

# Library and Research Services for Parliaments

**Innovation and inspiration during a global pandemic**

**Welcome! We will be starting shortly!**

December 2, 2020  
13h00 UTC



IFLA Section  
**Library and Research Services  
for Parliaments**

# Library and Research Services for Parliaments

**Innovation and inspiration during a global pandemic**

December 2 & 9, 2020



IFLA Section  
**Library and Research Services  
for Parliaments**

# privacy

## **Portions of this event will be recorded, including Q&A.**

Recording will be posted on IFLAPARL's publications page.

Microphones **have been muted** for this event.

## **Questions or comments?**

Please type into the Q&A box. Chat has been disabled.

If you cannot use the Q&A box, please raise your hand.

## **The talk is GDPR-compliant**

IFLA and ZOOM privacy policies:

<https://www.ifla.org/data-protection-policy>

<https://zoom.us/privacy>

## **Questions regarding privacy**

[professionalsupport@ifla.org](mailto:professionalsupport@ifla.org)



# interpretation to text

1. Select “View Stream on Custom Live Streaming Service”. This will open a browser window with text.
2. Click on the Settings button to select a different language (choose from Arabic, Bengali, Chinese (Simplified), Chinese (Traditional), Dutch, English, French, German, Hindi, Italian, Japanese, Korean, Portuguese, Russian, Spanish, and Tamil).
3. Arrange the windows so you have the webinar and the translation side by side.



# VE team

**Technical lead:** Ellie Valentine, IFLAPARL Information Coordinator

**Chat / Q&A moderator:** Ellie Valentine

**Slides:** Karin Zaal, SC Member and Julie Anderson, SC Member

**On-screen host & moderator:** Sonia Bebbington, IFLAPARL Secretary

**Support:** Iain Watt, IFLAPARL Chair; Karin Finer and Janice Silveira, SC Members



# program

**2 December, 2020**

**13h00 UTC**

- Sonia Bebbington
- Iain Watt
- Allan Campbell
- Janice Silveira
- **Q&A**
- Mary Mazanec
- Edward Wood
- Ahmed Moufid
- Isela Mo Amavet
- **Q&A**
- Carolina Alonso Peñafiel
- Carrie Hull
- Antti Virrankoski
- **Q&A**

Introduction and administrative details  
Overview of IFLAPARL survey on COVID-19  
Scottish Parliament Information Centre  
Brazilian Chamber of Deputies Library

Congressional Research Service, USA  
House of Commons Library, United Kingdom  
Parliamentary Center for Research and Studies, Morocco  
Library of Congress, Argentina

Mexican Chamber of Deputies  
Legislative Assembly of Ontario, Canada  
Library of Parliament, Finland



# Overview of IFLAPARL survey on COVID-19

## Iain Watt

Iain Watt, *Information@Work*  
IFLAPARL Chair

# Overview of the IFLAPARL survey

Iain Watt, 'Information@Work', Chair of IFLAPARL

## Background

- The survey was open May-August 2020.
- 30 responses
  - Europe 16
  - Americas 6
  - Asia-Pacific 6
  - Africa 2
- Respondents were assured of anonymity
- The report summarises, it does not analyse or make conclusions

**opportunity** to make vital strategic changes.

<https://www.ifla.org/files/assets/hq/topics/libraries-development/documents/ifla-parl-covid-survey-final-report-october-2020.pdf>

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some saw an





# Specific challenges

1. Services were needed to inform parliament and support scrutiny in the crisis. No option to suspend services.
2. Effective service normally depends on personal contact with people and processes in the parliament.
3. Translation of on-site, 'artisanal'/'boutique', services to remote service model.
4. Running integrated teams and service production processes with all or most team members at home.
5. Unique collections/expertise normally accessible only in-person.
6. Very short notice to adapt to the new environment

# Key issue – Digital services and technology

- Service environment
- How far were digital services developed already?
- How much did the service depend on paper-based and/or onsite resources and facilities?
- Staff skills & experience with IT tools; job design
- Client awareness and capacity to use digital services
- Was the technology already in place for effective home-working and remote service delivery? If not, did the service have the resources to adapt quickly?
- Creativity and innovation in translating or adapting in-person/on-site services to the new environment

# Key issue – Working from home

- Online connections and equipment
- Home office facilities
- Working hours
- Domestic arrangements in a lockdown
- Psychological aspects
- Team communications
- Management & coordination
- Past experience of home-working
- Job design, staff skills
- Scope for limited onsite working

# Key issue – Innovation

- Many individual stories of efforts to create and adapt services
- New topics and new emphases in research interest – services responded, including by building partnerships e.g. to strengthen scientific information
- New emphasis on sharing high-quality information with citizens
- New ways of working

# Key issue – Business continuity planning

- Only one service had a business continuity plan which they actually used and found useful
- Some others had plans but did not use them and/or did not find them relevant
- Several services without plans reported that a week or two of notice allowed them to make adequate arrangements
- Issues with business continuity plans seem to have been:
  - Too general for the specific conditions and/or specific services
  - Prepared for the wrong kind of crisis
  - Not practiced in advance
- Lack of awareness of business continuity planning

# Concerns for the future

- Exceptional effort – expectations now too high
- Lack of investment and resources – especially if the pandemic leads to financial crisis
- Threat to onsite facilities
- The social capital, knowledge and skills built up in teams will deplete with isolation and turnover
- Mismatch of staff & management profiles with the new work environment
- Clients may not have the skills, knowledge or desire to adapt to a new service model

