

PROVISION OF RELEVANT INFORMATION BY THE PARLIAMENT LIBRARY OF NAMIBIA TO MEET THE INFORMATION NEEDS OF MEMBERS OF NAMIBIAN PARLIAMENT

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ABSTRACT: The Parliament of Namibia library is a legislative and a legal deposit library of the Namibian Parliament (National Assembly and National Council). The purpose of the study was to investigate the roles of the Parliament Library of Namibia in the provision of relevant information to the Namibian Parliamentarians. The main research question of this study was, "To what extent does the Parliament of Namibia library effectively provide relevant and accurate information to the Namibian Members of Parliament to make laws and informed policies?". The study took place from the two librarians. The total sampled population comprised of 23 Members of Parliament, 10 respondents from the National Assembly and 13 participants from the National Council. The Descriptive Statistical Analysis was used to analyse quantitative data from the questionnaires and SPSS was used for data entry. Content analysis was used to analyse qualitative data from the interviews. The findings show that Members of Parliament of the National Council are not aware that the Parliament library exists, and they mostly depend on the general public from their constituencies to provide them with information. National Assembly Members of Parliament are aware of the library's existence but due to time constraints, they are unable to visit the library to access the services. The study came up with recommendation on how to improve the library services.

KEYWORDS: relevance in information retrieval; information need; e-Resources; legislative library, Namibia.

INTRODUCTION

Relevant information refers to effective information, which can solve specific information problems. Relevance of information is defined as a concept that depends on the user's judgements of the quality of the relationship between information retrieved and information needed at a point in time Borlund (2003). The purpose of this research was to study the roles of the Parliament Library of Namibia in the provision of relevant information to the Members of the Namibian Parliament, which assists to enlighten them to make informed laws and policies in order to fight poverty and promote gender equality. The provision of relevant information to parliamentarians has proven to be an important key issue in law-making and the decision-making process. A similar study on the provision of relevant information by Osman and Ayei (2014) stress that parliamentarians are not information professionals and as such they need relevant information sources which may assist them in their work during parliamentary sessions. This is supported by Mostert (2013) who studied the services provided by the national parliament library of South Africa to parliamentarians and established that the library provides in-depth information services which assist the parliamentarians in tackling daily issues in parliament.

INFORMATION NEED

Information need refers to the urge for information to meet a certain information problem. Wilson (2006) refers to this as a cognitive need for information, and Allen (1997) proffers that information need can happen individually or as per a group. Information need is a recognition that knowledge is inadequate to accomplish a task. Parliamentarians need information to be able to successfully carry out their parliamentary work.

Information need is the lack of information. That is the reason why a library needs a qualified librarian to manage the information in order to be able to provide the relevant information that will solve the specific information need or information problem of the user Safra and Aquilar-Cauz (2007).

SOURCES OF INFORMATION IN SPECIAL LIBRARIES

Special libraries provide different information sources such as e-books, e-journals, books, ancient materials (historical materials), photographs, audio-visual materials and magnetic materials including the machine-readable magnetic tape and disc to their clients Safra and Aquilar-Cauz (2007). Heriot (2014) further informs that the Australian parliamentary library presents its information resources from blog posts on emerging and hot issues to detailed published research papers on more enduring topics, from oral briefings and seminars to quick advice over the phone and from hard copies of dictionaries and encyclopaedias to the online provision of e-books and serials.

PROVISION OF RELEVANT INFORMATION IN THE LEGISLATIVE LIBRARIES

Legislative libraries are defined as special libraries with a target to serve a particular clientele, such as the members of the legislature and staff members. Safra and Aquilar-Cauz (2007) stress that special libraries take pride in special collections which are built around a special subject of interest in response to or preferably in anticipation of their specific needs. Relevancy in information services provided by legislative libraries supports the institution as a whole and manages the archival curatory and legal deposit materials. Relevance of information is a concept that is defined by the user's judgements of quality of the relationship between information and information need at a point of time Borlund (2003).

In addition, Cuninghame (2009) informs that most parliaments have both a library and a research service. Therefore, the Parliament of Namibia library is a special library serving the two Houses of Parliament, the National Assembly and the National Council of Namibia. The Parliament library exists under the budget allocation and support of the National Assembly. According to Hoberman and Hoberman (2002), in 1913, the Parliament of Namibia was built by the Germans and it has been in existence for more than 100 years. Therefore, the Namibian Parliament library has been in existence before Namibian independence (March 21, 1990) and after 1990, the library started growing its collection, including the legal deposit (the Namibiana collection). The Parliament library uses the Anglo-American Cataloguing Rules (AACR2) and INMAGIC DB/textbase software for cataloguing its library materials, searching and loaning of books as well as barcoding and stocktaking. Moreover, the library uses Dewey Decimal Classification System (DDC) to classify its materials.

