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# FINAL REPORT

(Edited on 28 June 1994)

## REPORT

### ASSISTANCE TO THE PARLIAMENT OF THE KINGDOM OF SWAZILAND

submitted by

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Project STRIDE

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# STRIDE

## Swaziland Training and Institutional Development Project

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### PREFACE

This revised draft is based on a draft report prepared by Dr. Allan Kulakow on 1 June 1994. Consulting commitments elsewhere required Dr. Kulakow's departure on 3 June and prevented him from making editorial changes to his first draft which were recommended by various readers.

This revised draft is meant to reflect one major change in emphasis. The initial draft may have conveyed the impression that the American Embassy and U.S. Agency for International Development through the STRIDE project has sufficient funds to execute all the activities proposed in this report. This, unfortunately, is not the case as the project is required to serve other key institutions in Swaziland as well. Thus, his report has been edited to ensure that the reader is not led to the conclusion that the project will fund and assume implementation responsibilities for all the proposed activities.

Dr. Kulakow, nonetheless, was charged with developing an overall plan. It is an ambitious plan in terms of timetable and scope. During this evaluation we were always mindful of the contributions that other donors might make to the strengthening of Parliament and conceived of this report as a rough outline of discrete sets of activities, any one of which another donor might approach the Clerk to Parliament to discuss and offer to implement.

The British High Commission already is lending valuable assistance to Parliament. For this reason, Dr. Kulakow included as an attachment to his report the February/March 1994 report by Dermot Englefield who was commissioned by ODA/British Council to conduct an assessment of the Parliamentary library. It is our intent to continue our dialogue to ensure that we do not work at cross purposes with the limited resources available.

We look forward to fruitful collaboration with the leaders in Parliament as well and hope much of what is described in this report can be accomplished in the timeframe envisaged.

Dr. H. Gene Peuse  
Chief of Party  
28 June 1994



**ASSISTANCE TO THE PARLIAMENT OF  
THE KINGDOM OF SWAZILAND**

This report, Assistance to the Parliament of the Kingdom of Swaziland, proposes a number of supportive activities in response to the request for technical assistance from the President of the Senate to USAID/Swaziland, not only for members of the Senate and the House of Assembly, but also for the traditional chiefs who may not be members of Parliament.

From May 16 to June 4, 1994, the consultant assessed the possibilities of constructive interventions to assist the development of both Parliamentarians and the Parliament as an institution, in response to expressed and observed needs. The study was conducted in collaboration with the Chief of Party and the Training Manager of Project STRIDE, and in full consultation with the Honorable President of the Senate, the Honorable Speaker of the House of Assembly, the Clerk of Parliament, and numerous members of the Parliament, the Deputy Prime Minister, members of the Cabinet, Chiefs (non-members of Parliament), the University of Swaziland, the Swaziland Institute for Management and Public Administration, the Federation of Swaziland Employers, and the Coordinating Assembly of Non-Governmental Organizations.

In addition, newspaper reports of the activities of Parliament and official documents of Parliament provided important information and insights to understand the issues and difficulties encountered by this new Parliament.

**ASSESSMENT OF NEEDS**

Parliament is the principal legislative body at the national level. Yet, its Members are often handicapped by inexperience and lack of sufficient knowledge about the issues they must debate. Although new in office, Parliament probably has one year, perhaps two at most, to develop the skills and structures to perform credibly the role assigned to it by the King's Order-in-Council No.1 of 1992: The Establishment of the Parliament of Swaziland Order 1992. The purpose of this study is to recommend to the Parliament and to USAID practical efforts to reach adequate levels of competence in that short time frame.

The leadership of Parliament has identified five key areas of concern:

- the reciprocal roles and authorized responsibilities of the legislative, executive, and judicial bodies;
- Parliamentary constituted committees;
- the role of Parliament in policy formulation;

- legislative research;
- communication between Members of Parliament and their constituencies and citizen participation in the legislative process;
- the rules and procedures of Parliament.

This consultancy has studied these questions and would add the following related issues:

- information gathering systems;
- training and technical assistance to Members;
- development of expertise of Members in key public issues;
- NGOs and Parliament;
- the University of Swaziland and Parliament;
- office and logistical support of Members;
- public relations;
- chiefs and local development.

## DISCUSSION AND RECOMMENDATIONS

### I. Standing Orders of Parliament

Most Members of Parliament have had no prior experience with parliamentary rules and procedures. Many Members are not sufficiently familiar or comfortable with the rules and procedures of the Standing Orders of the House of Assembly and the Senate. This is evident in the many reported conflicts in the procedures of debate in both Houses. Debate on proposed legislation is often interrupted because of procedural misunderstandings.