# **SPICe in the time of Coronavirus**

## **Allan Campbell**

**Allan Campbell**  
**Head of Research and Financial Scrutiny**  
**Scottish Parliament Information Centre**

# SPICe in the time of Coronavirus

## Allan Campbell

### Scottish Parliament Information Centre (SPICe)

Check out our hub for all SPICe work on COVID-19: <https://spice-spotlight.scot/2020/11/17/coronavirus-covid-19-hub-for-spice-material/>

Follow SPICe Spotlight via email: <https://spice-spotlight.scot/>

Follow SPICe on Twitter: [https://twitter.com/SPICe\\_Research](https://twitter.com/SPICe_Research)

SPICe Briefings: <https://digitalpublications.parliament.scot/ResearchBriefings>



**Brazilian Chamber of Deputies Documentation and Information  
Center and the pandemic of Sars-Cov-2**

**Janice Silveira**

**Janice Silveira  
Library Director  
Brazilian Chamber of Deputies Library**

# Brazilian Chamber of Deputies Documentation and Information Center and the pandemic of Sars-Cov-2

**Janice Silveira**  
[janice.silveira@camara.leg.br](mailto:janice.silveira@camara.leg.br)

# How the Chamber of Deputies and the Documentation and Information Center responded to the present restrictions

## PLENÁRIO

Breves Comunicados (virtual) - 03/11/2020

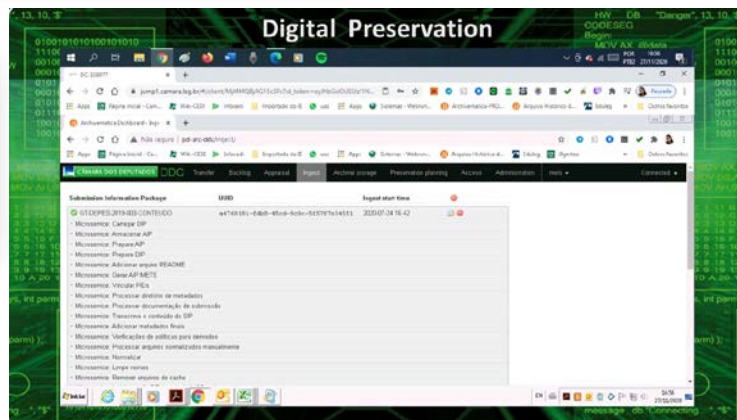


- Using proper technological capabilities
- Adopting a virtual plenary
- Allowing the majority of the staff of the Chamber and MPs to work remotely
- Closing library facilities
- Redesigning of work processes to adapt to remote working

# How we managed to keep services running and products active

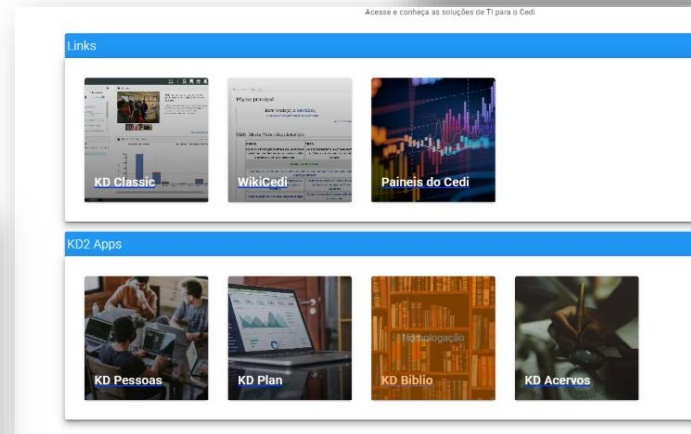
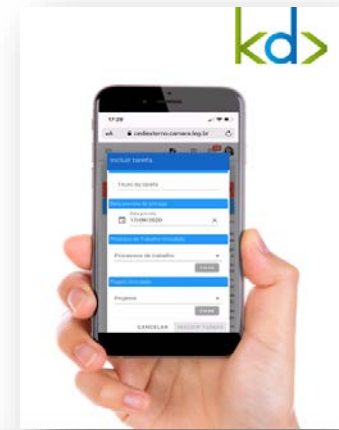


- Creating and providing new online products and services
- Increasing portfolio of online training about using our data bases and repositories
- Improving existing communication channels with users and creating new ones
- Improving internal and external relationships



