

Ethics Checklist 3 - Access

Use this checklist to rate features of an ethical approach in parliamentary research & library services. Put a cross in the last column if this feature exists (is already 'in place') in your service. Feel free to write in features that you think should be listed, and rate them. Please add any comments in the box at the end.

'Access' checklist		Very important	Useful	Not useful	Impractical / high risk	<i>In place</i>
3.1	Who we serve, and do not serve, is defined and transparent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2	Either <u>all</u> valid requesters and all requests are to be treated equally, <i>or</i> there is a clear and transparent order of priorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3	If there are policies distinguishing between types of client, or types of request, in terms of access or level of service, then those policies have been explicitly approved by parliament or the parliamentary body responsible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4	All individual Members (and/or their staff) and political parties have guaranteed access to at least some minimum service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5	There are limits to the type of request (e.g. by subject, by purpose). The policies on limits/refusals are set out clearly. Responsibility for ruling on limits/refusals of requests is defined. There are defined methods for disputes to be investigated/settled. Out-of-scope requests are actually refused, consistently, in practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

'Access' issues

-) While the 'IFLA Code of Ethics for Librarians and other Information Workers' implies an ideal of equality between clients and their requests/needs, the parliamentary research/library service may have a hierarchy of clients and requests/needs. This may be determined (entirely or in part) by the mandate. In any case, there are usually explicit policies, but also often some reliance on tradition, judgement and discretion.
-) The explicit policies may not themselves be 'fair' or treat clients equally, but they should at least be applied evenly and fairly.

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3.6	The following requests are prohibited: a. for the personal or commercial benefit of the requester, or an associate b. for party-political purposes, outside of parliament c. research on another Member's background and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.7	In case of multiple demands and/or needs, going beyond service capacity, then there are priorities set by explicit and transparent rules. Those rules are applied uniformly and fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.8	The design of the service, its products and facilities, take into account the diversity and particular needs of its (potential) clients, to ensure accessibility? (E.g. languages, disability, education).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.9	There is a positive effort to make the service accessible and welcoming to all Members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.10	Service staff have a complete and shared understanding of the policies on access and priorities. They have the training and skills to apply access policies correctly and uniformly, and to make access possible for all clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.11	In as far as access decisions are based on discretion, staff have been trained in making fair and ethical judgements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Comments Ethics Checklist 3 'Access'