Based on traditions and practices of the Parliament of the United Kingdom, the Standing Orders of the House of Assembly and of the Senate are written in a specialized parliamentary language. Some Members are not bi-lingual and the Standing Orders of both Houses are not available as yet in siSwati. These rules and procedures are therefore not easily accessible and the lack of experience with them often interrupts the process of parliamentary deliberation.

Although Members attended a training program before Parliament opened, most Members do not feel fully comfortable about the Standing Orders and would benefit from manuals of rules and

procedures that are easy to understand as well as a short, well-focussed training program to practice them.

Recommendation:

At the request of the President of the Senate and the Speaker of the House of Assembly, STRIDE should undertake to produce translations of the Standing Orders to ensure that they are fully understood by the membership. The Standing Orders of each body should be translated into nontechnical English and into siSwati conforming to acceptable standards of modern English and siSwati spoken in Swaziland. The resulting rewrites will then be published by the Clerk of Parliament as reference manuals for Members of Parliament and Senators. Relevant portions will also be recorded on audiocassettes for any Member for whom the printed text is not sufficient.

The rewrites will not involve any changes in meaning whatsoever of any item in the official, published Standing Orders and will be approved by the President and the Speaker before they are published. The translations will not replace the original Standing Orders as the official, legal document of the Parliament.

The original and translated versions will be computerized so that relevant sections can be retrieved immediately as requested by the President, Speaker, Clerk, or a Member of either house. A laptop computer should be provided to each Clerk and brought to each session of each house. The Clerks can use these computers to store and access information on legislation that is before Parliament and for office business when Parliament is not in session.

The work will begin no later than 10 June 1994 and be completed by 28 June 1994. In full collaboration with the Office of the Clerk of Parliament, STRIDE will be responsible for engaging the appropriate short term staff required to complete the above tasks. This staff will include:

- Two English speaking writers to rewrite the English text;
- Two bi-lingual English/siSwati writers to develop the siSwati texts;
- One bilingual English/siSwati editor to reconcile the rewrites and translations;
- One computer expert to develop the retrieval system and enter the Standing Orders and to train the Clerk in the use of the system.

When the translations are completed, the Clerk of Parliament will arrange for training programs for Members to review and practice the rules and procedures.

Under the direction of the Office of the Clerk of Parliament, STRIDE will organize and manage all aspects of the activity. The Clerk of Parliament will be responsible for obtaining the final approval of all products.

## II. Human Resource Development: Skills Training and Special Technical Workshops and Seminars

Parliament needs an organized program and schedule of short term training courses and specialized workshops to develop as rapidly as possible the skills of the members. These would include

- training in research and information gathering and their application;
- policy formulation;
- budget development and analysis;
- writing and piloting legislation;
- community research methods and citizen participation;
- computer skills;

and in specific governmental issues such as education, health, population, finance, agriculture, rural development, minority rights, and others. At present, little training or technical assistance occurs.

Training could possibly be organized internally or externally through the Swaziland Institute of Management and Public Administration (SIMPA), the University of Swaziland, and private companies. Technical assistance could be provided through national and international consultants recruited by Parliament directly, through the University, and provided by international donors. Project STRIDE is willing to provide support to Parliament to design, organize, and implement some of the workshops and to assist the Clerk to Parliament in soliciting support from other interested parties in funding and implementing other training programs.

### Recommendation:

Parliament should establish a training agenda for the current Parliamentary year (ending on March 31, 1995). Some immediate skill training (such as in computer training) can be arranged by Project STRIDE. But Parliament and STRIDE should work closely with SIMPA. Because the training of public servants is the mandate of

SIMPA, STRIDE would work closely with SIMPA to co-facilitate skill training programs. This will help develop the training capabilities of SIMPA for further support to Parliament. As the director of SIMPA admits, current resources to provide appropriate training for Parliament are limited but she is committed to the development of these training resources. STRIDE can help to achieve that capacity by training trainers and by providing external experts, as funds permit, for specific training needs as they are identified.

Parliament should also look to the University of Swaziland to provide special technical workshops in priority issues (such as, policy formulation, writing legislation, analyzing budgets, and the like), research and information gathering and utilization, and specific technical assistance on public issues before Parliament. Because at present there is no working relationship between the University and Parliament, Parliament should meet with the University to pursue the possibilities of present and future technical support to Parliament.

In any event, Parliament should confer with both SIMPA and the University to determine how best to proceed to establish possible cooperation.