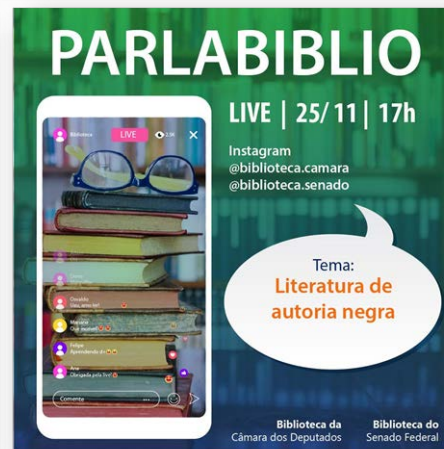
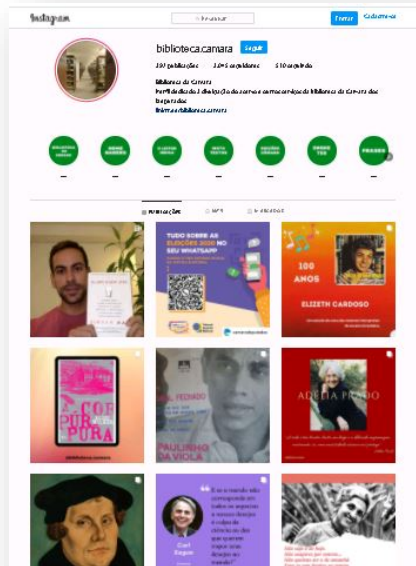
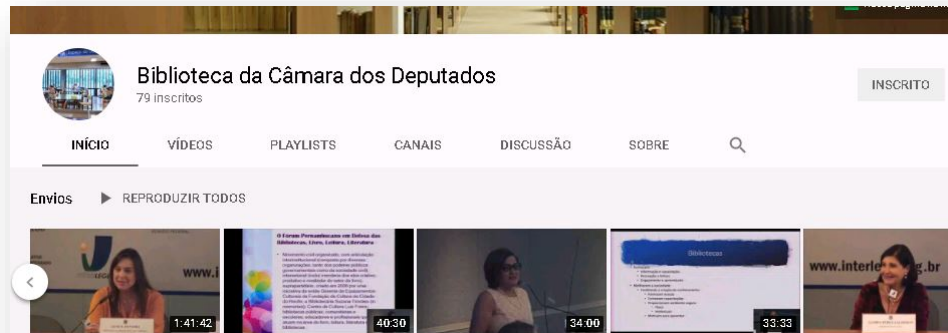
# How we managed remote working

- Adopting various communication tools – WhatsApp, zoom meetings, emails;
- Accessing work desktop remotely – mirroring its contents;
- Accessing internal network remotely;
- Accessing via desktop or mobile our internal management tool - kd>





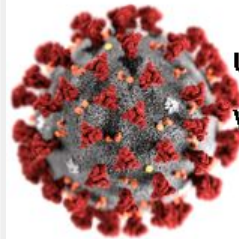
# Improved Social Media Interaction



# Documentation and Information Center Biosafety Plan

- We elaborated a Biosafety plan with guidelines to be implemented when resuming *in loco* working.
- In the meantime the guidelines are being used to safeguard those performing specific internal activities.

## **PLANO DE BIOSSEGURANÇA DO CENTRO DE DOCUMENTAÇÃO E INFORMAÇÃO CONTROLE DE CONTAMINAÇÃO POR SARS-CoV-2**



**UMA ABORDAGEM PARA CONSERVAÇÃO DE ACER-  
VOS E SEGURANÇA DE PROFISSIONAIS E USUÁRIOS**

# Q & A

Please use the Q&A function to ask questions. Please direct your question to a specific speaker, or speaker(s). Questions will be answered verbally.

Q&A is moderated and limited by time – we apologize if we do not ask your question of the presenters.

Please use the IFLAPARL COVID-19 Forum to continue to conversation: to register, please contact Ellie Valentine at [infoiflaparl@gmail.com](mailto:infoiflaparl@gmail.com).





# Serving Congress during a Pandemic: Perspectives from the Congressional Research Service

## Mary Mazanec

**Mary Mazanec**  
**Director of the Congressional Research Service**  
**Library of Congress**  
**USA**



# SERVING CONGRESS DURING A PANDEMIC: PERSPECTIVES FROM THE CONGRESSIONAL RESEARCH SERVICE

**Mary B. Mazanec**  
Director, CRS

December 2, 2020

# CRS Pandemic Response Timeline

<b>March 13</b>	Remote work exercise
<b>March 16</b>	Start of enhanced telework
<b>June 15</b>	Start of Restoration of Onsite Operations Phase 1, Part 1
<b>August 14</b>	Start of Restoration of Onsite Operations Phase 2
<b>September 28</b>	CRS reading room reopens for appointments
<b>December 2</b>	Majority of CRS staff continue to work remotely



# Challenges

- Ensure a safe, engaged and motivated workforce
- Continue high level of support to Congress
- Enable technology to support remote work

