



## **Statement of Services 2017 - 2018**

**4 April 2017**

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Rules of the Library & Research Service from the Standing Orders of Dáil Éireann relative to Public Business.

## **1. Introduction**

The purpose of this *Statement of Services* is to inform Members and other users about the services available to them from the Oireachtas Library & Research Service.

The rules of the Oireachtas Library & Research Service are published with the Standing Orders of Dáil Éireann relative to Public Business, and are included as an appendix to this document. The rules state that a *Statement of Services* outlines the information and research services that are available to Members and other users.

## **2. Role of the Oireachtas Library & Research Service**

The Oireachtas Library & Research Service (L&RS) is responsible for delivering information and research services to support the work of both Houses, Committees and individual Members in respect of their parliamentary duties (see appendix: rules of the Library & Research Service, paragraph 1). The L&RS also manages the procedures relating to the laying of documents before the Houses.

The L&RS delivers expert services which are impartial, responsive and accessible. The information and research services include

- customised research and reference services to individual Members. These services are designed to support Members who are well-informed to carry out their parliamentary and representational duties.
- topical research briefings to the Houses of the Oireachtas and customised research services to Committees. These services are designed to contribute to a well-informed parliament.
- information skills training to help users find the information they need, and to evaluate and use it effectively. The training is designed to increase users' capability to undertake their own information and research work, and to make more efficient and effective use of L&RS staff resources by focussing on expert research.
- access to the L&RS collection of newspapers, databases, books, journals, and parliamentary material. The purpose of this collection is to meet the wide-ranging information and research needs of users. There is 24/7 desktop access to much of the collection together with L&RS information services and research briefings. Selected elements of the L&RS collection and research briefings are available to the public at [oireachtas.ie](http://oireachtas.ie)

### **3. Provision of services to users**

The Library & Research Service (L&RS) primarily delivers information and research services to Houses of the Oireachtas users, and also provides a limited service to other users. The L&RS has specific guidelines for Members regarding access to services during dissolution periods. These guidelines are included in the Dissolution Guidelines published by the Houses of the Oireachtas Service.

#### **3.1 Houses of the Oireachtas users**

The primary users of the Oireachtas Library & Research Service are Members of both Houses and their staff, Committees of the Houses and staff of the Houses of the Oireachtas Service. A limited service is provided to former Members of the Houses and Members of the European Parliament (see appendix: rules of the Library & Research Service, paragraph 5).

The L&RS services available to Houses of the Oireachtas users are outlined below.

**Members who are not holders of Ministerial Office, and Members who are holders of Parliamentary Office** have access to the following services when engaged in parliamentary or representational duties:

- Legislative analysis service;
- Research briefings on topical issues;
- Customised research, analysis and reference services. These services are provided on a first-come, first-served basis to agreed deadlines. We endeavour to meet all research deadlines.
- Information skills training;
- Access to the L&RS collection;
- Access to the Members' Reading Room, Leinster House.

**Members who are holders of Ministerial Office** have access to the Members' Reading Room, Leinster House and access to reference services. Customised research and analysis services are not provided to these Members or to their staff. These Members' government departments can provide them with access to the L&RS services that are available via the Houses of the Oireachtas ICT network should they so wish. The Houses of the Oireachtas Service charges government departments for this access.

**Former Members and Members of the European Parliament** have access to the facilities of the Members' Reading Room and the L&RS collection on a reference basis. The L&RS does not provide these users with customised research services.

**Committees** have access to a range of information and research services which are reviewed regularly by the L&RS in consultation with the Committee Secretariat.

**Members' staff** have access to the same services as Members who are not holders of Ministerial Office (when undertaking work on behalf of a Member) with the exception of the Members' Reading Room. Members' staff and party researchers may collect materials on behalf of Members from the Reading Room. The L&RS focus for this group of users is on information skills training to enable them to carry out research for Members. Interns assigned to Members have access to L&RS online resources only.

**The staff of the Houses of the Oireachtas Service** has access to the same services as Members who are not holders of Ministerial Office with the exception of use of the Members' Reading Room.

**Political correspondents** (accredited by the Houses of the Oireachtas Service) who have access to the Oireachtas ICT network will have access to the L&RS services and resources made available on this network. The Houses of the Oireachtas Service charges political correspondents for this access. No other services are provided to political correspondents.

### **3.2 Other users**

The L&RS provides limited services to users outside of the Houses of the Oireachtas including officials from government departments, other libraries, academic researchers and members of the public.

The L&RS facilitates access to documents laid primarily via oireachtas.ie. Generally government libraries are responsible for the provision of library and information services to their departmental officials. The L&RS co-operates with other libraries on an individual basis.

