



PARLIAMENTARY
COUNSEL OFFICE
TE TARI TOHUTOHU
PĀREMATA

Open Sesame ...

Anand Kochunny,
Librarian
4 May 2018

Introducing the Parliamentary Counsel Office

- The PCO is New Zealand's law drafting office
- We draft Government Bills and Legislative Instruments
- We publish all New Zealand Bills, Acts and Legislative Instruments – both in hard copy, and online (at <http://www.legislation.govt.nz>)
- We have around 85 members of staff; of these, around 35 are lawyers
- We have a sole-charge librarian, aided by a student assistant



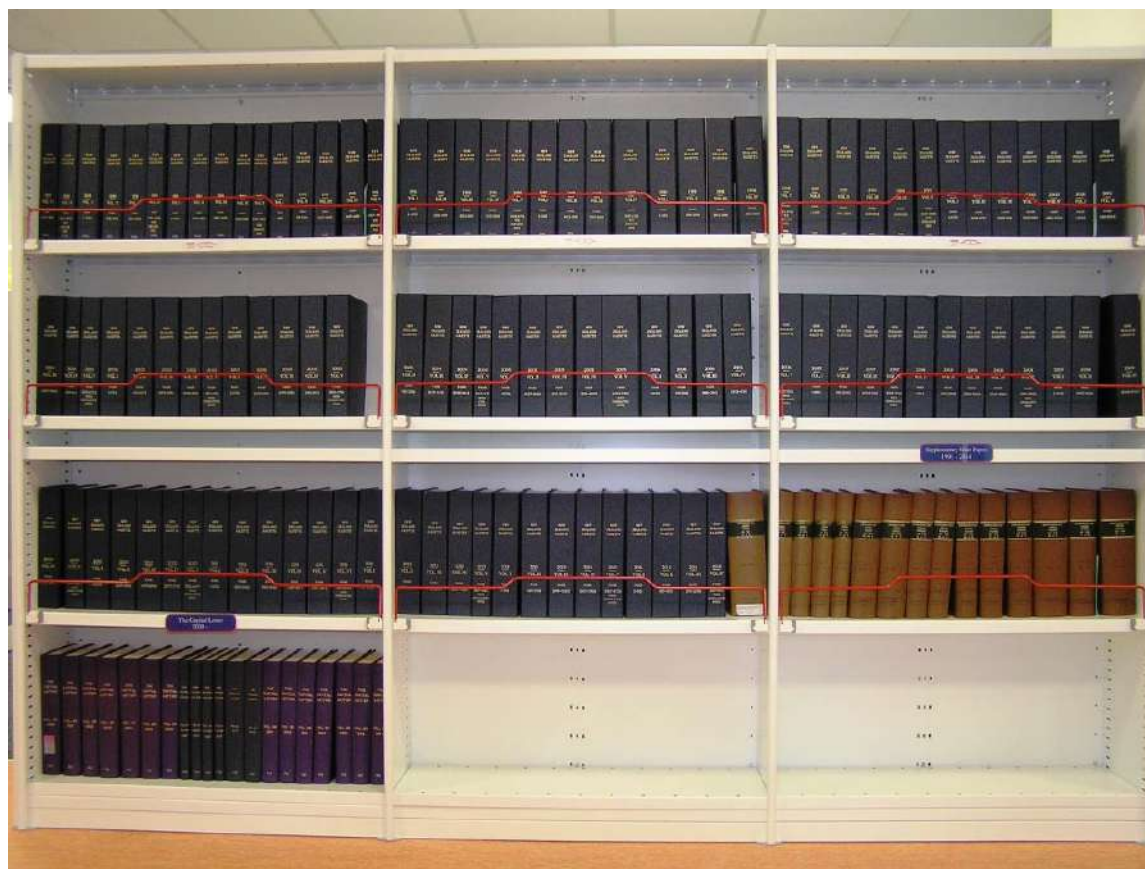


The George Tanner Library
(the Library angel is standing between the bays)



The Journals (and New Books) Display Stand

N.B. The trophies have been won by our sports teams ...



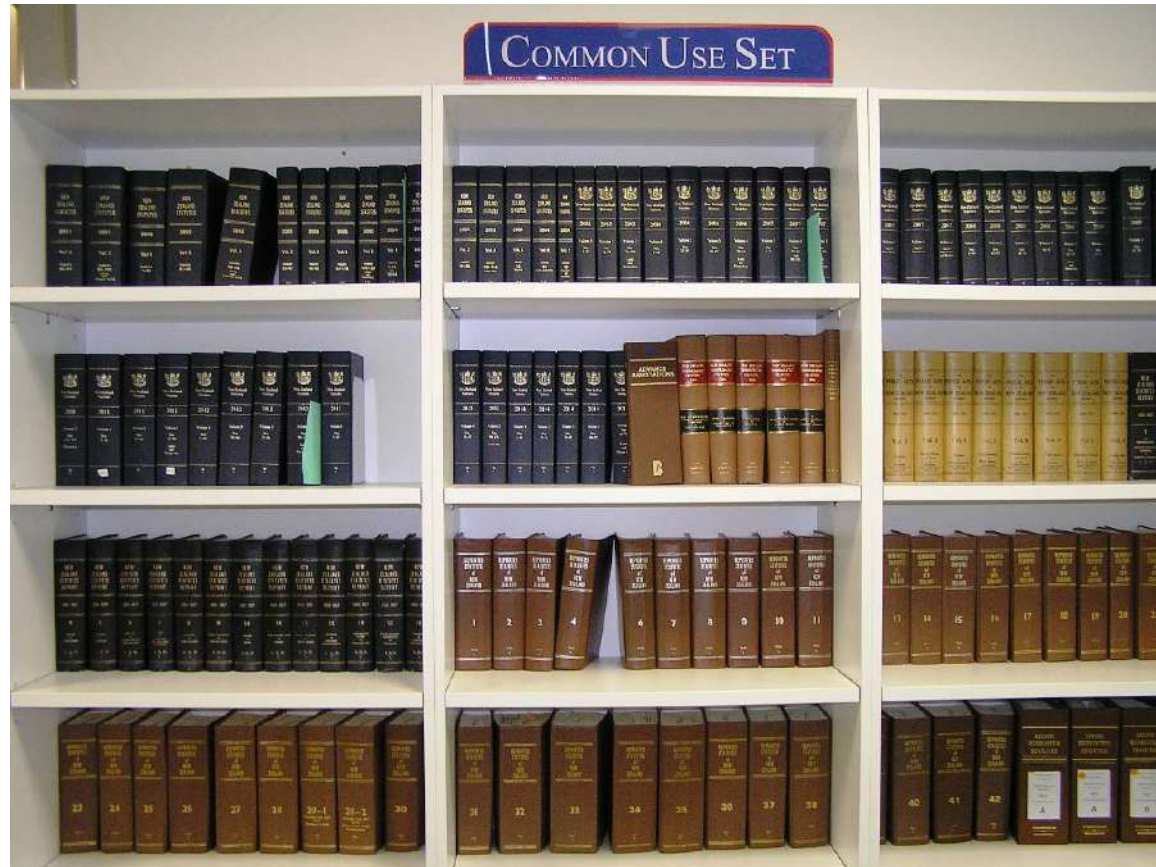
A part of our collection of New Zealand Gazettes