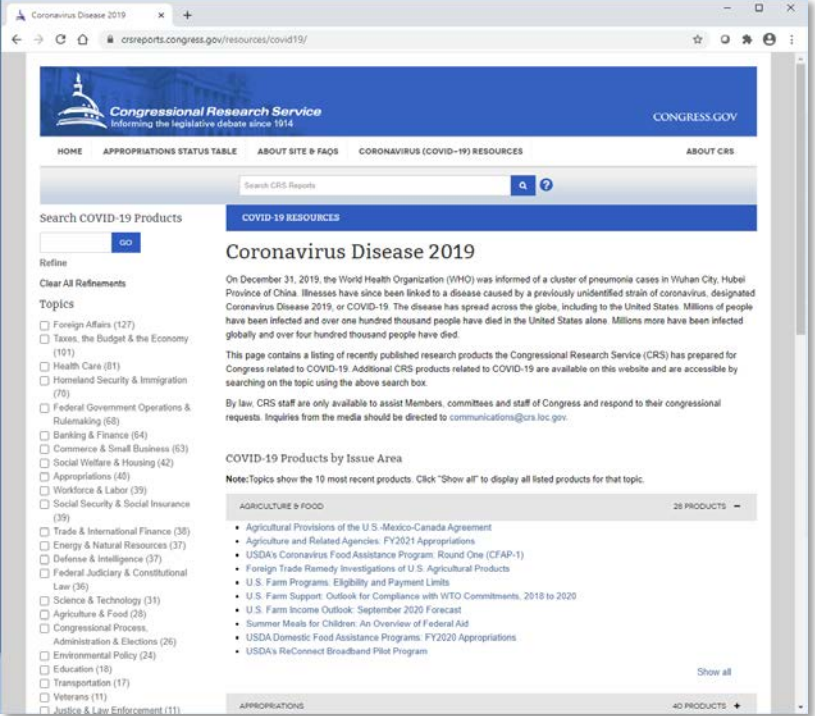
# Supporting the Workforce

- Robust safety protocols
- Workplace flexibilities
  - Enhanced Telework
  - Paid Administrative Leave for Caregiving
  - Distant Teleworking
- Communications and employee engagement
  - All-staff virtual meetings
  - Daily emails and updates from senior leaders
  - Employee resource page



# Providing Quality Research Support to Congress

- Continuation of regular activities
  - Writing research products
  - Consultative support
  - Programs and trainings
- COVID-19 support  
<https://crsreports.congress.gov/resources/covid19/>



The screenshot displays the Congressional Research Service (CRS) website page for COVID-19 resources. The page features a navigation bar with links for HOME, APPROPRIATIONS STATUS TABLE, ABOUT SITE & FAQs, CORONAVIRUS (COVID-19) RESOURCES, and ABOUT CRS. A search bar is prominently displayed. Below the search bar, there is a section titled "Search COVID-19 Products" with a "GO" button and a "Refine" section. The "Topics" section lists various categories with checkboxes and counts, such as Foreign Affairs (127), Health Care (81), and Agriculture & Food (28). The main content area is titled "COVID-19 RESOURCES" and "Coronavirus Disease 2019". It includes a paragraph of text about the WHO announcement on December 31, 2019, and a note stating that the page contains a listing of recently published research products. A "COVID-19 Products by Issue Area" section is also visible, with a dropdown menu for "AGRICULTURE & FOOD" showing 28 products.

# Enhancing Technology

- Able to perform all critical functions remotely
- All CRS staff issued laptops instead of desktops
- CRS leveraged virtual collaboration software



# A COVID-19 Expert Database

## Edward Wood

**Edward Wood**  
**Director of Research**  
**House of Commons Library**  
**United Kingdom**



# A COVID-19 Expert Database

## Edward Wood

**The UK Parliamentary Office of Science and Technology (POST) has created a database of experts on all aspects of responding to the COVID-19 pandemic.**

- In the Pandemic there is more need for expert advice than ever
- Database created in March 2020
- More than 5,500 experts on subjects relevant to the pandemic asked to be included

## How POST used the Database

### 1) Horizon Scanning

- Survey sent to all experts on the database
- Questions about the short, medium and long term impacts of COVID-19
- 1,100 experts replied
- Findings published as 15 horizon scanning reports
- Also a report identifying what data on COVID-19 the experts wanted the UK Government to publish

## 2) Evidence for Committees

- The Database was used to put over 20 committees in touch with experts
- This increased the diversity of academics the committees have worked with
- Another survey was used to generate evidence for a House of Lords (Upper House) Committee on “Life beyond COVID”
- Responses were analysed and grouped into 10 themes, including
  - Work and employment
  - Health and social care
  - Research and development
  - Society and community
  - Education
  - Arts, culture and sport

### 3) Areas of Research Interest (ARIs)

- ARIs are lists of policy issues published by Government
- They help direct academic research to where it is needed for policy making
- The UK government started publishing ARIs after a review of research funding bodies in 2015
- Now they are also used by other public and third sector bodies
- POST used input from over 1,000 experts on the database to produce COVID-19 ARIs for Parliament

## COVID-19 ARIs for Parliament

- Parliamentary research staff ranked the initial ARIs to focus on what was most interesting to Committees
- Final list includes
  - Economic recovery and growth
  - Surveillance and data collection
  - Long-term mental health effects
  - Education
  - Vaccine development
  - The National Health Service

# On the role of the Center during the Pandemic Context

## Ahmed Moufid

**Dr. Ahmed Moufid**  
**Director, Parliamentary Centre for Research and Studies**  
**House of Representatives**  
**Parliament of the Kingdom of Morocco**

# Parliamentary Center for Research and Studies House of Representatives of the Kingdom of Morocco

المملكة المغربية  
مجلس النواب  
٥٠٧٧٤٤ | ٤٤٨٥٠



## On the role of the Center during the Pandemic Context

**Dr. Ahmed Moufid**  
**Director of the Parliamentary Center for Research and Studies**



# About the House of Representatives of the Kingdom of Morocco

- The **House of Representatives** is a constitutional institution forming the Moroccan Parliament besides to the House of Councilors (Bicameral system – According to **Art. 60** of the 2011 Constitution)
- Its core competencies are clearly defined in the Constitution of 2011, namely; Legislation; Control of Government Action and Evaluation of Public Policies alongside with Parliamentary diplomacy.
- More information is available in its official website, in **5 languages** (Arabic, Amazigh, French, English and Spanish) :  
[www.chambrederesrepresentants.ma](http://www.chambrederesrepresentants.ma)





## About the **Parliamentary Center for Research and Studies - Morocco**

- The **Parliamentary Center for Research and Studies** has been established in September 2019 to respond to the Moroccan Parliament needs in terms of addressing its own duties in political, economic, social areas in appliance with its roles defined by the 2011 Constitution;
- Namely : Legislation; Control of Government Action and Evaluation of Public Policies alongside with Parliamentary diplomacy.