The Legal Assistance Centre (2004) states that the National Assembly has the power to make any laws that are in the best interest of the people of Namibia as long as the laws are not in conflict with the constitution. While Article 44 of the Constitution of the Republic of Namibia Ombudsman Namibia (2016) stipulates that the legislative power of Namibia shall be assigned in the National Assembly with the power to pass laws with the assent of the President as provided in the Namibian constitution, and where applicable, to the powers and functions of the National Council. The National Council assists the National Assembly with its task of making laws Legal Assistance Centre (2004) by investigating and reporting to the National Assembly on any

subordinate legislation, reports and documents which under the law must be tabled in the National Assembly and which are referred to it by the National Assembly for advice Ombudsman Namibia (2016).

INFORMATION COMMUNICATION AND TECHNOLOGY (ICT)

ICT is crucial especially in the fourth industrial revolution 4IR Schmitz (2019), which requires legislative libraries to provide digital as well as quality relevant information at the right time and to the right legislator. Heriot (2004) argues that improvements in technology and training can assist staff to access a wider range of information, including e-resources, faster and efficiently. It is vital for legislative libraries to invest in various technology to provide easy access to information storage and retrieval for the purpose of meeting its user's information needs.

CHALLENGES FACING LEGISLATIVE LIBRARIES

Libraries in general, face various challenges from material and financial constraints to lack of professional trained librarians Mandl, Lukileni, and Niskala (2015). This is supported by Nwokocha (1998) who points out that, the majority of libraries do not have staff members who have received training in serving different needs of patrons. Anwar, Ansari, and Abdullah (2004) further inform that lack of support from library staff is a constraint towards the provision of a better service to library users. Mostert (2004) informs that parliamentary libraries such as that of South Africa lack support for library services since the parliamentarians obtain their information from other sources other than the library. Similar to the Parliamentary library of Zimbabwe, also the Kenya National Assembly Library, the Ghana Parliament library and the parliament library of South Africa also experience budgetary constraints since librarians have got no power to approve financial matters beside the accounting officers or the clerk Mchombu and Chisenga (2000). This is contrary to the Parliament library of Finland, which is an independent organisation that has a separate and stable budget and has been mentioned in the [Finnish] Constitution separately Mchombu and Chisenga (2000), which assist the librarian to manage the budget of the library well.

CHALLENGES FACING PARLIAMENTARIANS

Parliamentarians are busy people who spend most of their time debating and drafting bills Osman and Ayei (2014). These limits them in visiting the library and accessing relevant, accurate and up-to-date information to enable them to make the laws. Mostert (2004) stresses that parliamentarians without ready access to information sources are at a serious disadvantage in keeping up with the latest developments and in making informed decisions. Although most modern parliaments make proper provision in their budgets for parliamentary information and research services, some parliaments neglect to do so. Inadequate funds can result in failure to attract qualified librarians and researchers who are able to fulfil the information needs of the parliamentary library users. Higher salaries as well as opportunity for further development might be needed to attract the best qualified staff. Moreover, Heriot (2014) also studied the services offered by the Australian parliament library to the senators and members of parliament which shows a wide range of matters before the parliament and the personal preferences of individual clients on how they can access the library services.

PROVISION OF EXCEPTIONAL LIBRARY SERVICES

In order for a legislative library to provide services that meet the information needs of legislators and its library users at large, Rugambwa and Kintu (2013) stress that there is a need to develop good communication with the Members of Parliament by organising capacity building workshops in order to increase the policy makers' capacity to demand, read, understand and use the library and research evidence appropriately. Librarians need to acquire and make available easily and accessible relevant information resources in the library. Librarians need to also market and promote the library services to make potential clients aware of the library services as well as inform library users at large on the relevancy and effectiveness of library services

towards solving users' information needs. On the other hand, Brenya (2011) suggests that to market and provide exceptional library services that meet the targeted user's information needs, such librarians must begin with the marketing process by defining crucial issues pertaining to the library such as the library's mission and purpose, find out what services the users need, select strategies to promote your strategies and evaluate how well the library has succeeded.