### III. Technical Assistance

Parliament needs access to a wide range of technical consultants, national and international. One of the important contributions of the proposed Assistance to Parliament should be the identification of highly competent national consultants and their association with Parliament. In the long term, much attention and resources should be given to the development of national consultants and reduce the dependence on international experts.

The University of Swaziland could become an important source of those consultants as well as of researchers. In the past some Members of Parliament have used University students for research tasks. Parliament should consider a more extensive and regular relationship. The University has expressed its strong interest in creating those linkages.

#### Recommendation:

Parliament should develop an inventory of qualified experts in anticipated areas of concern to Members. Although priority should be given to national experts, Parliament should also develop a list of appropriate international experts and sources of experts.

Parliament should meet with the University as soon as possible to determine whether a collaborative relationship for technical assistance as well as training is possible and desirable and in which areas of expertise.

#### IV. Support for Research and Information

Today, Parliament does not have the human and institutional resources and structure to provide adequate technical support for Members to research and gather information necessary to the consideration of specific legislation. Most Members generally lack sufficient information about legislative issues to be able to debate and control the legislative process around that issue. Although the houses of Parliament have authority to introduce legislation, they are handicapped by their lack of information about issues and the drafting of legislation. The ministries now control that process.

Currently, the only in-house support for research and information is the Library of Parliament. It is small and not well equipped. Today, few Members consult and use its facilities. The Librarian complains of her many difficulties in getting information, especially from the various ministries.

The British Council recently provided a consultant to recommend ways to strengthen the archiving and conventional library services of the library. The report, however, focusses on improving these conventional services rather than on a broader information access service. The British Council will provide a computer and some technical training, but no printer. Unfortunately, the library has no photocopier, a serious handicap to providing copies of needed information to the many Members.

The Parliament of the United Kingdom will contribute a library of parliamentary reference books. Other governments have made small contributions of books but, according to the assessment of the British Council, these are old and not very useful to the needs of the Swazi Parliament.

A leading member of Parliament describes the library as almost useless. Few members consult it now, he says. The librarian seems equally frustrated. She has no assistant and needs training in the computerization of the library. The library should also be able to access national and international data banks on public issues such as health, education, agriculture, international markets, and many others, as well as providing access to the laws of other countries on a variety of issues.

The library should also have other similar support information available on CD-ROM. These technologies are quite affordable. The library should be funded to subscribe to these services and experiment for the first year to determine what data banks are useful to Members. The librarian will also need training in accessing and utilizing data networks.

The library should be equipped with two computers, one for wordprocessing and archiving and retrieving the data Parliament generates and one for accessing and storing information relevant to the needs of the members. One, if not both, of these computers should have hard disk memory of at least 400 plus MB, an internal fax-modem, CD-ROM, and tape back-up. The library should also acquire a good laser printer and photocopier capable of making multiple copies rapidly. Adequate software is of course essential. Local computer experts can design the required system.

The University is potentially another source of support for research. The University has expressed its interest but on a fee basis. Research should also be part of the agenda of discussions between Parliament and the University. The National Coordinating Assembly of NGOs has also indicated its interest in serving as a research service for Parliament in those issues about which its members have expertise. This service would also be on a fee basis. Parliament should confer with the Assembly and its members to assess their potential as a source of these services.

Once obtained, information on topics relevant to legislation before Parliament can also be collected by the Library and entered into the computers that the Clerks of each house will bring to each session. This information can therefore be readily available to Members to support debate.

#### Recommendation:

Parliament should strengthen its library service to become an information service in support of research and information gathering needs of Members. Parliament should consider seeking support from other donors or using its own resources to supplement the equipment contributions of the British Council and provide training in international data retrieval and other information systems as required by the librarian. Parliament should consider the addition of an assistant librarian as soon as possible.

#### V. Constituent Consultation and Communication

Members of Parliament, ministers, and NGOs have all called attention to the need of communicating to the public, and especially to the constituents of the Members, about the bills that Parliament is debating and to seek their input. The King has expressed the need for citizens to participate in the governance process but the mechanisms for regular consultation with citizens do not exist. The public does not feel any role in the development of the laws that are supposed to govern their lives.

Members of Parliament are deeply concerned about the problem and are eager to find mechanisms to communicate and consult with their constituents. Today, Members do not have systematic mechanisms to communicate with constituents and many are deeply

concerned about developing regular channels of consultation with their constituents.