The L&RS historical collections are accessible online, and also (to bona fide researchers only) on a reference basis by arrangement with the Library and Archive Manager. This access is subject to the L&RS rules for external readers, copyright legislation and licence agreements.

The L&RS provides a reference service to members of the public to support their Houses of the Oireachtas-related research. Members of the public with general information queries will be referred to public libraries or other libraries as appropriate. The L&RS makes some of its topical briefings and collections available on the Houses of the Oireachtas website (oireachtas.ie).

### 3.3 Provision of services to users

Service	Members; Members who are holders of Parliamentary Office; Committees; Members' staff and party researchers (on Members' behalf).	Members who are holders of Ministerial Office.	Former Members and Members of the European Parliament	Houses of the Oireachtas Service staff	Accredited political correspondents	General public
Legislative analysis service	✓	✓ (subject to their Department's paying for access to the Oireachtas ICT network)	X (except where available on oir.ie)	✓	✓ (subject to them paying for access to the Oireachtas ICT network)	X (except where available on oir.ie)
Regular research briefings	✓	✓ (subject to their Department's paying for access to the Oireachtas ICT network)	x	✓	✓ (subject to them paying for access to the Oireachtas ICT network)	x
Customised research service	✓	x	x	✓	x	✓ (limited to Oireachtas-related reference services)
Borrowing from the L&RS collections	✓	✓	x	✓	x	x
Information skills training	✓	x	x	✓	x	x

Access to the Reading Room including reference services	✓(Members' staff and party researchers - to collect materials only)	✓	✓	✓ (to collect materials only)	x	x
Desktop access to L&RS collection and information services	✓	✓ (subject to their Department's paying for access to the Oireachtas ICT network)	✓ (via the PCs in the Members' Reading Room only)	✓	✓(subject to them paying for access to the Oireachtas ICT network)	X (except where available on oir.ie)
Oireachtas.ie	✓	✓	✓	✓	✓	✓

#### 4. Using the services and the collections

All L&RS policies regarding use of its services and collections may be accessed from its home page (<http://library>) on the Oireachtas intranet.

##### 4.1 Service availability

The opening hours of the L&RS are included in its rules (see appendix: paragraph 6). Selected services are available via the Reading Room post-6pm on sitting days. There is 24/7 desktop access to much of the L&RS collection of newspapers, books, journals, parliamentary material and subject databases and research briefings. Members and their staff can submit research queries to the L&RS via the L&RS central email address at any time. Government departments and agencies can lay documents before the Houses of the Oireachtas 24/7 via oireachtas.ie

##### 4.2 Access to the Members' Reading Room

The rules of the L&RS state that access to the Members' Reading Room is restricted to Deputies, Senators, former Members, Members of the European Parliament and Officers of the Oireachtas (see appendix: paragraph 5).

In practice Members' staff, party researchers and Houses of the Oireachtas Service staff have access to the Reading Room to collect materials.

##### 4.3 Service priorities

The L&RS is committed to delivering its full range of services in a timely and responsive manner.

We prioritise our information services and research briefings to the Houses of the Oireachtas (such as our legislative analysis service) in order for us to respond in a timely manner to the parliamentary schedule.

We work with Members and Committees to fulfil their information and research needs as follows.

For our customised reference service we give priority to requests from individual Members where the material is not accessible electronically and is directly related to work in the Houses. For the Members' customised research service we give priority to Chamber-related research. During periods of high demand the L&RS may limit the number of concurrent queries Members may place with the L&RS and/or employ other short-term strategies to manage demand. Members will be advised of any limitations when submitting queries.

We regularly review with Committee Secretariat the parameters and priorities for our services to Committees.

#### **4.4 How you can use our research**

The L&RS produces both its customised research papers and general research briefings for Members to use as they wish. Members should reproduce L&RS research accurately and in a manner and context which is in no way misleading as to their intended meaning and application. L&RS research should not be

- attributed to individual L&RS staff members. The Oireachtas Library & Research Service can be acknowledged as a source and corporate author. Where practicable the impartial nature of the Library & Research Service and its services should be highlighted.
- used without appropriate attribution in academic work. The L&RS will notify the relevant institutions/s should its work be plagiarised.
- used in connection with advertising, endorsement or any form of undignified association.
- used in any circumstances which are knowingly or potentially defamatory of individuals, companies or organisations.

The L&RS makes some of its general research briefings available on oireachtas.ie. The Houses of the Oireachtas owns the copyright for all work produced by the L&RS. These research papers can be used by members of the public as they wish with due reference to the *Copyright and Related Rights Acts 2000 to 2007* and S.I. No. 279/2015 - European Communities (Re-Use of Public Sector Information)

Regulations 2005 (as amended by S.I. No. 103/2008 - European Communities (Re-Use of Public Sector Information) (Amendment) Regulations 2008 and S.I. No. 525/2015 - European Communities (Re-Use of Public Sector Information) (Amendment) Regulations 2015).