CONCEPTUAL MODEL FOR INFORMATION RETRIEVAL IN IDENTIFYING RELEVANT INFORMATION

This study was guided by Lalmas' (2011) conceptual model for information retrieval (IR). Lalmas (2011) stresses that the information retrieval system aims to identify relevant information to solve the information need of the user. The model is important for this study as it informs the methodology such as the setting of the research questions to be asked in interviews and questionnaires. The parliamentarians should access relevant information using the right keywords or queries depending on the user friendliness of the library system and retrieve relevant information from the relevant information source(s) in order to assist in making informed laws to fight poverty and promote gender equality. Therefore, the study sought to establish if this was what really was happening to the Namibian Members of parliament in retrieving relevant information from relevant information source(s) in the Parliament library that satisfy a specific information need.

SIGNIFICANCE OF THE STUDY AND DELIMITATION OF THE STUDY

Mostert (2004) laments lack of reading materials on the information needs of parliamentarians. This study was significant in the sense that it sought to establish the roles of the Parliament Library of Namibia in the provision of relevant information to satisfy the information needs of the Namibian parliamentarians. The study also further sought to come up with recommendations to inform on policies relating to the Parliament library of Namibia on the provision of relevant information to the Namibian parliamentarians. This research was limited to the study of the Members of Parliament's use of the Parliament Library of Namibia; therefore the findings cannot be generalised to library users in different Namibian libraries.

STATEMENT OF PROBLEM

The study by Osman and Ayei (2014) found out that parliamentarians are busy people who spend most of their time debating and drafting bills, therefore they need relevant, accurate and up-to-date information to enable them to make the laws however they are not information professionals. The present study sought to find out if problems identified by Osman and Ayei (2014) as well as Mchombu and Chisenga (2000) affect also the Parliament Library of Namibia, especially regarding budgetary constraints and failure to deliver a better service to the parliamentarians to fight poverty and promote gender equality through informed law and policies. The main research question of this study was: "To what extent does the Parliament of Namibia library effectively provide relevant and accurate information to the Namibian Members of Parliament to make laws and informed policies?".

SUB-QUESTIONS OF THE STUDY

The main research question of the study above was achieved through the following research sub-questions:

1. What are the information needs of the Namibian parliamentarians?
2. What are the information sources used by parliamentarians?
3. What information sources does Parliament Library of Namibia provide to the parliamentarians?
4. Which are the electronic services and e-resources that the Parliament of Namibia provide to the Members of Parliament?

5. What are the challenges facing the Parliament library of Namibia in the provision of relevant information to parliamentarians?
What are the challenges faced by the parliamentarians in using the parliament library?
6. What suggestions do parliamentarians have to parliament library to improve the services provided?

RESEARCH METHODOLOGY

This study employed the survey research method and used the mixed method research design. Mixed method research refers to combining qualitative and quantitative research approaches Vogt, Gardener, and Haefele (2012). A structured questionnaire with open ended and closed ended questions was used to collect data from the Members of Parliament. A semi-structured interview guide was used to interview the two librarians. Validity and reliability were addressed through a pilot study that was done in another similar specialised library of the Ministry of International Relations and Cooperation. Piloting ensured that the questions and language used to gather data were clear and understandable. Sarantakos (1998) and Mertens (1998) point out that qualitative research involves an interpretive approach to its subject matter. The qualitative research approach was used to explore the meaning in the provision of relevant information by the Parliament library to the law makers. The quantitative research approach was used for this study to quantify and generalise results for a larger sample population of the Members of Parliament for the National Assembly and the National Council in the context of the provision of relevant information by the Parliament library to meet the information needs of the Parliamentarians.

Population is the set of units that the sample is meant to represent (Simon and Burstein 2003). In this study, population refers to the well-defined collection of individuals who share a set of common characteristics for the research from which the sample is drawn. Namibian Members of Parliament were the population of the study. The population consists of approximately 104 Members of Parliament including 2 librarians. The purposive method was employed, which lies within the non-probability category in the qualitative research approach. Bui (2009) points out that purposive sampling samples individuals who are considered representative because they meet certain criteria for the study. The criteria could be the participants' willingness and experience to contribute to the understanding of the research problem, issue or phenomenon being explored.

A sample of 34 Namibian parliamentarians and 2 librarians was aimed at. In essence, from the National Council, parliamentarians were purposively selected, 1 each from the 14 regions of Namibia. The National Assembly was purposively sampled according to gender (putting the 50/50 men and women representation) as well as 10 parliamentarians from the rural areas and 10 parliamentarians from the urban areas. Altogether this amounts to a total of 34 Namibian parliamentarians that had to participate in this study. Only a total of 23 Members of Parliament participated in this study, specifically 10 respondents from the National Assembly and 13 from the National Council.