## About the **Parliamentary Center for Research and Studies - Morocco**

- Drawing on this fact, the Parliament needs Research not only for its scientific methods and its relevance, but to answer social concerns that are to be addressed from its own position.
- It's an institutional Research Center aiming to provide relevant analysis of the Parliamentary work and to provide Research for the House of Representatives to enhance its quality-driven outcomes.
- To reach this aim, the Center is organized in **3 Research Units** :
  1. Unit of Research in Constitutional, Legal and Political Studies;
  2. Diplomatic and Security Studies;
  3. Economic, Social and Environmental Studies.



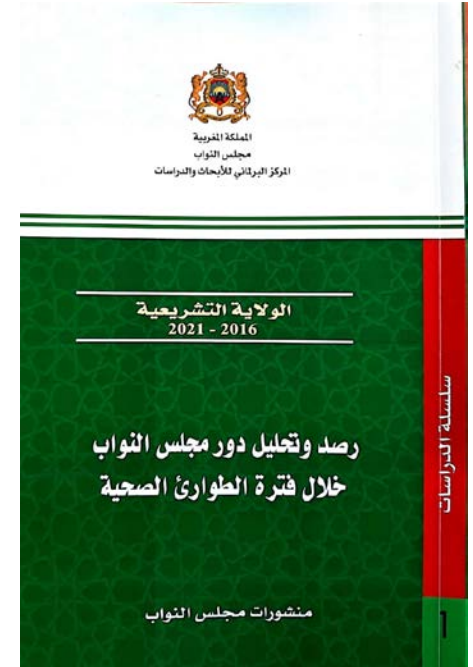
# Pandemic context : innovation and sustainability

- **During the Pandemic**, the House of Representatives has ensured the continuity of its function; accordingly, the Center has been actively committed in this perspective.
- The **Center** is mainly focusing on providing Research papers, reports, guides, studies, and policy papers either on demand from the House of Representatives or by its own initiative in relevant areas.
- As we have been involved in many publications during this context, we would like to share our experience in terms of innovation and sustainability to address and monitor the Roles of the Moroccan Parliament during the **Emergency state linked to Covid-19**.



# Pandemic context : innovation and sustainability

- A report on **“Monitoring and Analysis of House of Representatives role during the State of Health Emergency”** which sheds light on the House’s decisions and sustainability of its roles (in terms of : Legislative action, Control of Government action, and Evaluation of Public policies)
- published in July 2020, 137 pages.
- Other Policy Papers and Reports and Guides, were edited and still ongoing during this period.



The work of the Library of National Congress during the Covid-19 pandemic. Reflections, actions, and challenges.

**Isela Mo Amavet**

**Prof. Isela Mo Amavet,  
Research Department Head  
Library of Congress  
Argentina**

# Q & A

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INFORMATION, LIBRARIES AND MUSEUM COORDINATION

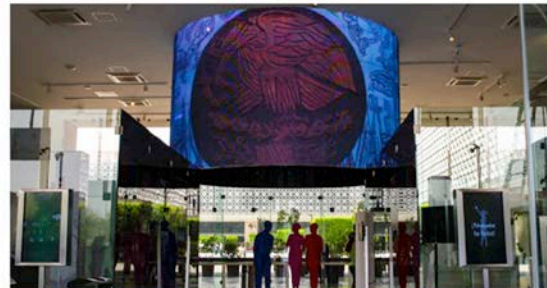
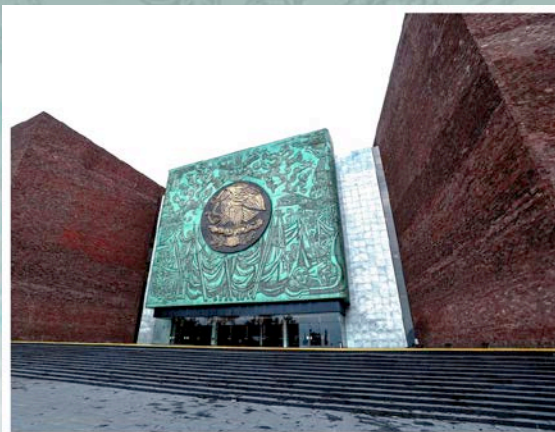
# Carolina Alonso Peñafiel

**Carolina Alonso Peñafiel**  
**Coordinator, Information, Libraries, and Museum Services**  
**Mexican Chamber of Deputies**



# INFORMATION, LIBRARIES AND MUSEUM COORDINATION

## CAROLINA ALONSO PEÑAFIEL





# INFORMATION AND ANALYSIS



CÁMERA DE DIPUTADOS  
La Secretaría General a través de la Secretaría de Servicios Parlamentarios invita a la presentación:

**CHECKLISTS DE ÉTICA  
PARA LA INVESTIGACIÓN PARLAMENTARIA DE LA  
IFLAPARL**  
Por IAIN WATT, autor.

Bienvenida a cargo del  
Lic. Hugo Christian Rosas de León,  
Secretario de Servicios Parlamentarios

VIERNES  
15 MAYO

09:00 Hrs.  
POR ZOOM

SESIONES LEGISLATIVAS  
A DISTANCIA

COMUNIDAD	SESIONES LEGISLATIVAS A DISTANCIA	SESIONES LEGISLATIVAS A DISTANCIA
	República de Bolivia, 14 de mayo de 2020	Reunión de la Comisión de Asesoría y Apoyo a la Gestión de la Cámara de Diputados
	República de Cuba, 14 de mayo de 2020	Reunión de la Comisión de Asesoría y Apoyo a la Gestión de la Cámara de Diputados
	República de Ecuador, 14 de mayo de 2020	Reunión de la Comisión de Asesoría y Apoyo a la Gestión de la Cámara de Diputados
	República de El Salvador, 14 de mayo de 2020	Reunión de la Comisión de Asesoría y Apoyo a la Gestión de la Cámara de Diputados
	República de Guatemala, 14 de mayo de 2020	Reunión de la Comisión de Asesoría y Apoyo a la Gestión de la Cámara de Diputados
	República de Honduras, 14 de mayo de 2020	Reunión de la Comisión de Asesoría y Apoyo a la Gestión de la Cámara de Diputados
	República del Paraguay, 14 de mayo de 2020	Reunión de la Comisión de Asesoría y Apoyo a la Gestión de la Cámara de Diputados
	República del Perú, 14 de mayo de 2020	Reunión de la Comisión de Asesoría y Apoyo a la Gestión de la Cámara de Diputados
	República del Uruguay, 14 de mayo de 2020	Reunión de la Comisión de Asesoría y Apoyo a la Gestión de la Cámara de Diputados
	República Bolivariana de Venezuela, 14 de mayo de 2020	Reunión de la Comisión de Asesoría y Apoyo a la Gestión de la Cámara de Diputados



CLAUSURA CONGRESO  
REDIPAL  
"VIRTUAL XII" 2019



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IFLA Section  
Library and Research Services  
for Parliaments

# LIBRARIES



MARCH 23 <sup>RD</sup> – NOVEMBER 18 <sup>TH</sup>	REACH	REGISTERED AUDIENCE	PAGE VIEWS
+250 live broadcasts -cultural -webinars -forums -book presentations	585, 067	61,079	183, 881

**LETRAS DE HUMANIDAD: SEMINARIO VIRTUAL DEL ESPACIO CULTURAL SAN LÁZARO**

**CURSO: FOTOPERIODISMO Y REPORTAJE**

**“TODO SE HACE EN SILENCIO COMO SE HACE LA LUZ DENTRO DEL OJO”**

**DEL 3 AL 14 DE AGOSTO** LUNES A VIERNES  
DIRIGIDO A PUEBLO EN GENERAL DE 16:30 A 18:30 Hrs.

**IMPARTIRÁ: EDITH COTA /** Fotógrafa y periodista cultural.

Licenciada en Ciencias de la Comunicación por la Universidad de Sonora, Maestría en Artes Visuales IUPAMI, Estudios en el Máster en Fotografía, Arte y Técnica de la Universidad Politécnica de Valencia y en el Diplomado Nueva Fotografía Documental en Ciencias de Arte y Cultura. Actualmente forma parte del Incubador de Fotolibros Ilegítim@ y Fotografía y la coordinación de prensa de Circuito de Pasión.

**DESCRIPCIÓN:**  
Gabriel García Márquez decía que el reportaje es la reconstrucción minuciosa y verídica del hecho, es decir, la noticia completa, tal como sucedió en la realidad para que al lector la conozcamos, como si hubiera estado allí. En este curso reflexionaremos sobre el Fotoperiodismo y el reportaje en los medios de comunicación, y cómo los periodistas están explorando nuevas vías para la difusión de su trabajo. Ambos géneros corren en una narrativa que tocan al lector, lo humanizan y ofrecen diversos puntos de vista sobre un mismo hecho.

**CUPO LIMITADO**  
Las inscripciones están agotadas, pero te invitamos a seguir la transmisión en vivo a:

[@EspacioCulturalSanLázaro](#)  
[@BibliotecaGeneral.Cam.Dip](#)  
[@BibliotecaLegislativa-Cámara de Diputados](#)

**PRIMER SIMPOSIO INTERNACIONAL**

**COVID-19: ¿RETORNO A LA NORMALIDAD O CAMBIO DE ÉPOCA?**

**SIMPOSIO VIRTUAL CON TRANSMISIÓN EN VIVO**

**13-17 JULIO**

**DE 13:00 A 15:00 hrs**

**TRANSMISIÓN EN VIVO**

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[@BibliotecaGeneral.Cam.Dip](#)

CONTACTO:  
[eporcionhera@cdiputados.gob.mx](mailto:eporcionhera@cdiputados.gob.mx)  
[circulodelacultura@cdiputados.gob.mx](mailto:circulodelacultura@cdiputados.gob.mx)

**EJES DE ABORDAJE:**

**LUNES 13:** Filosofía, ciencia y racionalidad  
**MARTES 14:** Arte y cultura  
**MIÉRCOLES 15:** Aspectos legislativos, políticos e instituciones públicas  
**JUEVES 16:** Medio ambiente y economía  
**VIERNES 17:** Mesa general, con todos los temas

