

Queensland Parliamentary Library

Brisbane, Queensland, Australia

The Queensland Parliamentary Library (QPL) is an invaluable research and information service for members of the Parliament of Queensland, Australia. In [early 2021, QPL chose Liberty](#) as their library management system and [illuminate](#) as their research management solution.

Offering a wide range of services including reference and research services, access to databases, a media monitoring service and support for parliamentary committees, the Library provides impartial and confidential information to allow its users to make informed decisions.

The Library

QPL provides impartial and confidential research and information on a wide range of policy and legislative issues to members of the [Parliament of Queensland](#) to support the members' legislative role. The Library's staff offer services including reference and research services, access to databases, a media monitoring service, and support for parliamentary committees.

The Library also has an extensive collection of news, serials, journal articles, reports, audio-visual material, books, photographs, manuscripts and maps, as well as a [heritage collection](#) which is preserved. The Library consists of two teams: one which offers detailed, impartial research briefs, and another which is responsible for collection development, library management, an interest alerting service, and heritage collection management - all to assist members in their duties by providing them with the information they need to make informed decisions.

At a glance:

Chosen solution	illuminate & Liberty Standard
Key objectives	SaaS solution to provide an Integrated Library System, alerting service, and federated search layers and a research management system.
Flexible Options	Massive Knowledge Repository (MKR), Federated Search, Web Services API, AI Enhance, Single Sign on (SSO)
Core Challenges	The transition of over 7 million records using a comprehensive migration plan, while continuing to delivery user services with minimal disruption.
Supported Users	20 users (researchers) illuminate with over 1000 requesters 30 licenced Liberty users with over 1000 general (homepage) users

Liberty



The Library has over 1,000 users, including members, electorate office staff, ministerial and opposition staff, committees and parliamentary staff.

These users can access the catalogue through their interest alerts, sent twice daily or via a link on the Parliament Intranet. [illuminate](#) can be accessed via an 'Ask A Researcher' form (a link to this form is featured on the [Liberty](#) OPAC homepage) or by contacting researchers directly by email or phone.

There is an array of services provided to assist Members of Parliament and their staff. These include an independent research service, a media monitoring service with content clipped in accordance with copyright law exemptions, twice-daily interest alerts, customised interest alerts relevant to individual members, and notifications of new journal issues.

The collection

The collection offered has an impressive range of items, containing over 1.5m digital records, 75,000 hardcopy monographs and over 110,000 audiovisual files. The selection includes books, eBooks, newspapers, journals articles, serials, newspaper clippings, audio-visual material, reports, articles, maps and photographs.

Over the last few years, the collection of has seen a shift to digital due to considerations of space, changes in technology, the effects of the COVID-19 pandemic and preservation requirements. To cater for this shift, an eBook service has been adopted and hard-copy collections are being digitised. Furthermore, more journals are being acquired in digital form to improve access for clients located throughout the state.

QPL has a predominantly digital collection, which includes news clippings, television and radio clips, databases, journal articles, reports, digitised photographs and documents, eBooks and audiobooks.

They aim to collect most modern material digitally and where possible, digitise historical material. When it comes to the purchase of new monographs, hardcopies are ordered on request or if the cost of eBooks prohibits purchase. Adding more digital content means the collections can reach a wider audience, with increased engagement from clients across the state, particularly during COVID-19 pandemic-related lockdowns.

Using Liberty

Softlink IC's products help QPL to provide a high-quality service to its users. The 'Interests feature' (Current Awareness Service) has been used to refine alert services (including delivery of cover images for selected resources in the alert email), while full text searching capability has allowed more daily alerts on topics of interest. The ability to add abstracts to alerts has been a huge value add for clients.

Additionally, a journal alerting service has been set up so that clients are advised when new journals arrive. Searching and viewing records is now easier due to PDF full-text searching, while embedded media files enable clients to read articles, listen or watch AV straight from the catalogue.

The QPL staff have benefitted from a range of features within [Liberty](#), particularly customising the catalogue homepage to suit their needs and adding subpages to help streamline content on the homepage.

Other features include the ability to update large numbers of authority records, the ability to add searchable scope notes quickly and easily to authorities to distinguish between them, and the capability to create and send emails to clients such as overdue notices and new member introductory emails. This has enabled them to provide a more consistent service.

Patrons can access [Liberty](#) in a variety of ways. Often, after receiving emailed interest alerts containing links which lead directly to resources or content they can read, watch or listen to. Additionally, patrons can search the Library's catalogue and online resources with advanced and federated searching options, as well as submit their questions using [illuminate](#)'s Ask a Researcher form with a link featured on the Library's catalogue homepage.



Using [illuminate](#)

[illuminate](#) is used by both Research and Information Management Teams to record details of their research and reference queries. The Information Management Team records client requests for articles and book, as well as some computer troubleshooting. The research team receives more complex research requests. Creating a new request in [illuminate](#) is simple; it can be done either by emailing a request through (and adding extra information as needed) or manually adding data.

Additionally, a form has been created for the purpose of recording requests, responses, time taken to complete the request and other data necessary for statistical reporting. A simplified version of this form is available on the OPAC for clients to submit their requests directly.

[illuminate](#) has enabled the Library staff team to improve their workflow and record-keeping.

Furthermore, it has enabled them to accurately record reference queries with details such as the request, the requester and the time taken to respond, as well as linking them to previous requests.

Another useful [illuminate](#) feature for the QPL team is the automated transfer of borrowers in [Liberty](#) as requesters to [illuminate](#). Every time a new borrower is added to [Liberty](#), their details are transferred into [illuminate](#) as a regular process. This is useful to streamline new users of both systems, reducing the need for manual entry, saving time and the possibility of errors or omissions.

The QPL provides a valuable research and information service for the members of the Parliament of Queensland. The extensive collection includes books, eBooks, newspapers, serials, journal articles, reports, audio-visual material and photographs. The team offers a wide range of services, including reference and research services, access to databases, a media monitoring service and support for parliamentary committees.

Softlink IC's products - [Liberty](#) and [illuminate](#)- have enabled the Library to continue to provide a high quality service to its users, as well as improve their workflow and record-keeping. For more information on Softlink IC's products and how they can help your library, [contact](#) Softlink IC.

