and 'Glossary' (brown). The main content area features a large image of a young girl in a blue dress pointing towards a large, colorful model of the Parliament Hill building. To the right of the image is a white box with the text 'EXPLORE Our Country Our Parliament YOUR WAY!'. Below this, there are two sections: 'Welcome!' on the left, which includes a small image of the book cover and links for 'Read the book' and 'Teacher's Guide', and 'WORD BUILDER!' on the right, which includes a definition of a word and a 'Share this on' button with Facebook and Twitter icons. A woman in a blue dress is also visible in the bottom right section of the page.



Keeping parliamentarians up to date

Current affairs

The Library has multiple publications and tools to help keep parliamentarians and other stakeholders informed of current issues. In 2012–2013, more than 744 registered users took advantage of NewsDesk, a service that enables them to read the full text of current news items on mobile devices, and that delivers media alerts from more than 70 Canadian and international news services in English and French. More than 750 users received a total of 2,143 regular alerts in 2012–2013.

The Library launched a pilot project with the Senate to provide users with customized, personalized media monitoring. Using a commercial software application, the Library is able to combine news items from Library databases with social media analysis such as Twitter feeds and blogs. For example, Library analysts can subscribe to media digests to learn what is being said about the bills that are the subjects of the *Legislative Summaries* they prepare.

In a related undertaking, groundwork was laid in 2012–2013 on a pilot project to expand the use of iPads by members of Senate standing committees. The objectives were to gauge parliamentarians' needs and usage patterns so that the Library can continue to improve access to information. Results from the pilot exercise are expected in 2013–2014 and will guide the Library's strategies moving forward.

The Library has increased its commitment to digital access with its current awareness product. *Quorum*, the popular daily news clipping service, is now available via email subscription for mobile devices and tablets. At the end of the 2012–2013 fiscal year, it had close to 780 subscribers.

Training in the use of the Library's products and services

The Library made significant efforts in 2012–2013 to help parliamentarians learn more about how to use its electronic products and services. The Library held 164 training sessions over 12 months (in addition to the more general sessions offered), providing training to 208 parliamentarians and Library employees. The number of seminar sessions and average number of participants increased compared to 2011–2012, thanks in part to better organization and a simpler registration process.

SPOTLIGHT

Join the Library on Twitter!

One important result of our approach to using social media was our joining Twitter in September 2012. At @LoPResearch, the Library uses tweets to promote its research publications. Early results compiled during a period where the Library sent an average of 3.5 tweets a week show that traffic on the Library's public research publications website increased by more than 56%. Many parliamentarians and their staff chose to follow the Library on Twitter. In addition, the Library has attracted a wider spectrum of interested users from the general public via this social media platform.



LoP Research @LoPResearch

Keep up to date with the latest information on research publications from the Library of Parliament of Canada.

<http://www.parl.gc.ca/researchpublications>



High demand for resources on current and emerging issues

<i>Radar</i>	The Library released 26 issues of <i>Radar</i> , its reading list of the best current, comprehensive and authoritative articles, reports, newly published books and other documents on subjects relevant to parliamentarians. In all, the Library received 3,612 requests for <i>Radar</i> items in 2012–2013.
<i>Hot Topics</i>	The Library added 202 links to its electronic listing of documents and reports related to news of interest to parliamentarians and their staff.
<i>HillNotes</i>	The Library published 28 short publications to provide parliamentarians with a concise overview of current and emerging issues.
<i>Background Papers and In Briefs</i>	The Library published 19 new and 27 revised research publications in 2012–2013, offering in-depth studies and short briefings on current and policy issues.

Better access to LEGISinfo and *Legislative Summaries*

LEGISinfo is a joint effort of the Senate and House of Commons administrations and the Library of Parliament that provides a central access point to electronic information about bills before Parliament. Comprising information such as *Legislative Summaries*, reading lists, news coverage and background information, LEGISinfo is one of the most frequently accessed applications available to parliamentarians, their staff and the public.