Furthermore, there is concern and sensitivity about the role of traditional chiefs and their influence over their constituents. However, most Members recognize the necessity of finding ways to build them into the communication and consultation process linking Parliament to the citizen.

Non-governmental organizations (NGOs) are very interested in establishing new relationships with Parliament. First of all, the NGOs want to educate and sensitize Members about issues of concern to them and to lobby for action in support of these issues. At the same time, the NGOs feel that they can create useful bridges for the public communication process Parliament is seeking because they reach both national and local level target groups. They argue, however, that Members of Parliament should meet with broader audiences than just their own constituents. The NGOs feel they can support a broad outreach program if Parliament is interested. The NGOs will consult their membership and communicate their interests and feelings about collaboration with Parliament.

#### Recommendation:

Parliament should develop a weekly radio and/or television report to the public during the period in which the House of Assembly and the Senate are sitting. These programs should permit phone-ins from listeners to ask questions and make comments.

After bills are introduced in either house and printed in the official Gazette and during the required 30 day period before the bill is debated, Members of Parliament should meet, first, with the respective Indvuna Yenkhundla (to be elected in June, according to the Deputy Prime Minister), with the chiefs of their respective constituents to discuss pending legislation and, then with the citizens directly. NGOs should be asked to arrange meetings between Members and various constituents, not just the constituents of a specific Member.

Given the importance of the private business sector, non-governmental organizations, and other organized community groups, Parliament should arrange initial meetings them to meet Members of Parliament and periodic meetings to brief these groups about current issues before the houses of Parliament. Members should invite them to comment and offer their recommendations on pending legislation.

#### VI. Public Relations

Parliament needs to improve its public communication and image, especially with the media, the private business sector, and NGOs. Today, Parliament does not have a public relations program

to communicate its messages to and through the media or to the private sector and NGO communities. A good public communication program is necessary to increase the transparency of government and to strengthen the credibility of Parliament as the center of legislative authority. Parliament needs a good spokesperson, someone who will report on current activities of the houses and can credibly answer the questions and criticism of the press.

Recommendation:

Parliament should appoint a spokesperson with experience in journalism, public relations, advertising, radio or television writing and presentation. The spokesperson would also be responsible for arranging meetings and conferences between Members and private organizations to discuss current issues and debates. The spokesperson would work closely with the constituent communication component.

VII. Office of Technical Support to Parliament

Parliament needs the establishment of an office to provide the services proposed above. This Office of Technical Support, under the direction of the Office of the Clerk of Parliament, would be responsible for determining and responding to the needs of the Members for training, technical assistance, research and information gathering, internal communication systems between Members, constituent communication and consultation, and public relations. This office would also house the Library of Parliament.

At present Parliament plans to appoint a Human Resources Development Officer. This position is under study by the Management Services Division, Establishments and Training, Ministry of Labor. However, given the necessity of providing whatever support Parliament requires to strengthen its ability to do the nation's legislative business as rapidly as possible, Parliament and Establishments and Training should urgently consider creating the Office of Technical Support rather than the more limited concept of HRD Officer.

Recommendation:

Parliament should establish and staff an Office of Technical Support, managed by a Director who will be responsible to the Clerk of Parliament for

1. Management of all activities of the Office;
2. Planning and management of training course, workshops, and seminars for Members;
3. Technical assistance to all Members and to the Parliament as an institution, including assistance

in the writing of legislation, budget analysis, and rules and procedures;

4. Development and supervision of the Research and Information Services;
5. Communication systems for internal communication between Members;
6. Design and organization of community research and constituent communication and consultation;
7. Public and community relations.

See Annex 1 for job descriptions for office Director and Spokesperson/Public Relations Officer.

The Library of Parliament should be included in the Research and Information Services. Parliament should appoint an Assistant Librarian/Information officer as soon as possible.

The Office of Technical Support should develop a projected training and technical assistance program with schedule and budget on a quarterly basis, for approval by the Clerk of Parliament. The Office of Technical Support will need a regular process of canvassing Members to determine the training and technical assistance needs.

The Office of Technical Support should request and be provided funds specifically allocated for training, technical assistance, and research and information services to respond to specific requests of Members. Parliament should seek support from donors, if needed, to supplement resources available to start these services. A proposed budget for the remaining months of the first year of Parliament are attached below.

The Office of Technical Support should also be allotted a budget for the preparation of information materials for Members and for their constituents to explain key elements of issues before Parliament.

The personnel requirements of the proposed Office of Technical Support to Parliament should be reviewed before the end of calendar year 1994. However, the office of the Clerk of Parliament should anticipate appointing a full time officer in charge of constituent consultation and communication and a full time spokesperson by the end of 1994 or early 1995 at the latest.