Our collection of Gazettes runs from 1860 to 2014. The red bars are designed to prevent books from falling during an earthquake.



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A part of our collection of Statutes

We have two Common Use Sets, one on each floor.



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Our collection of Regulations

Our former circulation system





Our new circulation system

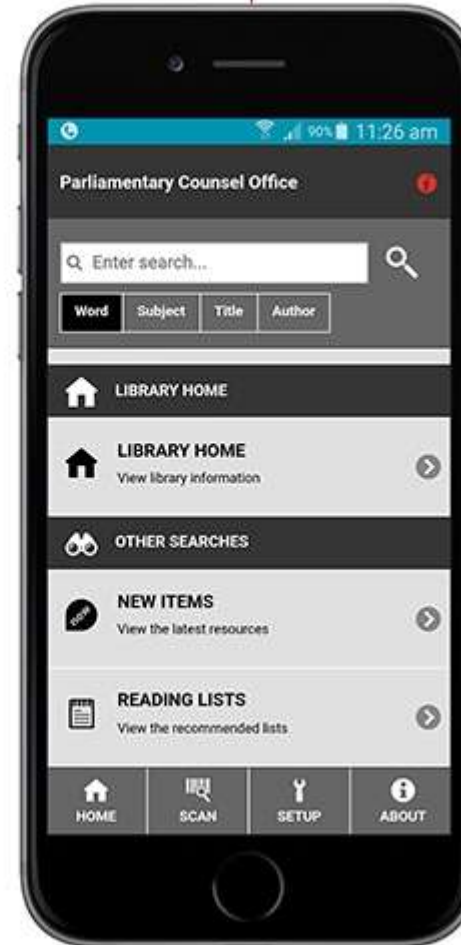
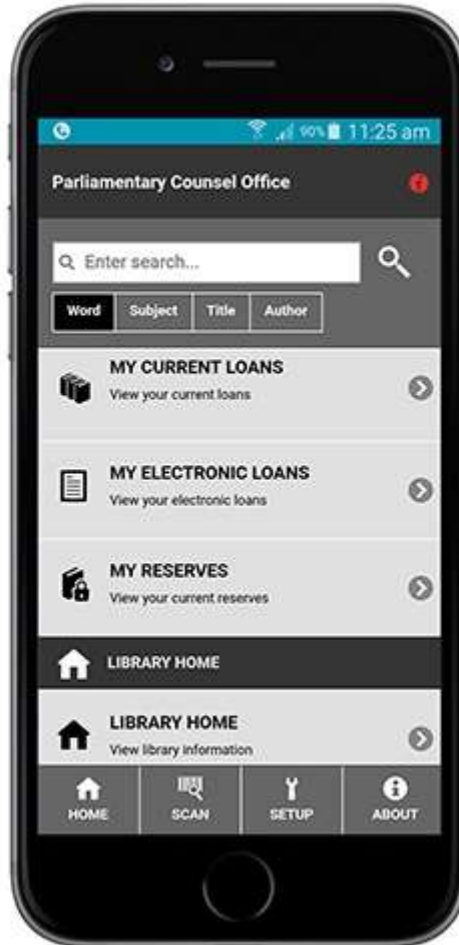
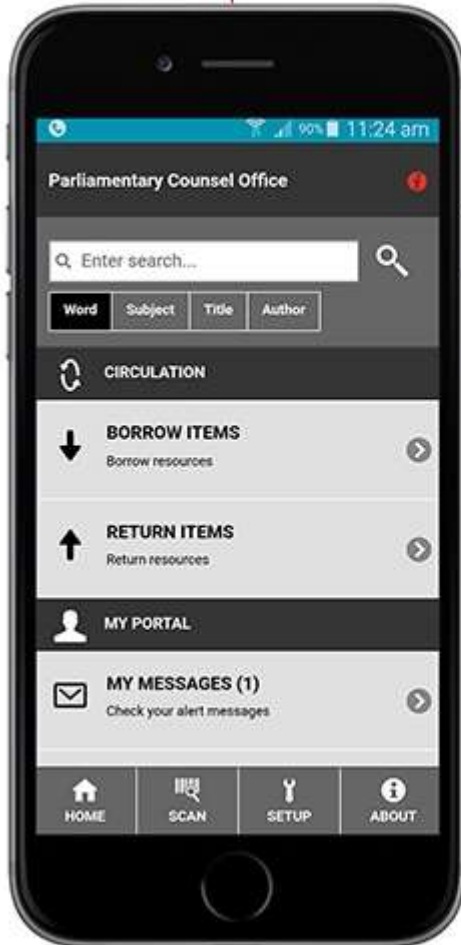
Helpfully circled in red ...