The Library chairs the committee responsible for managing the maintenance and development of the LEGISinfo application. In 2012–2013, the Library completed extensive work on the “Advanced Search” function to enhance the usability of LEGISinfo for all users. The Library also worked with the Senate and the House of Commons to update the [Parliament of Canada](#) website in order to make it easier to access information about Parliament, its institutions, processes and legislative activities.

Another key development was the Library’s work to improve the reading lists for all bills introduced during the 1st Session of the 41st Parliament, making the lists available to parliamentarians more swiftly. Responding to parliamentarians’ requests for earlier access to a key product often consulted through LEGISinfo, the Library began to make draft versions of *Legislative Summaries* available weeks before the edited versions that are released to the public.

Management Team

The Library Executive Committee provides corporate leadership and serves as the Parliamentary Librarian's senior advisory and strategic planning forum.



Left to right: **Lynn Brodie**, Director General of Information and Document Resource Service; **Catherine MacLeod**, Assistant Parliamentary Librarian and person responsible for the Parliamentary Information and Research Service; **Sonia L'Heureux**, Parliamentary Librarian; **Lynn Potter**, Director General of Corporate Services; **Jean-Denis Fréchette**, Parliamentary Budget Officer; and **Ted Buglas**, Executive Director, Integrated Client Outreach and Digital Access.

Not appearing, but members of the senior management team in 2012–2013: **Kevin Page**, Parliamentary Budget Officer, whose term ended in March 2013; and **Dianne Brydon**, Director General of Learning and Access Services and Executive Director of Integrated Client Outreach and Digital Access until she retired in July 2013.

Financial Review

The Library of Parliament's budget for 2012–2013 is presented in the table below. Spending for 2012–2013 was \$44.4 million, an increase from the \$41.3 million spent in the 2011–2012 fiscal year.

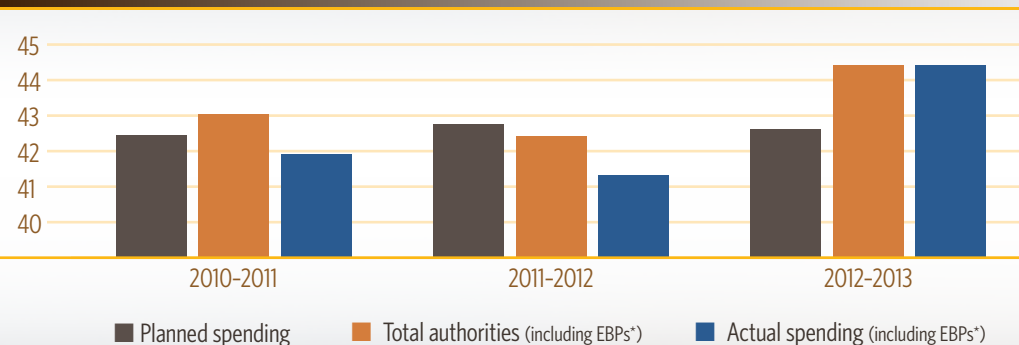
Expenses	Planned Spending	Approved Authorities	Actual Spending
	\$	\$	\$
Salaries and wages*	34,310,976	36,108,168	37,695,803
Operations	8,320,080	8,320,080	6,732,148
Total	42,631,056	44,428,248	44,427,951
FTEs**	344	344	340

* Includes contributions to employee benefit plans

** Full-time equivalents

The following chart shows the trends of the Library's Planned Spending, Total Authorities and Actual Spending from 2010–2011 to 2012–2013. Although planned expenditures for the 2012–2013 fiscal year were \$42.6 million, actual spending was \$44.4 million. This is due to payment of severance liquidation under the terms of negotiated collective agreements and to payments related to workforce adjustment under the Library's Strategic and Operating Review.

Library of Parliament Spending Trend (\$ millions)



* Employee benefit plans