Permission was sought from the Secretary of the National Assembly who informed the Honourable Speaker of the National Assembly. The Director of Library and Computer Services and the Chief Librarian were informed of the study. Questionnaires were self-administered, which means that they were distributed to every participant who wished to provide answers and to be studied for this research. No participant was forced to participate. Questionnaires were distributed within two weeks and only when the Members of Parliament were sitting. The study took place from May 15, 2018 until May 24, 2018, at the National Council, from 09:00 to 13:00, from Mondays to Thursdays only, and at the National Assembly from June 12, 2018 until June 28, 2018, from Tuesdays to Thursdays only as from 15:00 to 17:00. Participants were also informed via the questionnaire about the importance and purpose of the research. This study addressed ethical rules of social research as it ensured that the data collection techniques which were used by the study would not cause harm to research subjects through honoured voluntary participation. Confidentiality and the issue of informed consent were addressed by informing the participants about the study and their role in participating.

EVALUATION OF RESEARCH PROCESS

Evaluation of the study's research process used a survey and mixed methods triangulation techniques (qualitative and quantitative research approaches) for ascertaining the validity of the data and reliability in the consistency of the study's results. Vogt, Gardener, and Haeffele (2012) define reliability as the stability of an observation, measurement or test.

DATA ANALYSIS

The descriptive statistical analysis was used to analyse quantitative data from the questionnaires. SPSS software was used for data entry. Cross check was ensured through assigned codes (Q1 to Q23) for all questionnaires in the SPSS. Moreover, column and row percentages were used to present the data categorically. Content analysis was also used to analyse open ended questions and interview data. The analysed data was then used to present the findings upon which conclusions and recommendations were based.

FINDINGS AND RESULTS

This section presents the findings of the study and the results that were gathered through questionnaires from the Namibian Members of Parliament. The data is presented in tables and figures. The data of the interview results gathered from the librarians is presented in the form of direct quotes. The section is divided into the various thematic areas which guided the research questions, namely, demographic information of the Namibian Members of Parliament (National Assembly and the National Council), information needs and the provision of relevant information, information sources utilised by the Namibian Members of Parliament, information sources provided by the Parliament Library of Namibia to the Namibian Members of Parliament, information communication technology in the Parliament Library, challenges facing the Parliament Library of Namibia in the provision of relevant information to the parliamentarians, challenges facing the Members of Parliament using the Parliament Library, Namibian parliamentarians' suggestions to the Parliament Library for the improvement of the service, recommendations for the Parliament Library and its services to other customers with similar needs.

Demographic data

Table 1: Gender information (N=23)

House of Parliament			Frequency	Percent	Valid Percent
National Assembly	Valid	Male	7	70.0	87.5
		Female	1	10.0	12.5
		Total	8	80.0	100.0
	Missing	Did not state anything	2	20.0	
	Total		10	100.0	
National Council	Valid	Male	7	53.8	63.6
		Female	4	30.8	36.4
		Total	11	84.6	100.0
	Missing	Did not state anything	2	15.4	
	Total		13	100.0	

Table 1 presents the gender percentages of the research respondents from the two Houses of Parliament, namely the National Assembly and the National Council of Namibia. Males from the National Assembly formed the highest percentages (87.5%) and the females from the National Assembly formed the lowest

with 12.5%. Moreover, males from the National Council formed the highest percentages which was 63.6% compared to the females from the National Council with the lowest of 36.4% participation in this study. There were more males who were available and willing to participate in this study compared to the females. The total participation in the whole study's highest research respondents was 84.6% from the National Council and 80% from the National Assembly. In the both houses, the National Assembly and National Council, Male are more dominant, and this explain the results

The comparison of various age groups of the research participants of this study found out that the highest was for the respondents from the National Assembly who ranges between the ages of 51 to 60 years old with 62.5% representation and the lowest from the National Assembly were for those ones between the ages of 41 to 50 years old with 12.5%. While, the National Council respondents had the highest age group which participated having ranges between the ages of 41 to 50 years old with 44.4%. The lowest research respondents from the National Council were those ones between the ages of 31 to 40 years old with 11.1% and also 60 years old and above with 11.1 %.

The majority (90%) of the Members of Parliament from the National Assembly who participated in the study held university qualifications, and the remaining 10% had secondary school educational level. Among the participants from the National Council, 46.2% had both secondary and university qualifications, while 7.7% had vocational educational qualification

Information need and the provision of relevant information

The research participants responded to the question on the sources where they get information to tackle matters during the debates in Parliament. The 40% of the Namibian Members of Parliament from the National Assembly get information from the internet and other online services. The least respondents of the National Assembly were 10% which get information from the general public, other libraries and other African Parliaments. While the majority (53.8%) of the National Council get information from the general public, and this shows that the National Council Members deals directly with the people at their various constituencies. The least was 7.7% which shows that the source of the relevancy of information is retrieved from other libraries as well as using common sense and intuition.