## VIII. Expertise of Members and the Creation of Standing Technical Committees

The Parliament does not have standing technical committees of Members who are expert in specific content areas, such as education, health, population, agriculture, finance, housing, and other national and local public concerns. Today, few Members of Parliament have such expertise and are therefore unable to debate the issues adequately, draft legislation, or act independently of other branches of government that have such expertise and therefore more political and bureaucratic control over the legislative process.

The result is that the ministries and private and non-governmental organizations are the experts and the legislative process must depend on them. The private and non-governmental sector do not have an official role in the legislative process but are often more knowledgeable about public issues and can influence Parliament indirectly.

This lack of expertise is one of the biggest handicaps constraining the development and the effectiveness of the current Parliament. A strong technical support office that can assist Members will help but the creation of small groups of Members in each House who will become experts in the fields of government will be even more productive. Standing technical committees, supported by the Office of Technical Support and open to the input of information and arguments from NGOs, the business community, academics, national and international experts, as well as traditional leaders, and individual citizens, will gradually develop the knowledge and capacity of Members to manage complex public issues and become the national experts on those issues. The involvement and participation of these groups will bring broader and stronger public support for Parliament than exists today.

### Recommendation:

Parliament should give immediate consideration to the establishment in both houses of standing technical committees with specific assigned content responsibilities for legislation in, for example, education, health, finance, public works, women's issues, and the like, with clearly defined functions and resources to study, hear testimony, and prepare legislation. This consideration should include visits to Parliaments of other countries with such committee systems.

## IX. Office and Logistical Support to Members

At present Members do not have offices in Parliament nor staff, transportation, and communication support to conduct their business. For example, if Members were to meet regularly with constituents, who would pay the travel and meeting costs? How will

their communication expenses be paid? As Members become more and more involved in legislative business, they will require more technical support. They may need access to telephones, faxes, and computers and training to use them. They may need secretarial support and meeting rooms to consult with experts and with the public.

Recommendation:

In the immediate future, Parliament should establish a small office complex equipped with computer and telephone/fax and a secretary to serve as a pooled facility for all Members until the needs for more extensive support are expressed.

Parliament should also establish a well-controlled travel and communication allowance for Members to meet with constituents during and between sessions.

X. Equipment and Budget Needs

The proposed assistance to Parliament requires new equipment that either Parliament must buy or seek as contributions. The library needs a laser printer and a high quality photocopier that will produce multiple copies quickly, a second computer (assuming the contribution of one from the British Council) with fax/modem and CD-ROM capacity and adequate software, funds to purchase print and electronic reference materials, and subscriptions to data networks.

The proposed Office of Technical Support will need at least one fully equipped computer, software, printer, photocopier (perhaps shared with the Library) for press releases and other information materials, and a VCR with monitor.

The Clerk of Parliament needs a desktop computer, software, and printer and the Clerks the House of Assembly and the Senate each will need a laptop computer.

As soon as possible, the Office of Technical Support should arrange computer training for the library staff, the Clerk of Parliament, the Clerks of the House of Assembly and the Senate, and for the President of the Senate and the Speaker of the House. Training for Members of both Houses will be organized as part of a regular training program organized by the Office of Technical Support.

The Office of Technical Support will also need funds for training, technical assistance, research and information gathering services, and for the preparation of materials. The Office must project a program in all these areas and propose a schedule and budget by September 1994 so that Parliament can approve these

programs and find resources to support them as quickly as possible. USAID should consider support to facilitate this process.

#### XI. Time Frame

The development of Parliament is faced with serious time constraints. The current Parliament must move quickly to create a well-organized and productive legislative system by the end of the first year of the current session, that is, by the end of March 1995, or by the end of the second year at the very latest. Public confidence will weaken rapidly if Parliament continues its confrontational sessions and its inability to master the public issues it debates.

#### XII. Development of Future Parliamentarians

The nation must also consider how it will develop future legislators. Some will always come from special interest groups as well as from the grassroots, but the modern world requires the inclusion of trained political leaders and technocrats. How will Swaziland accomplish this? Should closer ties with the University be established? Should the University be encouraged to develop academic programs to train future Members of Parliament? Should the University be assisted financially to do so? Should young people of high school and university age be encouraged to study those fields that can contribute to the development of legislators?

Parliament today should consider these important questions for tomorrow. A committee to address this important question should be established as soon as possible and should include public members from the University and other prominent educational institutions in Swaziland, the business sector, training organizations, and the NGO community.