Drivers for Change

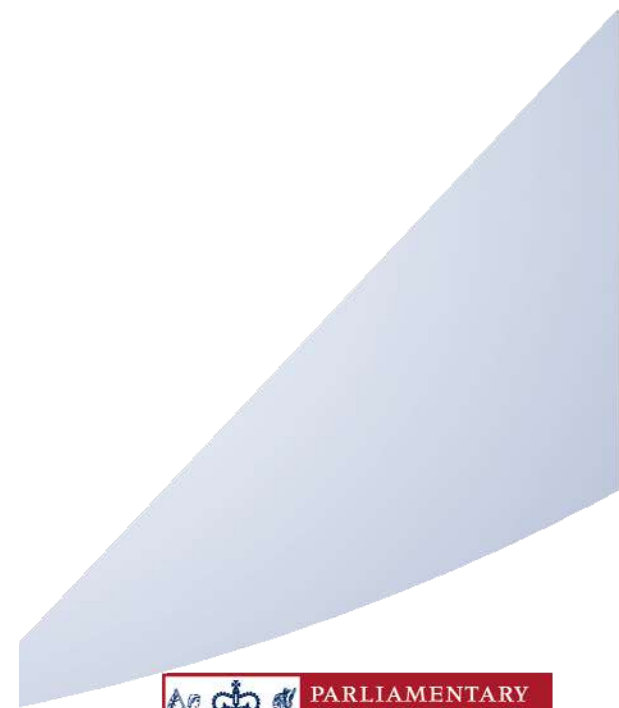
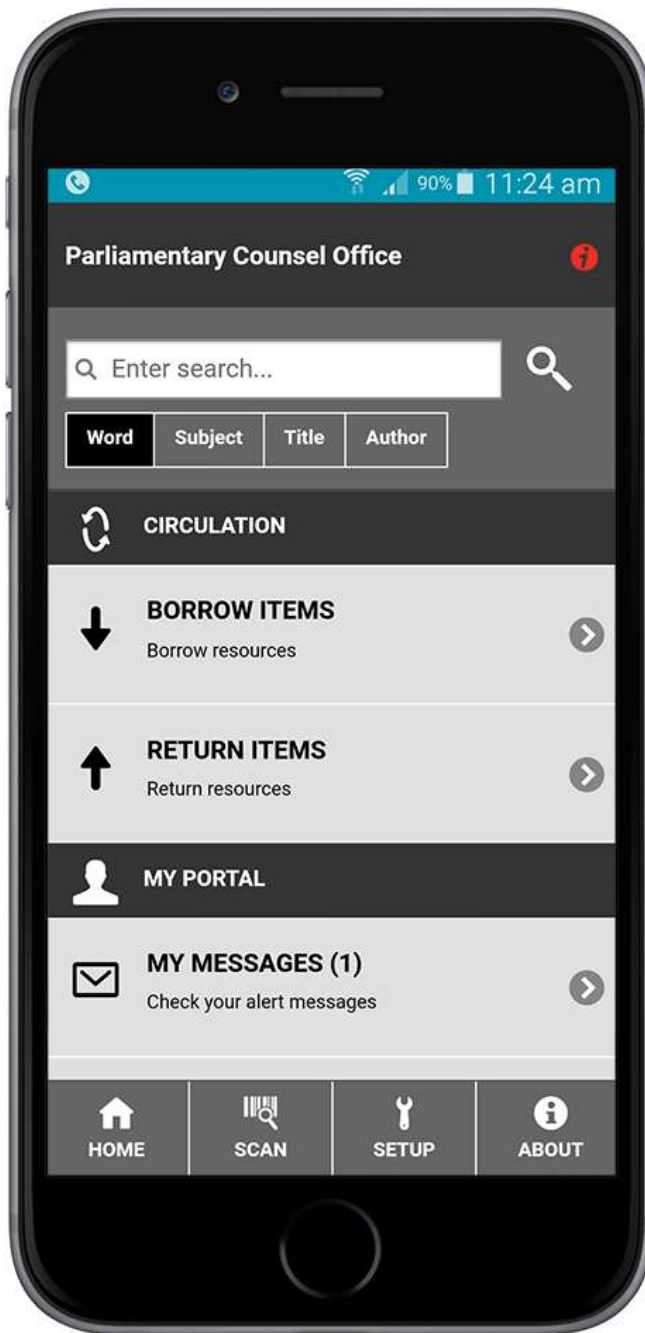
- Efficiency: The app has a scanner that saves patrons time and effort in issuing/ returning library books
- It helps patrons keep track of their loans (think Due Dates!) and reserves
- It is convenient to use – patrons can browse through the catalogue while they are in the stacks
- It can be used from any place with a Wi-Fi connection, and thus supports a mobile workforce