Individual Library & Research Service staff members are available to discuss the contents of their research papers with Members and their staff. They are not available to discuss those papers with third parties including the media, lobby groups, constituents or members of the general public.

The L&RS welcomes feedback and comment on its research papers (available at oireachtas.ie) from members of the general public. However, it is unable to respond to such feedback or to supply copies of the sources referred to in the research papers.

All users should take note of the disclaimers accompanying research papers.

#### **4.5 How we reuse our research**

The L&RS routinely reuses the research it has undertaken for individual Members in order to answer customised queries from other Members, or to provide research briefings for all Members. The name of the Member who commissioned the research is not made available.

#### **4.6 Copyright and our collections**

The use of library materials, including photocopying, is governed by legislation such as the *Copyright and Related Rights Acts 2000 to 2007*. The L&RS copyright policy details the conditions under which material may be copied by Members or on their behalf. A copyright declaration form must be signed when a request is made to the L&RS for copying of material on behalf of an end user who requires the material for the purpose of research and private study. A set of guidelines for photocopying is available beside the self-service photocopier in the Members' Reading Room.

The use of electronic databases is governed by the terms of the appropriate licence. In general material required for research or private study may be printed or downloaded within the terms and conditions of the database provider. The use of the

computers in the Members' Reading Room is governed by the Houses of the Oireachtas acceptable usage policy.

#### **4.7 Borrowing from the collection**

Members, their staff and staff of the Houses of the Oireachtas Service may borrow publications from the L&RS collection. Members are held responsible for the return of publications borrowed by them or on their behalf.

Members, and other users, may borrow up to ten items for a four week period. An email will issue to individual users on a monthly basis advising them of any items that are overdue. Users may renew books directly online or through the Reading Room staff provided that the items have not been reserved by another user. Users may renew their books once before being required to return them to the Reading Room. Users may reserve up to five books at any one time.

The L&RS provides Members and staff of the Houses of the Oireachtas Service with an inter-library loan service subject to cost.

The L&RS purchases books and other items in line with its Acquisition and Collecting Policy. Suggestions for purchase may be made to any member of L&RS staff.

Some parts of the collection are not available for loan. These include newspapers, reference collection, journals, and the historical collection.

#### **5. Services that we do not provide**

To ensure that the resources of the Library & Research Service are used effectively and for parliamentary or representational purposes only the L&RS is unable to respond to the following categories of enquiry:

- a) constituents' enquiries (as opposed to briefing Members on issues of concern to their constituents). The L&RS will refer Members to citizen information services and Departments for such enquiries.
- b) requests for legal or financial advice – L&RS staff do not have professional indemnity.
- c) requests arising from personal, business or commercial interests of Members (or of their staff, family, friends or constituents).
- d) requests for personal information about a Member or individual where this is not already in the public domain.

- e) requests to assist Service staff, Members or their staff, families or constituents with their academic studies.
- f) enquiries that would disproportionately divert L&RS resources to the detriment of services to all Members. Requests for high-volume photocopying.

## **6. Contacts for further information**

The key contact person for further information about library and research services is

- Madelaine Dennison, Head of Library and Research Services,  
01 618 4735, [madelaine.dennison@oireachtas.ie](mailto:madelaine.dennison@oireachtas.ie)

Other contacts are:

- Maria Fitzsimons, Head of Research,  
01 618 4734, [maria.fitzsimons@oireachtas.ie](mailto:maria.fitzsimons@oireachtas.ie)
- Mairéad Treanor, Library and Archive Manager  
01 618 4715, [mairead.treanor@oireachtas.ie](mailto:mairead.treanor@oireachtas.ie)
- L&RS enquiry desk  
01 618 4701, [library.and.research@oireachtas.ie](mailto:library.and.research@oireachtas.ie)

## Appendix

### **OIREACHTAS LIBRARY & RESEARCH SERVICE**

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#### **RULES**

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*(As adopted by the Joint Library Committee, 17th May 1939 and amended on 11th April 1962, 10th July 1974, 29th September 1983 and 10th May 2007.)*

1. The Library & Research Service is responsible for delivering information and research services to support the work of both Houses, Committees and individual Members in respect of their parliamentary duties. The Service also manages the procedures relating to the laying of documents before the Houses.

2. The direction and control of the Library & Research Service shall be vested in the Houses of the Oireachtas Commission, which shall be empowered to add to, alter or cancel these rules as occasion may require.