The respondents' frequency of visits to the Parliament Library indicates that the 40% of the research respondents from the National Assembly visit only once a month and the least is 10% of the respondents who visit twice a month. Another 10% indicate that the library is unknown to them and other 10% never visited the library. The majority of respondents 61.5% from the National Council indicate that they have never visited the library and the reason given is that they do not know where the library is located. The least is 7.7% of the respondents who visit the library once a month.

The research participants were asked to state their intentions on why they visit the Parliament library. The highest percentage at 30% for the Members of Parliament from the National Assembly visit the library to borrow books and the least 10% visit the library to make copies, binding and scanning, while the remaining respondent did not respond to the question. Regarding the Members of Parliament from the National Council, the majority at 53.8% gave no reason for their intentions and this could be because, the majority never visited the library nor knew the library's existence. Moreover, it could be that, the Members of Parliament were not aware that there is an existence of the library in Parliament. The least of research respondents is 7.7% who visit the Parliament library for reading the newspapers, relaxation, loan books and to access Hansards. Around 38.5% of respondents did not respond to the question.

The subject areas of interest for the Members of Parliament from the two houses indicates that the majority at 30% of the research respondents from the National Assembly are interested in economic and political issues and the least is at 10% of those who are interested in social and economic issues altogether. The remaining 60% respondents never responded to the question.

While, the National Council respondents' majority at 15.4% were interested in political and economic issues. The least at 7.7% were interested in gender equality, poverty information, political, economic and social issues. More the 76.9% never responded to the question

Responses regarding the usefulness of information retrieved in assisting in debate participation in the House show that the majority (80%) of the research respondents from the National Assembly found the information useful and the least (10%) were not sure. While the majority at 46.2% of the research respondents from the National Council indicates that the information, they retrieve is useful and the least is 23.1% were not sure.

Information sources utilised by the Namibian Members of Parliament for debate preparation and draft writing

The responses on information sources used for debate preparation and bills drafting, show that 30% of the National Assembly respondents used newspapers as a very important source of information and 10% used journal articles, electronic journals as well as other African countries' Parliament Bills and Acts, while 20% of the National Council research respondents' used electronic journals, other World Parliament Bills and Acts, newspapers and listening to the radio. The least (10%) used television news and constituency meetings at the regions as sources of information.

Information sources provided by the Parliament Library of Namibia to the Namibian Members of Parliament

Table 2 Information sources provided by Parliament library (N=23)

House of Parliament			Frequency	Percent	Valid Percent
National Assembly	Valid	Books	2	20.0	28.6
		Journals/Serials	2	20.0	28.6
		Electronic Journals	2	20.0	28.6
		Newspaper	1	10.0	14.3
		Total	7	70.0	100.0
	Missing	Did not state anything	3	30.0	
	Total		10	100.0	
National Council	Valid	Books	3	23.1	42.9
		Newspaper	2	15.4	28.6
		Not sure	2	15.4	28.6
		Total	7	53.8	100.0
	Missing	Did not state anything	6	46.2	
	Total		13	100.0	

Table 2 lists the different sources of information provided by the Parliament Library to the Members of Parliament. The highest percentage (28.6%) of the information sources which the National Assembly Members of Parliament responded to be available for them were books, serials including journals and e-journals and the least was 14.3% for newspapers. While the highest percentage (42.9%) of the information source which the National Council Members of Parliament responded to be available for them at the Parliament library were books and the least was 28.6% for newspapers. The fact that Members mostly use books and rely on print materials compared to digital information sources, has an impact on the library. With the Covid-19 pandemic, consideration should be given to providing access to digital information resources to cater for the users who are not able to access the library physically.

Furthermore, the librarian in an interview informed that the information sources provided by the Parliament library to the Members of Parliament are:

- Hansards verbatim of the National Assembly and the National Council;
- Records of all forms such as books as well as papers laid upon the tables in both two houses.
- Past and current records that were passed in the House such as Treaties, Conventions,
- Protocols etc, daily newspapers, legal deposit materials as well as internet services.

The librarian informed that the "MPs that use the library services are satisfied however they are few compared to those that are not coming to the library".

Section E: Information communication and technology in Parliament Library

Electronic services and the e-resources that Parliament library provide

Electronic services and e-resources which the Parliament Library of Namibia provides to the Members of Parliament of the National Assembly indicate the highest percentage at 40% of the respondents who responded that the library provides e-newspaper and the least percentage (10%) is internet. The highest percentage (30.8%) from the National Council respondents did not state anything and the least percentage (23.1%) is internet of the electronic services provided by the Parliament library. The reason for the 30.8% could be because for the National Council members of Parliament, most of them responded that they do not know where the Parliament library is located.