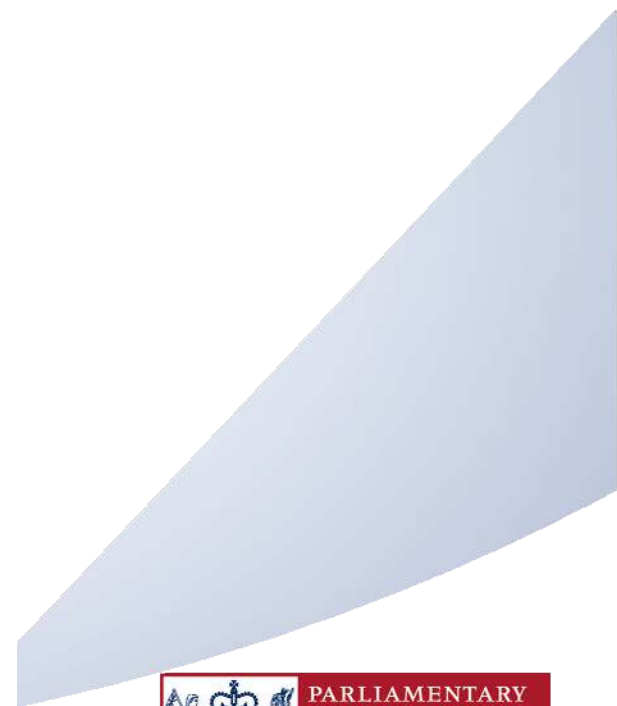
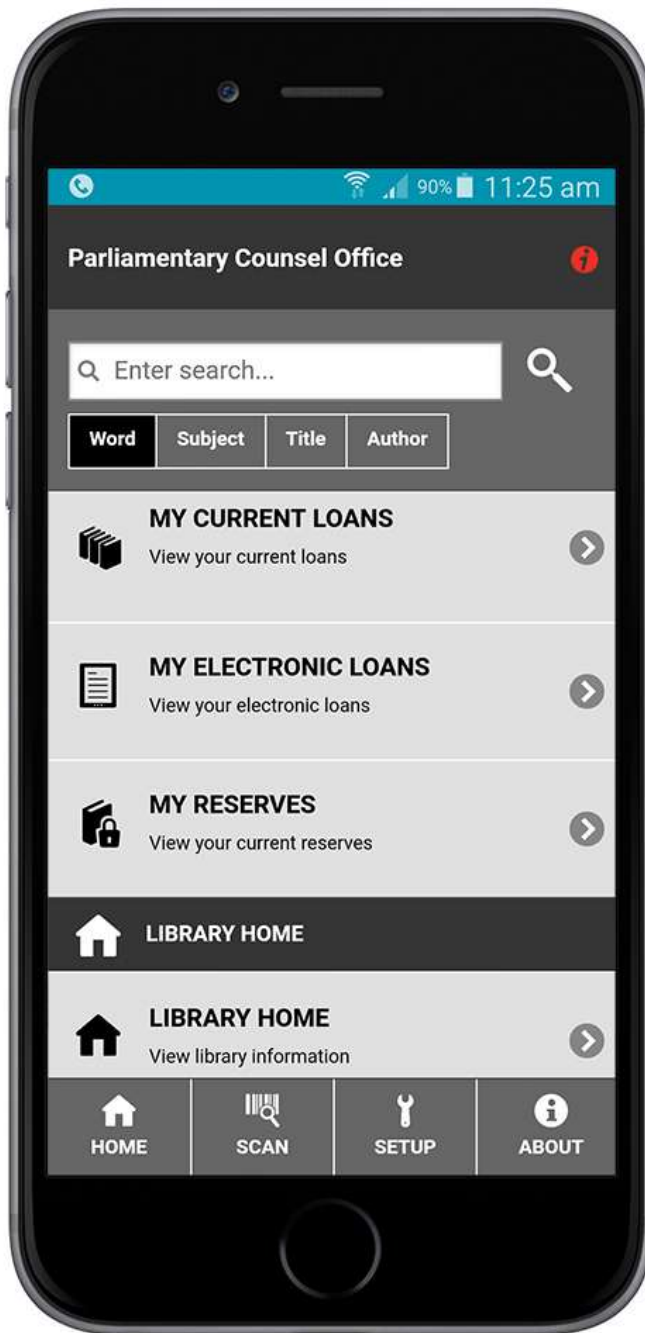


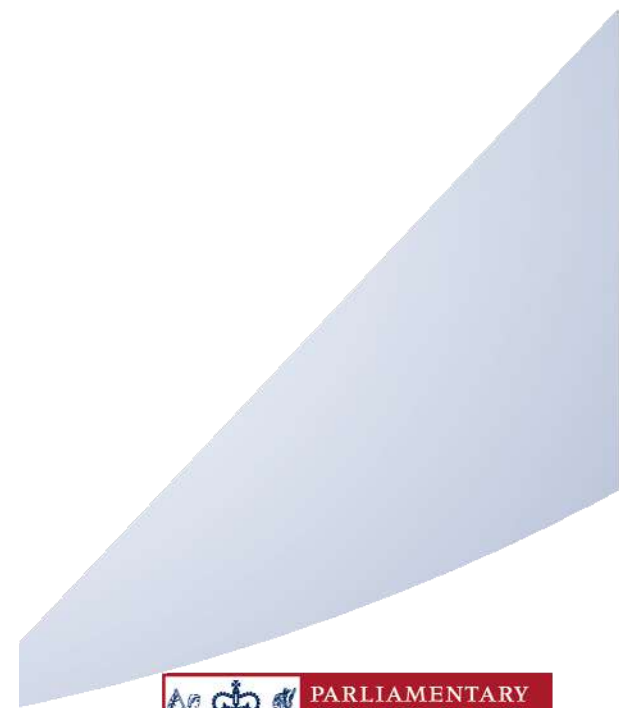
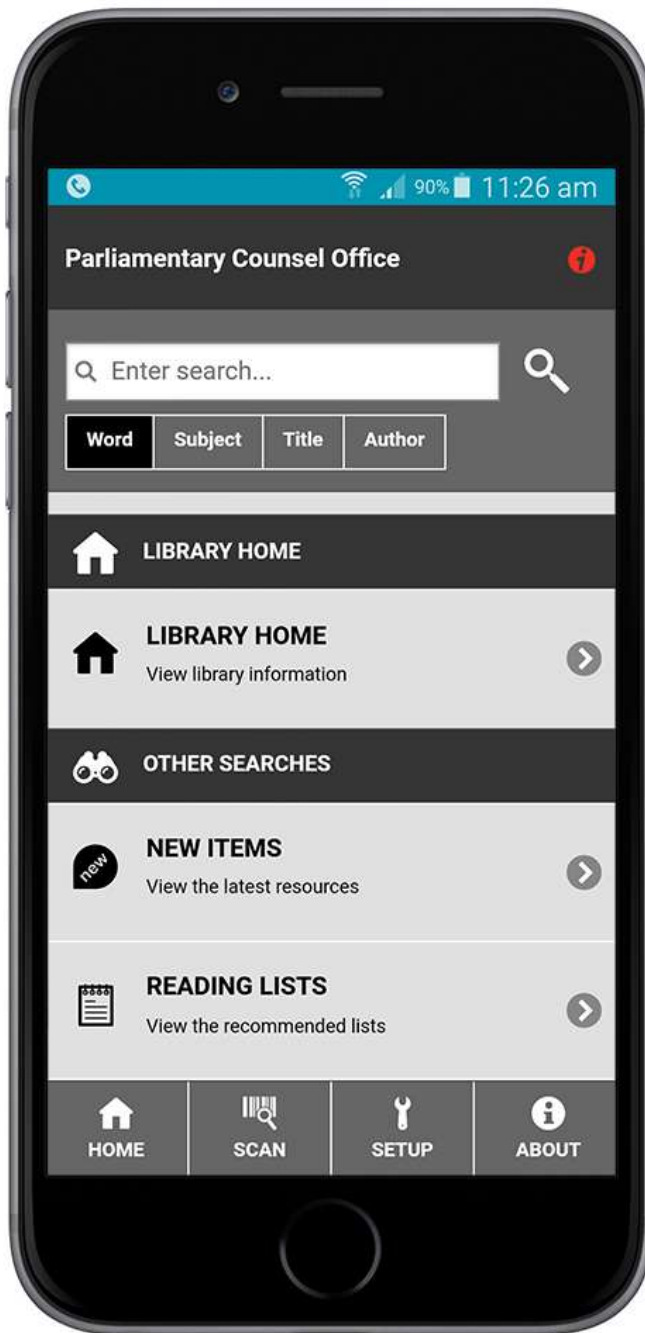
Home Screen