#### XIII. The Chiefs and the Tinkhundla System

The integration of the traditional and modern governmental sectors remain somewhat confrontational. Members of Parliament seem to be looking for appropriate methods of respecting the role and influence of the traditional chiefs while establishing good direct communication with the constituencies that elected them to Parliament. After the elections of the Tindvuna, Parliament will need to consider how best to relate to development at the local level.

While the issue of the traditional and modern sectors continues to be discussed, consideration should be given to the training of community leaders as well as ordinary citizens in how to plan and manage local development. Whatever political confrontation that may occur between the modern and traditional can be mitigated if local level development produces improved living

conditions. This requires training local leaders to plan and manage resources for local development.

In return, the local level will be contributing resources to the overall national burden of development and a more constructive and less confrontational relationship between the two levels may be possible.

### XIII. NGOs

The NGOs in Swaziland represent an important resource for national and local development and a constructive player in the political evolution of the country. They are well-informed spokespeople for important issues such as women's rights, the handicapped, the elderly, education, and many others. They are good sources of information about those issues and about the constituents that are concerned with them.

The non-governmental organizations are eager to increase their ability to inform, sensitize, and educate members of Parliament about the issues and constituencies for which they are advocates and are looking for effective ways to influence Parliament. NGOs see their role as educators of public officials, lobbyists for their causes, and participants in the formulation of public policies. The National Coordinating Assembly of NGOs suggested that it could help educate Members of Parliament public issues and work closely with them to develop and support legislation to deal with those issues. Some of these NGO leaders have close personal and professional ties to Members.

Consideration should be given to support the further training of NGOs in planning development activities, in research and information gathering, computer skills for archiving and networking, and for facilitating participation in the legislative and governance processes.

### SUMMARY OF RECOMMENDATIONS WITH TIME LINES

- Proceed immediately to rewrite the Standing Orders of both Houses in more accessible English and translate into siSwati; June 10 - 28, 1994;
- Computerize the Standing Orders and provide computers to the Clerk of Parliament and to the Clerks of the House of Assembly and the Senate, when appointed; June 1 - 28, 1994;
- Establish, staff, and equip the Office of Technical Support to Parliament; perhaps a manager to be provided on a temporary basis from the STRIDE project until the position is officially established by the Ministry of Labor; June 1994;

- Conduct workshops on Rules and Procedures for members; August/September 1994;
- Train Clerk and others on computerized retrieval of items in the Standing Orders; July 1994;
- Develop training agenda for Year I; July/September 1994;
- Develop preliminary list and schedule of technical assistance needs; July/September 1994;
- Develop working relationships with principal training agencies, primarily the Swaziland Institute for Management and Public Administration and the University of Swaziland; July/August 1994;
- Conduct technical training workshops; October 1994 - March 1995;
- Provide technical assistance; July 1994 - March 1995;
- Develop research and information systems and strengthen the capacity of the library of Parliament; acquire computer with fax/modem and CD-ROM, appropriate software, printer, access to international data networks, photocopier, and fax; July 1994 - October 1994;
- Train library/information staff in the use of research and information systems and equipment; July 1994 - October 1994;
- Develop community outreach/constituency communication systems; July/August 1994;
- Introduce community outreach/constituency communication systems; September 1994;
- Meet with key private sector organizations and associations;
- Assess staff needs for the Office of Technical Support; October 1994;
- If needed, add staff to the Office of Technical Support; November/December 1994;
- Evaluate activities of Year I and plan programs and resources needed for Year II: February 1995.

## EXPECTED OUTCOMES OF PROPOSED INTERVENTIONS

### By the end of Year 1, (June 1, 1994, to March 31, 1995):

- the Standing Orders of both Houses will be rewritten and translated into siSwati so that they are accessible and comfortable to all members;
- the Standing Orders will be computerized so that the Clerk of Parliament and/or the Clerks of each House can retrieve specific Rules and Procedures upon demand from the presiding officer and/or Member;
- an Office of Technical Support will be established in the office of the Clerk of Parliament and responsible for training programs, technical assistance, the development of research and information systems, communication to and from citizens, internal communication systems, and communication with the media and private sector organizations, and community relations;
- information retrieval and research systems to support the Members will be operational;
- At least four (4) short term skill training courses (co-facilitated with SIMPA) and four (4) technical training workshops (co-facilitated with the University) will have been conducted as requested by Members, in areas such as Rules and Procedures, Research Methods and Utilization, Information Gathering and Utilization, Formulation of Policy, Writing and Analyzing Legislation, developing and Analyzing Budgets, Separation of Powers, Citizen Participation in Governance, financial planning and management, computer skills, and the use of library and information retrieval resources;
- Approximately twelve (12) person months of technical assistance will be provided (6 national; 3 U.S.; 3 South African) in areas such as use of standing technical committees, policy formation, consultation with constituencies, research and information systems, and technical functions of government (in education, finance, agriculture, health, etc.);
- Adequate commodities to support these activities.