Ranking of information services provided by the Parliament library of Namibia

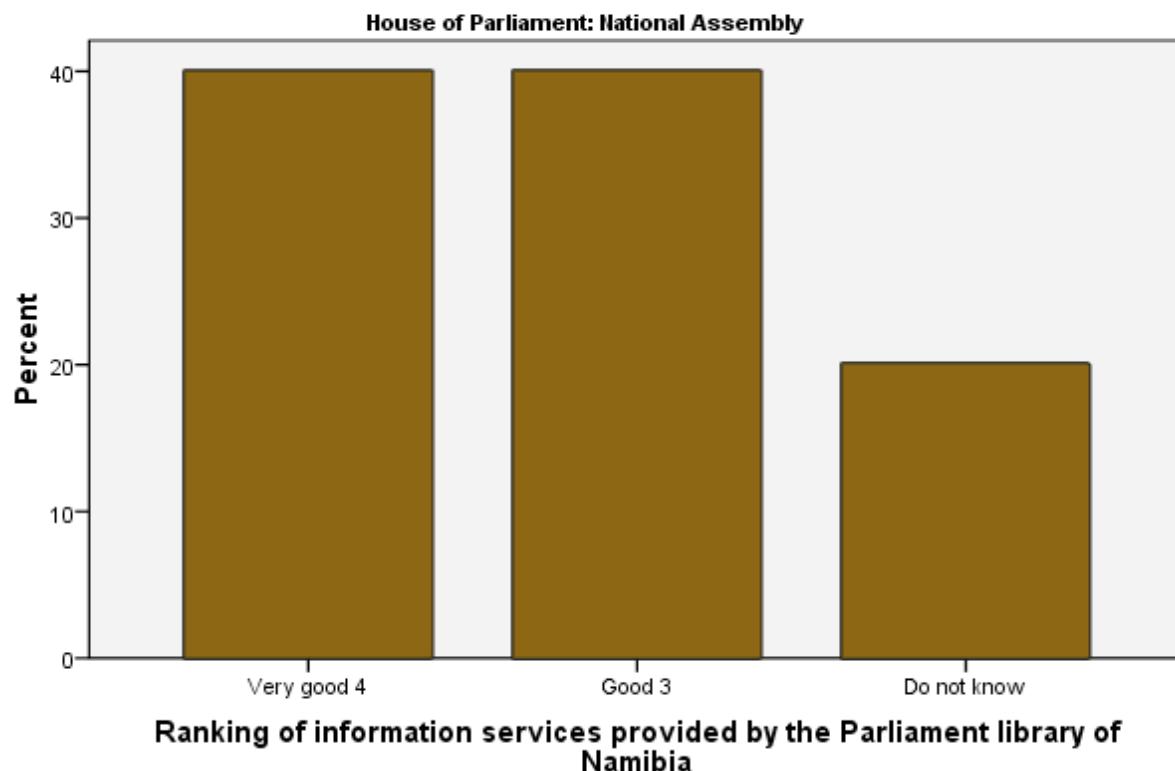


Figure 1 Ranking of information services by the respondents from the National Assembly Members of Parliament (N=23)