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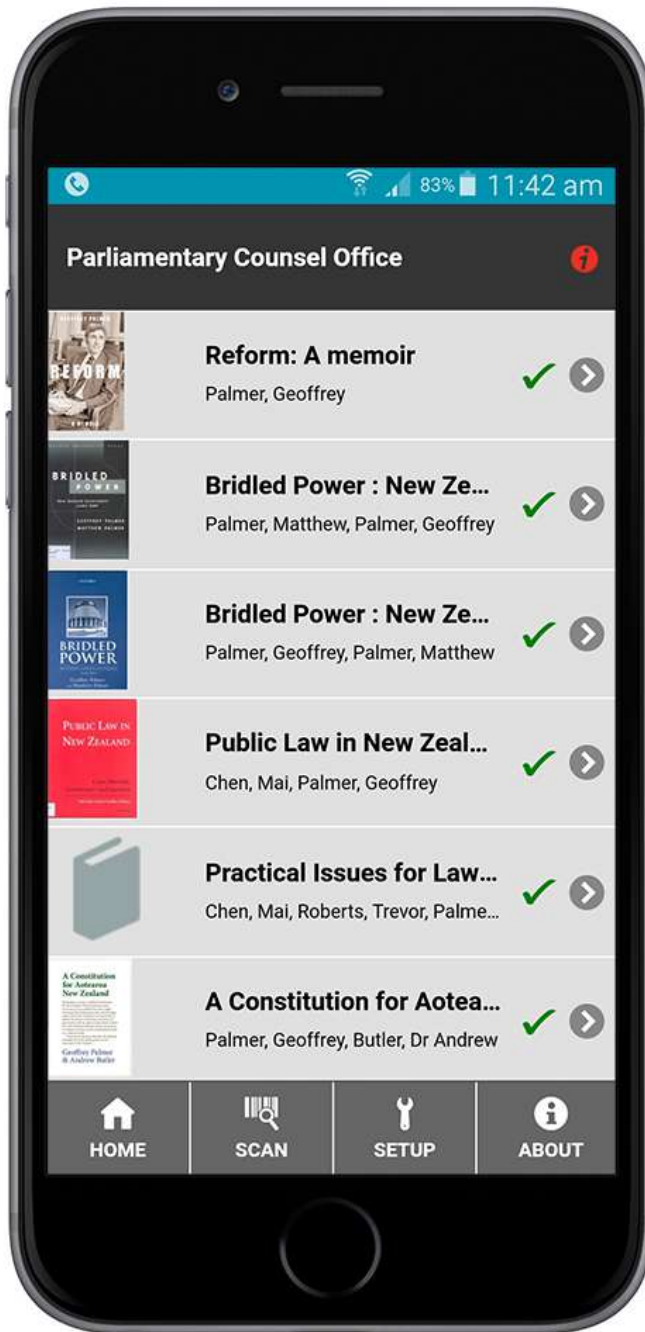






Championing the initiative

- My manager's support was instrumental in getting IT's help while migrating our LMS to the vendor's cloud, as a first step
- Working with members of our Information Resources Group (IRG) helped spread awareness among different teams of counsel
- Working with our Communications Advisor helped with the publication of updates and guidance on using the new system in our in-house newsletter
- My CEO's support was invaluable as she recommended the app at an all-staff meeting before I delivered a presentation on the new system; taking Cadbury's Roses for staff also helped!



Parliamentary Counsel Office



Reform: A memoir

Palmer, Geoffrey



Bridled Power : New Ze...

Palmer, Matthew, Palmer, Geoffrey



Bridled Power : New Ze...

Palmer, Geoffrey, Palmer, Matthew



Public Law in New Zeal...

Chen, Mai, Palmer, Geoffrey



Practical Issues for Law...

Chen, Mai, Roberts, Trevor, Palme...



A Constitution for Aotea...