### By the end of Year 2:

- Members will be comfortable with the Rules and Procedures and/or will have proposed and/or revised them;

- The Office of Technical Support to Parliament will have adequate staff to provide all of the services required by Parliament;
- Members will have adequate research and information support;
- The Office of Technical Support will develop and organize training programs and technical assistance as requested by members and supported by resources from Parliament and external donors;
- Regular on-going consultation and communication with constituents and private sector organizations will be fully operational;
- Parliament will have permanent internal communication systems between Members;
- Parliament will have an on-going public and community relations program.

#### IMPLEMENTATION

Project STRIDE will work closely with the Clerk of Parliament to implement the proposed technical assistance as soon as approved by the President and Speaker and USAID. Priority should be given to seeking a qualified Director of the Office of Technical Support to Parliament to assist the Clerk to Parliament in initiating and coordinating the proposed activities.

Under the direction of the Clerk of Parliament, STRIDE will arrange for the writing, translation, and computerization of the Standing Orders, assist in the development and organization of training programs, support the provision of expert technical assistance to Members, facilitate the acquisition of equipment, and manage the funds provided through USAID until the mechanisms within Parliament to do so are in place. With the approval of USAID, Project STRIDE will allocate some of its funds to support some of the proposed training, technical assistance, and research and information. STRIDE staff also will work closely with the Clerk to Parliament to identify other parties who would be interested in funding and implementing training and technical assistance which the project, because of financial resource limitations, cannot support.

When Parliament and USAID have approved the proposed Technical Assistance to Parliament, the Director and Training Manager of Project STRIDE and the Clerk of Parliament will meet to establish a work plan for the current year of Parliament. Upon USAID concurrence, work on the rewriting, translation, and computerization of the Standing Orders will begin immediately.

Year 1 (June 10, 1994 - March 31, 1995)

ESTIMATED BUDGET

	Travel	Daily Lodging	Meals & Incidentals	Salary	Daily Fees/ Charge	No. Days	No. Persons	Other	Total
<b>I. Personnel (Office of Technical Support)</b>									
A. Acting Director (Provided on Temporary Basis by STRIDE)									
B. Spokesperson (Provided by Parliament)									
C. Administrative Assistant (Provided by Parliament)									
D. Librarian (Provided by Parliament)									
<b>II. Training</b>									
<b>A. DEVELOPING AND ANALYZING BUDGETS (4 wks)</b>									
A.1 External Resource Person/Trainer	\$3,800	\$100			\$332	28	1		\$15,896
A.2 Local Facilitator		\$100			\$60	28	2		\$8,980
A.3 Participants (4 four-day sessions; 25 persons/session)		\$100				4	100		\$40,000
<b>B. WRITING &amp; ANALYZING LEGISLATION (4 wks)</b>									
B.1 External Resource Person/Trainer	\$3,800	\$100			\$332	28	1		\$15,896
B.2 Local Facilitator		\$100			\$60	28	2		\$8,980
B.3 Participants (4 four-day sessions; 25 persons/session)		\$100				4	100		\$40,000
<b>C. RULES AND PROCEDURES (4 wks)</b>									
C.1 External Resource Person/Trainer	\$3,800	\$100			\$332	28	1		\$15,896
C.2 Local Facilitator		\$100			\$60	28	2		\$8,980
C.3 Participants (4 four-day sessions; 25 persons/session)		\$100				4	100		\$40,000
<b>D. INFORMATION GATHERING AND UTILIZATION (4 wks)</b>									
D.1 External Resource Person/Trainer	\$3,800	\$100			\$332	28	1		\$15,896
D.2 Local Facilitator		\$100			\$60	28	2		\$8,980
D.3 Participants (4 four-day sessions; 25 persons/session)		\$100				4	100		\$40,000
<b>E. COMPUTER SKILLS COURSE</b>									
F. To Be Determined					\$43	5	30		\$8,429
G. To Be Determined					\$43	2	60		\$5,143
G. To Be Determined					\$43	5	40		\$8,571
Sub-Total Training									\$279,567
NOTE: Protea Piggs Peak Hotel has quoted an all inclusive price of E350 per day charge for workshops A-D.									
<b>III. Technical Assistance</b>									
A. U.S. Based Resource Persons	\$3,800	\$69	\$35		\$332	21	3		\$31,268
B. South African Based Resource Persons	\$500	\$69	\$35		\$332	21	3		\$27,988
C. Swaziland Based Resource Persons					\$60	21	6		\$7,560
Sub-Total Technical Assistance									\$66,796
<b>V. Research and Information Fund</b>									
A. A Desktop Computer, Laptop (2), Laserprinter and Software								23000	\$23,000
B. International Data Network Subscription								\$500	\$500
C. Publications								\$800	\$800
D. CD-Rom Purchases								\$1,500	\$1,500
E. Photocopy Machine								800	\$800
F. Facsimile Machine								300	\$300
G. Swaziland Based Resource Persons					\$60	21	6		\$7,560
Sub-Total Research & Information Fund									\$34,460
NOTE: It is uncertain the extent to which the British High Commission consultant may recommend their contribution to the research and information Fund.									
TOTAL Year One									\$350,823