Ranking of information services provided by the Parliament library of Namibia

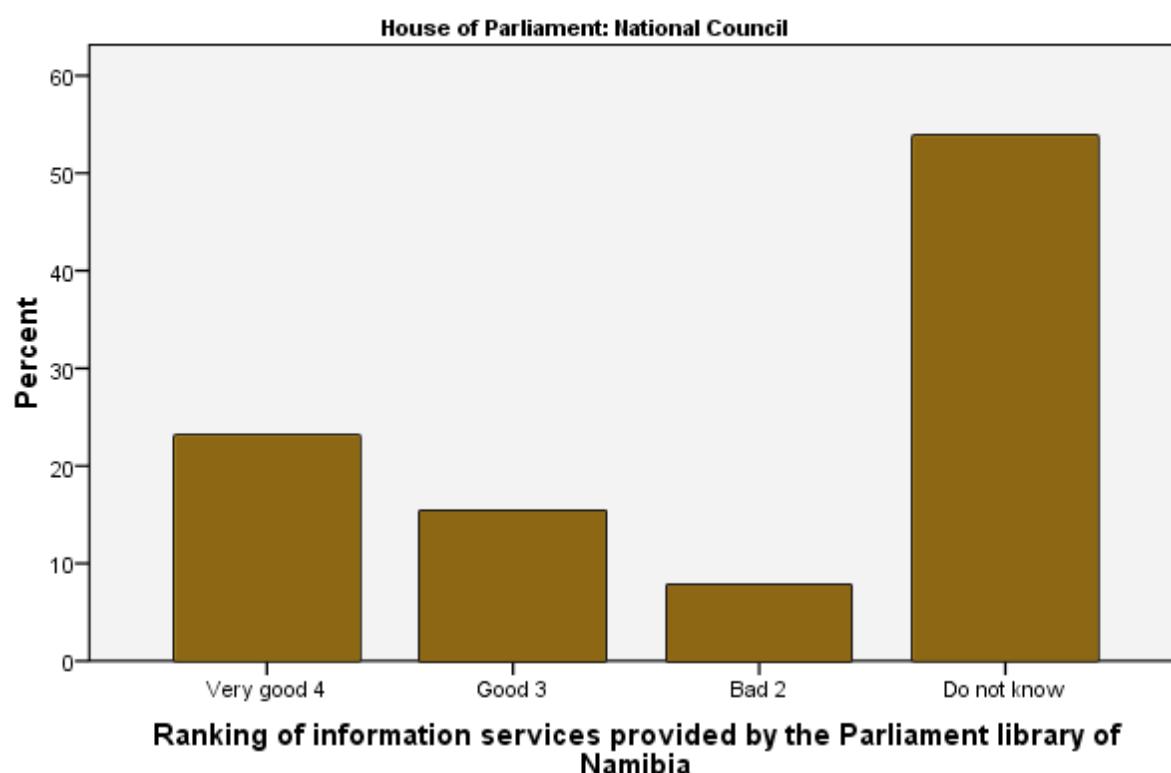


Figure 2 Ranking of information services by the respondents from the National Council Members of Parliament (N=23)

Figure 1 and 2 present the ranking of information services provided by the Parliament library of Namibia which shows that the majority (40%) from the National Assembly research respondents ranked the services to be very good and good to their usage in debates preparation and bills draft and the least is 20% which do not know and this could be that some Members are not regular users of the Parliament library. While a majority (53.8%) from the National Council responded that they actually do not know and the reason could be that National Council Members are not aware of the Parliament library's existence nor are they aware of its services.

Challenges facing the Parliament Library of Namibia in the provision of relevant information to the parliamentarians

The librarian through the interview informed that:

"The space is a challenge as it limits the library's potential to make it of good appeal, for instance the lack of space for the space of the speaker's corner, lack of space for displaying all new arrival materials, lack of space to [bring all the materials and] records from the basement into the library shelves. [The librarian indicated that] not available platform to market the library to the public and inform on the library services. The Parliament library lack heavy duty scanners to convert to digital all the hard copies records, for example all Treaties, Conventions, Statements from the house, Acts and Protocols".

Challenges facing the members of parliament using the Parliament Library of Namibia

Challenges facing the members of Parliament using the Parliament library (N=23)

The majority (70.0%) of research respondents from the National Assembly indicated that they are not facing any problem and the least (10%) are facing a problem with lack of space in the library especially where they could sit and do research, poor library services and outdated library books. While the majority (69.2%) of research respondents from the National Council responded that they are not facing any problem and the reason could be that, they do not make use of Parliament Library services, nor are they aware of the Parliament Library's existence and location. The least (7.7%) of the National Council research respondents were not familiar with the Parliament Library. Moreover, other research respondents (15.4%) indicated that they have "limited time to access the library since they spend most of their times at their constituencies and when they come for the sessions at the House, they are busy reviewing bills from the National Assembly".

Namibian parliamentarians' suggestions to the Parliament library for the improvement of the service

Research respondents gave suggestions to improve the services of Parliament Library in order to provide a satisfying and a service that would meet the information needs of the Members of Parliament. The majority (60%) of the National Assembly respondents did not suggest anything and the least (10%) MPs need to be trained on how to access information using ICT; expand the library space; update the old books with the new books as well as that the library should acquire indexes and abstracts. While the majority (53.8%) of the National Council respondents did not suggest anything and the least (7.7%) suggested that Parliament library need modern equipment and networks; suggested for library tours for MPs; the librarians should get private email addresses of MPs to update them while at their respective constituencies; MPs suggested for a library workshop which will encourage MPs to read. Moreover, 15.4% suggested that MPs need to be given enough time in order to be able to access the library. Furthermore, the librarian through the interview suggested that the institutional leadership must make time every year for the librarians to give overview of its operations to the MPs for both two houses.