Palmer, Geoffrey, Butler, Dr Andrew



HOME



SCAN



SETUP



ABOUT



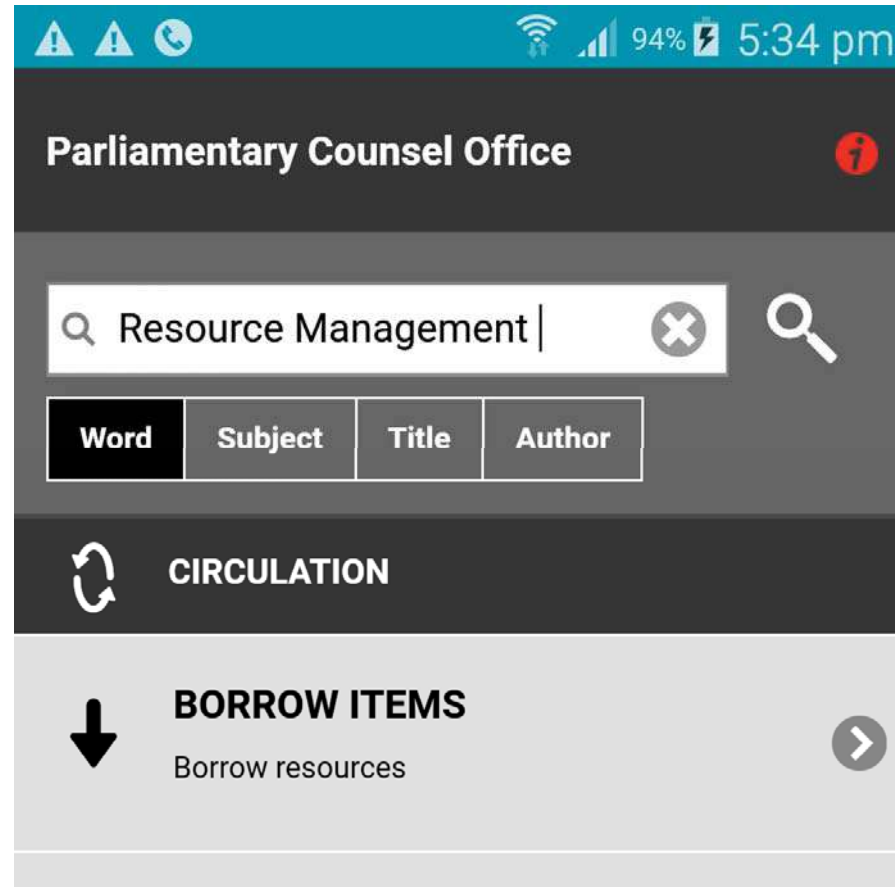
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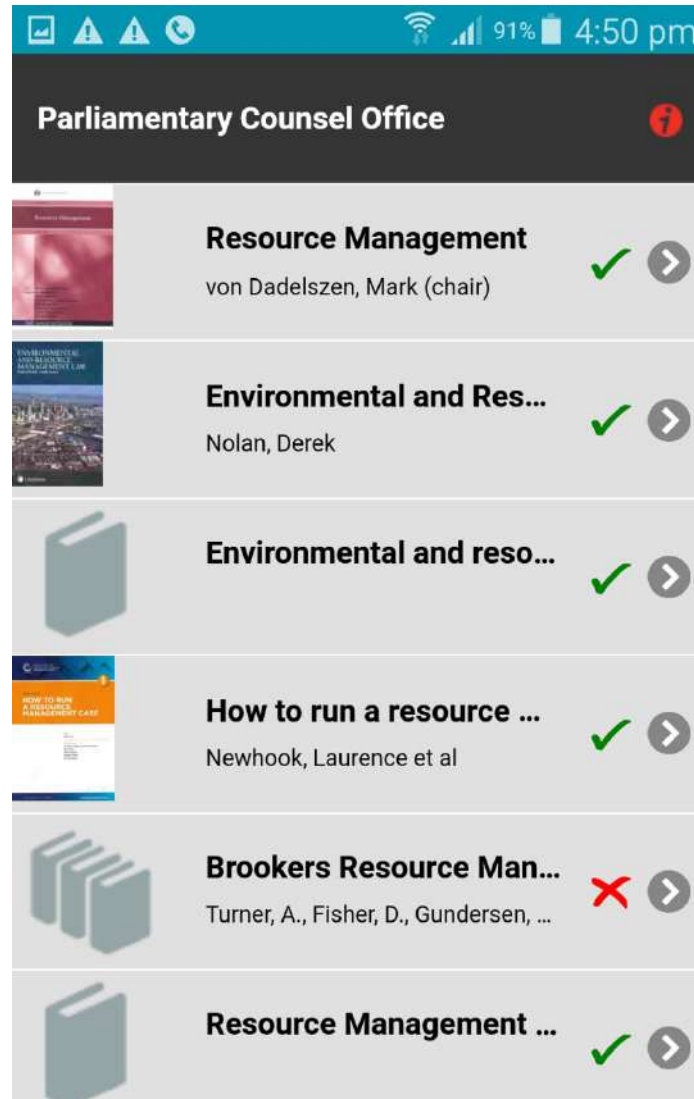
Quelling scepticism

- There are early adopters and those who prefer to wait and watch
- Framing the narrative in a manner that puts the patron in the centre helps change the perspective of the cautious
- The elevator pitch focuses on answering the ‘What’s in it for me?’ question (Answer: Efficiency)
- One-on-one demonstrations go a long way in convincing staff to try a new system
- Piggybacking your change on an imminent organisation-wide change – or one that is already taking place – helps persuade staff to try new technology

Searching the catalogue



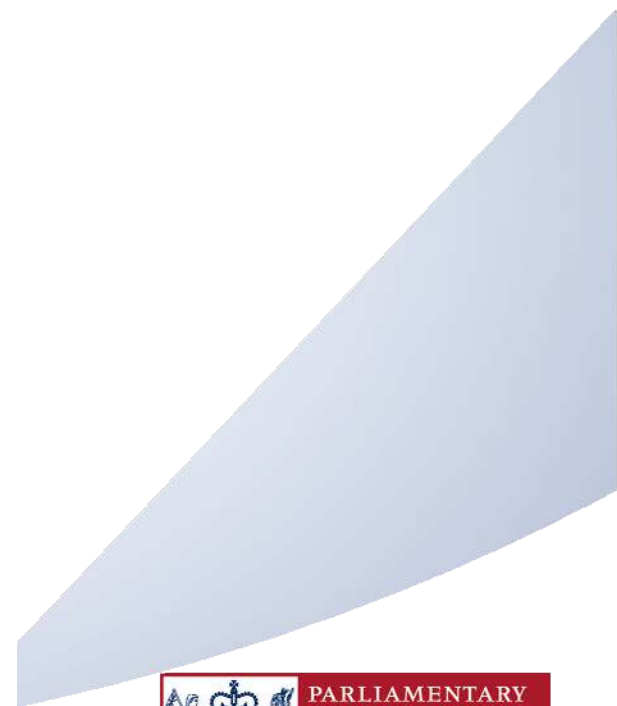
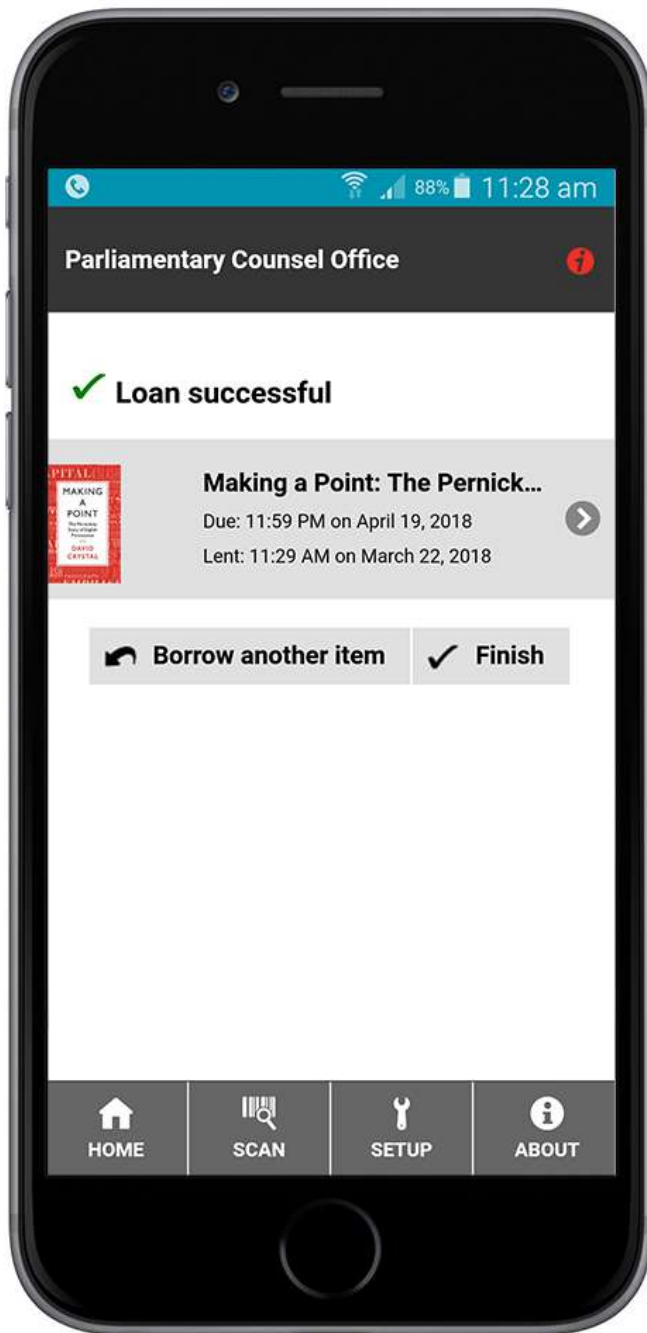
Results