**¡TE ESPERAMOS!**

EL ESPACIO CULTURAL SAN LÁZARO Y LAS BIBLIOTECAS DE LA CÁMARA DE DIPUTADOS INVITAN

**A LA PRESENTACIÓN DEL LIBRO**

**“(RE)PENSAR LA CIUDADANÍA EN EL SIGLO XXI”**

**20 JUEVES AGOSTO 13:00 Hrs.**

**AUTORA: DRA. LUCÍA ALVAREZ**  
CENTRO DE INVESTIGACIONES INTERDISCIPLINARIAS EN CIENCIAS Y HUMANIDADES CEECH

**COMENTARISTAS:**

- DR. VÍCTOR MANUEL DURAND PONTE (INSTITUTO DE INVESTIGACIONES SOCIALES, UNAM)
- DRA. KARLA VALVERDE VIESCA (FACULTAD DE CIENCIAS POLÍTICAS Y SOCIALES, UNAM)
- MTRO. PABLO YANES RIZO (COMISIÓN ECONÓMICA PARA AMÉRICA LATINA Y EL CARIBE, CEEAL)

**MODERA:**  
DRA. TANIA HERNÁNDEZ CERVANTES

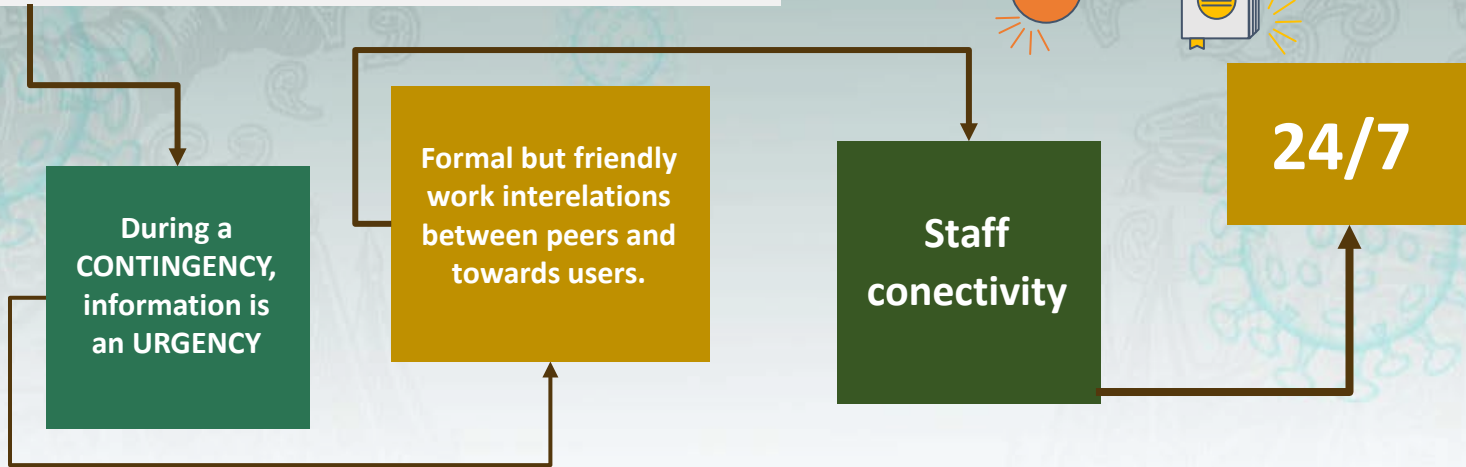
**TRANSMISIÓN EN VIVO POR:**

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# WHAT WE LEARNED?



# THANK YOU

**WE INVITE  
YOU TO  
VISIT OUR  
SERVICES:**



## INFORMATION AND ANALYSIS



Documents (English abstracts) 1,000+

<http://www.diputados.gob.mx/sedia/sia.htm>



## LIBRARIES



Poetry, theater, books, writing workshops and more

<http://www.diputados.gob.mx/sedia/biblio.htm>



## MUSEUM



<http://museolegislativo.diputados.gob.mx>



IFLA Section  
Library and Research Services  
for Parliaments

# Pandemic Innovations & Challenges

## Carrie Hull

**Carrie Hull**  
**Manager, Legislative Library & Legislative Research**  
**Legislative Assembly of Ontario**  
**Canada**

# Pandemic Innovations & Challenges

## Carrie Hull



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Legislative Assembly of Ontario**

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IFLA Section  
Library and Research Services  
for Parliaments

# Overview

COVID-19 Publication Series

Current Awareness Service

Virtual Committees



# Publication Series





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## COVID-19 Resources

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Newly released

-   
COVID-19 Vaccinations
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COVID-19 and Racialized Communities
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COVID-19 Testing
-   
Court Operations and Legal Services during COVID-19

All | Finance | Health | Housing | Infrastructure | Justice | Labour | Legislative Affairs | Public Safety | Technology

-   
Novel Coronavirus (COVID-19)
-   
COVID-19 Timeline
-   
Social Distancing and Other Public Health Measures
-   
Management of Health Emergencies

# Daily Newsletter



## **Legislative Library and Research Services**

[New in Research Papers: COVID-19 Timeline](#)  
Sandra Lopes, March 2020

[New in Provincial Affairs Briefings: COVID-19 and Ontario Hospital Capacity](#)  
Jason Apostolopoulos and Brenna Farquharson, April 2020.