The findings of the study show that a majority (90%) of the National Assembly research respondents recommended the Parliament library and its services to other customers with similar needs. Regarding respondents from the National Council, 61.5% of the research respondents recommended the Parliament library and its services to other customers with similar needs.

Conceptual model for information retrieval in identifying relevant information and findings of the study

This study was guided by Lalmas' 2011 conceptual model for information retrieval (IR). Lalmas (2011) which stressed that information retrieval system aims to identify relevant information to solve the information need of the user. The respondents at 53.8% from the National Council were not aware of services provided by the Parliament library and the research respondents at 15.4% from the National Assembly could not retrieve relevant information from the Parliament library because of time constraints to visit the library and indicated that they get their information from the Internet, other parliaments, radio, television, online services and the general public. Parliament library may have the relevant information for the Members of Parliament, however due to time constraints and lack of awareness of the library existence by the majority of the Members of Parliament, it is difficult for them to access the services,

DISCUSSION

The provision of relevant information to parliamentarians has proved to be an important key issue in law-making and decision-making process as well as in tackling daily issues in parliament. The study's findings

revealed that the majority of the Namibian Members of Parliament from the National Assembly have university as the highest educational qualification, while the National Council Members of Parliament have both university and secondary school qualifications and few with vocational training. The majority of males participated in this study than the females because they were available and willing to participate.

The study revealed that the majority of the National Assembly Members of Parliament's information need is not met by the Parliament Library because of time constraints, they cannot visit the library to access the services. Osman and Ayei (2014) findings inform that parliamentarians are busy people who spend most of their time debating and drafting bills and therefore may not have that available time to access the libraries as they may need to. The majority of the Members of Parliament from the National Council informed that Parliament Library is unknown to them and they do not know where the library is located, which is why they do not visit the library.

Moreover, the study's findings revealed that the majority of the Members of Parliament utilise the newspapers as a source of information for debate preparation and bills drafting and the least utilise journal articles, electronic journals as well as African countries' Parliament Bills and Acts. Moreover, the members of the National Council rely mostly on information received from people in their constituencies. Additionally, the study's findings from the interview with the librarians revealed that the Parliament Library provides sources of information to the Members of Parliament such as Hansards verbatim of the National Assembly and the National Council; records of all forms such as books as well as newspapers laid upon the tables in both two Houses, Treaties, Conventions, Protocols etc, daily newspapers, legal deposit materials as well as internet services. The study's findings inform that the Members of Parliament that use the library services are satisfied with the services provided, however the users are few compared to those that are not coming to the library. The study, moreover, revealed that Parliament Library provides electronic services and e-resources such as e-newspapers and internet e-resources. Furthermore, the study's findings revealed several challenges which were indicated by research respondents such as lack of space in the library especially where the Members of Parliament sit and do research, poor library services, and out-dated library books.

RECOMMENDATIONS

Below are the recommendations from the study by adhering to the advice by Osman and Ayei (2014) who stress that "parliamentarians are not information professionals and therefore requires relevant information sources which may help them in their work during parliamentary sessions:

- Members of Parliaments should be trained on how to access relevant information using ICT. Instead of acquiring hard copies of volumes of materials,
- The Parliament library should consider migrating to electronic resources such as e-journals, e-books, e-newspapers, etc.
- Library tours and training workshops should be organised for Members of Parliament to encourage them to read and give enough time to be able to access the library. Rugambwa and Kintu (2013) stress that there is a need to develop a good communication with the Members of Parliament by organising capacity building workshops in order to increase the policy makers' capacity to demand, read, understand and use the library and research evidence appropriately.
- Librarians should attend customer care services training courses.
- Institutional leadership should make time every year for the librarians to present an overview of the Parliament library operations to the MPs for both Houses of Parliament.

CONCLUSION

The provision of relevant information to parliamentarians is key to satisfying their information needs in law and decision-making process as well as in tackling daily issues in parliament. The study's findings indicate that the National Council Members of Parliament highest educational qualification is secondary and university education, while the National Assembly is topped by the Members of Parliament with university as the highest educational qualification. However, regardless of the Members of Parliament's educational qualifications, they need training on how to access relevant information in Parliament library and in using ICT to prepare for debates and bills drafting. Librarians need customer care service training as well as capacity building workshops on the us. The majority (90%) of the Members of Parliament from the National Assembly who participated in the study held university qualifications, and the remaining 10% had secondary school educational level. Among the participants from the National Council, 46.2% had both secondary and university qualifications, while 7.7% had vocational educational qualification of e-resources. The library needs to start acquiring e-resources to address limited space and limited resources.

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