Issuing a book

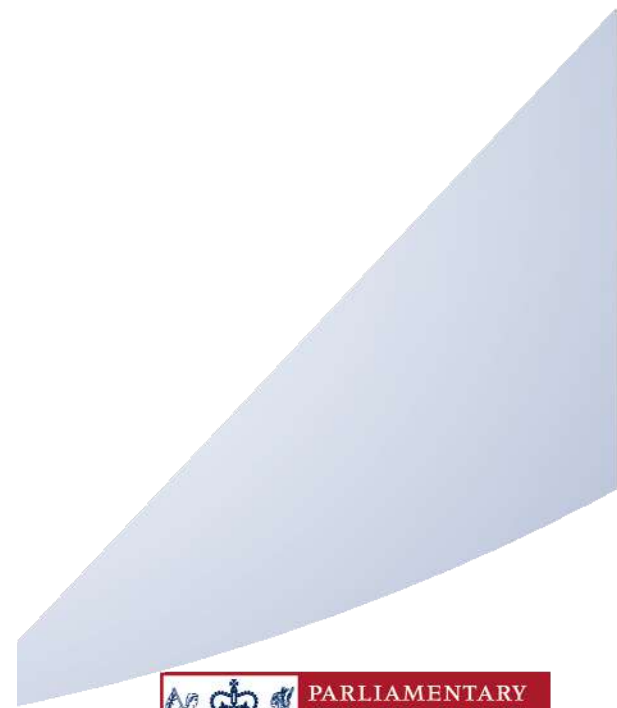
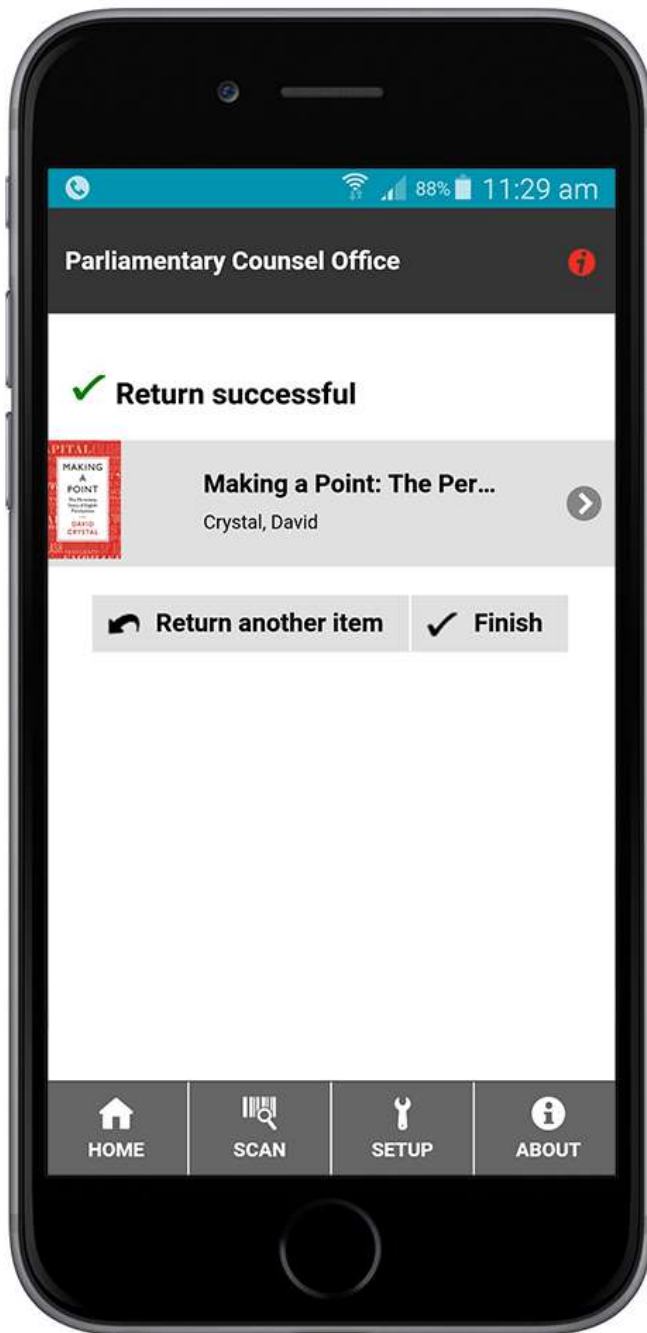
The red line is the in-built scanner in action