## **New Ontario Resources**

[Ontario Takes Additional Measures to Protect First Responders During the COVID-19 Outbreak](#)  
Ministry of the Solicitor General, April 6, 2020 2:07 P.M.

[Ontario Providing Relief for Remote Northern Property Taxpayers During COVID-19](#)  
Ministry of Finance, April 6, 2020 2:00 P.M.

[Ontario Government Supports Families in Response to COVID-19](#)  
Office of the Premier, April 6, 2020 1:15 P.M.

## **Federal Resources**

[Prime Minister announces production of more medical supplies and equipment in Canada](#)  
Prime Minister of Canada, April 7, 2020

[Readout: Minister of Foreign Affairs speaks with U.S. Secretary of State](#)  
Global Affairs Canada, April 6, 2020 3:28 P.M.

## **City of Toronto Resources**

[City of Toronto working with community and corporate partners to implement emergency food access for vulnerable residents](#)  
City of Toronto, April 6, 2020

[City of Toronto urges residents to adapt faith-based holiday observances during COVID-19 pandemic](#)  
City of Toronto, April 6, 2020

[City of Toronto enforcement officers see encouraging behaviour, some problem areas persist](#)  
City of Toronto, April 5, 2020

## **Selected Media**

[To Build an Agile Team, Commit to Organizational Stability](#)  
Harvard Business Review, April 7, 2020

[Boris Johnson is the first world leader to fight the coronavirus in an ICU](#)  
Macleans, April 7, 2020

Legislative Library, Information Update, April 8, 2020.

# Virtual Committees: COVID-19 Hearings



Legislative Assembly of Ontario webcast August 2020, Photo by Susan Viets.

- 200 hours of hearings
- 500 witnesses
- 180 written submissions
- 7 public reports
- 13 researchers

Library and information services in Finland  
Year of Pandemic 2020

**Antti Virrankoski**

**Antti Virrankoski**  
**Director**  
**Library of Parliament**  
**Finland**

# Library and information services in Finland Year of Pandemic 2020

Antti Virrankoski

Director for the Library



PARLIAMENT  
OF FINLAND

# On 16 March 2020: state of emergency in Finland

- the Government announced the State of Emergency , in cooperation with the President
- a variety of measures were taken in accordance with the Emergency Powers Act and on the Communicable Diseases Act
  - functioning of healthcare and social welfare units
  - restriction of sale of medicines, goods and services used in healthcare services
  - obligation to work (on certain professions)
  - derogations to the terms and conditions of employment relationships and dismissals
  - closure of schools and other educational institutions
- The Government also restricted movement of people between the Uusimaa region and other parts of the country between 28 March and 15 April 2020
- Restaurants, cafés and bars were also closed until 31 May, (only take-away and delivery)
- The government has made other decisions and recommendations concerning, for example, social distancing, restrictions on cross-border traffic and travel abroad, closure of sports facilities and cultural venues, bans on public gatherings of more than ten people and on mass events, prohibition of visits to care homes for the elderly, and self-quarantine-like conditions for persons over 70 years of age



# Spring 2020

- State of emergency 16.3.2020
- Library space closed for public 13.3.2020 - 17.5.2020
- All except vital service staff shifted to distance work (happened overnight...)
- Online services
  - Contact via e-mail and phone
  - Library and archive information service, ILL-service, acquisition, registry's office mon-fri 9-15
  - All due dates postponed
- The Parliament Research Service functions normally
- Web content production went on
  - Legislative follow-up information packages: e.g. application of the emergency powers act



# Limited library services, may-nov 2020

## *Current situation*

- Pick up library opened 18.5.2020
  - Open mon-fri 12-15 (normally 9-18)
  - Pre-ordered loans and returns
  - one customer at a time
  - No access to collection or other facilities
    - exception: 10 selected university researcher, since 1.8.2020
  - Volumes:
    - 15-20 pre orders / day
    - 10-15 customers / day
    - Amount of e-mails and phone calls exceeded heavily
- Online services remained
- Distance work remained (about 75% of staff)
- **update: closed for public 26.11. until further notice**
- About the openness:
  - Parliament library the only access to parliament (the main parliament building open only for media)
  - Helsinki city and univ. libraries currently open (**update: plans to close down later this week**)





# Observations so far

## Challenges

- HR challenges: contact to staff limited, work load uneven
- Workshops and informal innovation contacts very limited
- All online –life
- Less customer contact
- The unexpected and the uncertainty seems endless

## Plus side

- Library staff (and job descriptions) very flexible
- Digital leap happened overnight
- Amount of sick leave days dropped considerably
- IL-teaching in YouTube very popular
- Implementation of NLS (Alma) was a success
- Respect for library services even stronger in the society

# Q & A

Please use the Q&A function to ask questions. Please direct your question to a specific speaker, or speaker(s). Questions will be answered verbally.

Q&A is moderated and limited by time – we apologize if we do not ask your question of the presenters.

Please use the IFLAPARL COVID-19 Forum to continue to conversation: to register, please contact Ellie Valentine at [infoiflparl@gmail.com](mailto:infoiflparl@gmail.com).



# Thank you

**Thank you for your participation and we hope to see you soon again!**