3. The Houses of the Oireachtas Commission shall, from time to time, issue such directions as to it shall seem expedient in regard to the Library & Research Service, and the duties of the Head of Library and Research Services and his or her staff.

4. The Joint Administration Committee set up by both Houses will assist and advise the Houses of the Oireachtas Commission in carrying out the rules and in suggesting further improvements and additions to the services.

5. The primary users of the Oireachtas Library & Research Service are Members of both Houses and their staff, Committees of the Houses and staff of the Houses of the Oireachtas Service. A limited service is provided to former Members of the Houses and Members of the European Parliament. No person shall be entitled to resort to the Members' Reading Room except Deputies, Senators, former Members, Members of the European Parliament and Officers of the Oireachtas, and such other persons as may receive a written order from the Houses of the Oireachtas Commission.

6. Except on Saturdays, Sundays and Public Holidays, the Library & Research Service shall be open upon every day when either House of the Oireachtas is sitting, until the rising of whichever House is last sitting, and when neither House is sitting between the hours of 9.15 a.m. and 5.30 p.m.

7. The Statement of Services, approved by the Houses of the Oireachtas Commission on 19th October 2006, outlines the information and research services to which Members and other users are entitled. The Guide also outlines the general conditions of using the services and collections.

# SEIRBHÍS LEABHARLAINNE & TAIGHDE AN OIREACHTAIS

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## RIALACHA

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*(Mar a ghlac Comhchoiste na Leabharlainne iad, an 17 Bealtaine 1939 agus mar a leasaíodh iad an 11 Aibreán 1962, an 10 Iúil 1974, an 29 Meán Fómhair 1983 agus an 10 Bealtaine 2007.)*

1. Tá an tSeirbhís Leabharlainne & Taighde freagrach i seirbhísí faisnéise agus taighde a sholáthar chun tacú le hobair an dá Theach, Coistí agus Comhaltaí aonair i leith a ndualgas parlaiminteach. Déanann an tSeirbhís bainistiú freisin ar na nósanna imeachta a bhaineann le scríbhinní a leagan faoi bhráid na dTithe.
2. Beidh stiúradh agus cúram na Seirbhíse Leabharlainne & Taighde dílsithe do Choimisiún Thithe an Oireachtais agus beidh cumhacht acu cur leis na rialacha seo nó iad a athrú nó a chealú de réir mar is gá.
3. Déanfaidh Coimisiún Thithe an Oireachtais cibé treoracha is oiriúnach leis a eisiúint ó am go ham maidir leis an tSeirbhís Leabharlainne & Taighde agus maidir le dualgais Cheann na Seirbhíse Leabharlainne agus Taighde agus a fhoirne nó a foirne.
4. Déanfaidh an Comhchoiste Riaracháin cúnaimh agus comhairle a thabhairt do Choimisiún Thithe an Oireachtais maidir leis na rialacha a chur in éifeacht agus maidir le moltaí chun tuilleadh feabhsuithe a chur ar na seirbhísí agus chun cur leis na seirbhísí.
5. Is iad na Comhaltaí den dá Theach agus a bhfoireann, Coistí na dTithe agus foireann Sheirbhís Thithe an Oireachtais úsáideoirí príomha Sheirbhís Leabharlainne & Taighde an Oireachtais. Soláthraítear seirbhís theoranta d'iarchomhaltaí de na Tithe agus do Chomhaltaí de Pharlaimint na hEorpa. Ní bheidh duine ar bith i dteideal úsáid a dhéanamh de Sheomra Léitheoireachta na gComhaltaí ach amháin Teachtaí, Seanadóirí, iarchomhaltaí, Comhaltaí de Pharlaimint na hEorpa agus Oifigigh don Oireachtas, agus cibé daoine eile a gheobhaidh ordú scríofa ó Choimisiún Thithe an Oireachtais.
6. Ach amháin ar an Satharn, an Domhnach agus Laethanta Saoire Poiblí, beidh an tSeirbhís Leabharlainne & Taighde ar oscailt gach lá a bheidh ceachtar Teach den Oireachtas ina shuí go héirí do cibé Teach is déanaí a bheidh ina shuí, agus idir 9.15 a.m. agus 5.30 p.m. nuair nach mbeidh ceachtar den dá Theach ina shuí.
7. Déantar na seirbhísí faisnéise agus taighde a bhfuil teideal ag Comhaltaí agus ag úsáideoirí eile orthu a rianú sa a cheadaigh Coimisiún Thithe an Oireachtais an 19

Deireadh Fómhair 2006. Déantar na coinníollacha ginearálta a bhaineann le húsáid na seirbhísí agus na mbailiúchán a rianú freisin sa Treoir.