Implementing change

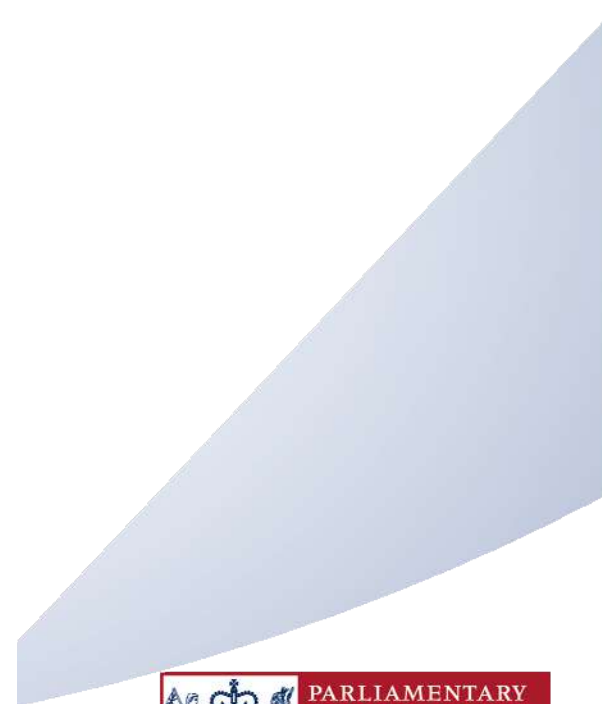
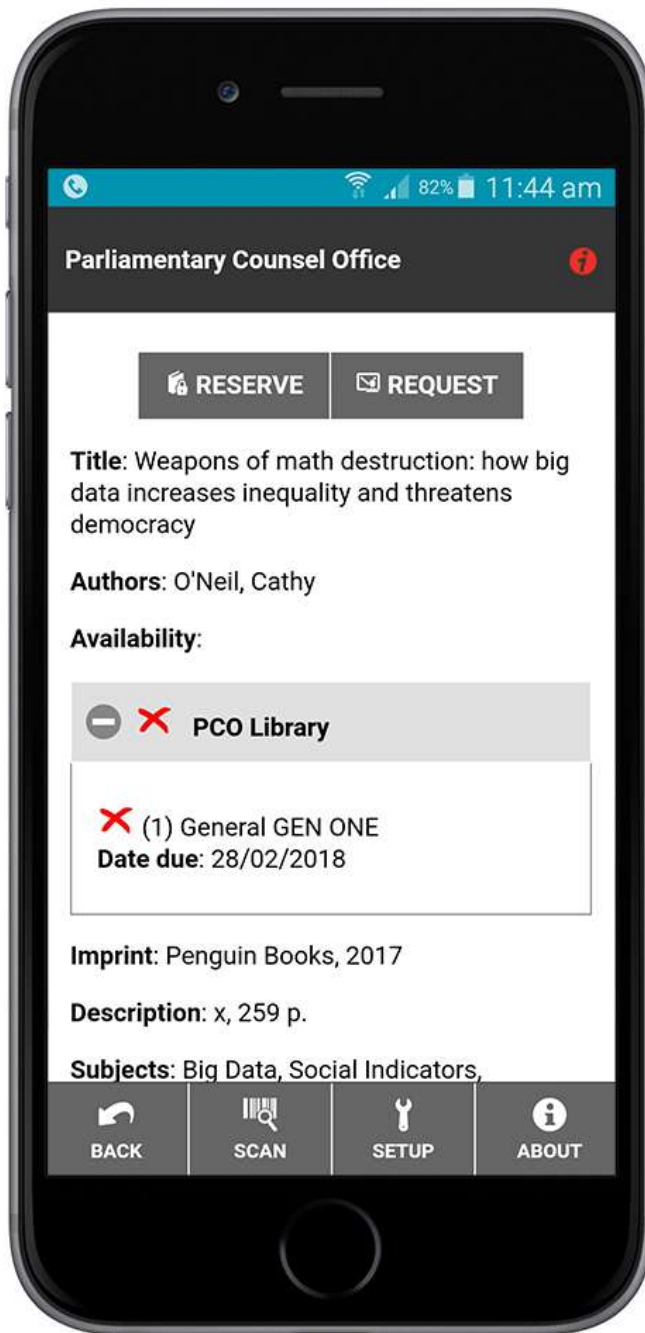
- Prepare early: even for a collection as small as ours, barcoding books can take a while
- Provide advance notification to staff with clear advice and regular communications
- Make the change easy for staff to adopt
- Keep both systems running in tandem until staff have been given sufficient time to get used to the new system
- IT staff can be very useful at such times, by testing and whitelisting the new software





Supporting staff through change

- While the vendor might be a great source of guidance material, you may well have to create material that is particular to your environment
- It helps if the course of action recommended for staff to take is condensed to a few bullet points
- Flexibility may be called for: in this case, some staff members of staff did not wish to use personal phones for work purposes. So we offered them a separate terminal with an attached scanner.
- Patience (and humour) can help change attitudes. Tomorrow's reality may well be different from today's reality
- Maintain faith, and continue demonstrating the benefits



Effect of the app on the Library and its users

- A great start: “How do I get to the Library page on the Intranet?”
- Early adopters have realised efficiency gains
- The novelty is yet to wear off, and staff are still pleasantly surprised by the functionality available at their fingertips
- It has become easier to track down checked out books that are sought by other staff
- Patrons are more vigilant about overdue books, as the software does not issue a new item until overdue books are returned
- The Librarian’s presence is not required to issue, return, renew, search or reserve books



Lessons Learned

- Test the app thoroughly in your environment before launching it
- Obtain support for the project from key stakeholders and influencers; a product champion would be ideal
- Demonstrate the benefits of the app to your audience, i.e., answer the 'What's in it for me' question
- Constantly liaise with the vendor, who can help you with product documentation, training guides, troubleshooting, etc.
- Follow up with one-on-one visits to staff to see how they've adopted the app



Future plans

- Complete barcoding our collection of books, and start barcoding our collection of bound volumes of journals
- Prepare customised reading lists that would be pushed out to different teams via the app
- Investigate the possibility of using the app for circulating eBooks
- Have the app included in the PCO's plans for the future, e.g., moving to tablets or mobile phones



Questions?



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