BEST AVAILABLE DOCUMENT

Year 2 (April 1, 1995 - March 31, 1996)

Project STRIDE will continue to work closely with the Clerk to Parliament to secure funds and implementers for training and technical assistance. It is expected that some budget items will be included in the annual budget allotments of the Parliament and from other international donors in response to specific requests developed and submitted in Years I and II.

## **ANNEXES**

## Annex 1

### Job Descriptions

#### I. Director, Office of Technical Support to Parliament Office of the Clerk of Parliament

##### Responsibilities

- Plan, organize, schedule, and manage training short term skills and technical content courses, seminars, workshops, and study tours for Members of Parliament;
- Organize, schedule, and manage technical assistance and research and information support to Members of Parliament, including the services available through the Library of Parliament;
- Plan, organize, schedule, and manage constituent communication and consultation for Members of Parliament, including regular meetings with chiefs and other leaders at the local levels, the private business and service sectors, NGOs, and other organized associations representing specific constituencies;
- Plan and manage institutional public relations for Parliament;
- Assure the proper functioning of all technical and administrative activities of the Office of Technical Support to Parliament.

##### Skill Requirements

- Experience in the planning and management of training and technical assistance, including familiarity with relevant national and international resources;
- Good public communication and public relation skills;
- Computer literacy;
- Good financial and administrative management skills;
- Good understanding of the structure and responsibilities of Parliament and its role in the total political structure of the nation;
- Experience in working with international donor agencies.

II. Spokesperson for Parliament  
Office of Technical Support to Parliament  
Office of the Clerk of Parliament

Responsibilities

- Regularly meet with the media, the private sector, NGO, and other organized associations to inform them about current activities of Parliament, to explain specific issues and positions, to respond to questions on specific matters related to current activities of Parliament;
- To prepare press releases and other information materials for the media and the public;
- To arrange radio and television broadcasts on current activities of Parliament;
- To assist Members of Parliament in meeting with various constituencies;
- To assist the public in arranging meetings with Members of Parliament;
- To develop and support communication relations of Members of Parliament with the international community.

Skill Requirements

- Extensive experience in the print and broadcast media;
- Excellent writing skills in English and siSwati;
- Excellent personal communication skills;
- Ability to meet and communicate effectively with traditional leaders;
- Able to respond to short notice requests for communication support for Members of Parliament and the Parliament institutionally;
- International travel outside of the Republic of South Africa would be desirable.

## ANNEX II

### Persons Contacted

Senator Walter Bernet

Mr. Frank Buckham  
Secretary to the Cabinet

Senator John Carmichael  
Minister for Housing and Urban Development

Julian Chandler  
Deputy High Commissioner  
British High Commission

Senator Obed M. Dlamini  
Chairman, Swaziland Sugar Association

Ms. Sarah Dlamini  
National Coordinator  
The Coordinating Assembly of  
Non-governmental Organizations

Senator Bruce Guduza

Musa I. Hlophe  
Executive Director  
Federation of Swaziland Employers

Ms Nomathemba Hlophe  
Division of Management Services  
Ministry of Labour and Public Service

Ms M.N. Khoza  
Principal  
Swaziland Institute of Management  
and Public Administration

Prof. Glenn T. Magagula  
Pro-Vice-Chancellor  
University of Swaziland

Dumisani Eric Masango  
Swaziland Consumer Association  
Member of Parliament

Mr. Maziya  
head of the Law Department  
University of Swaziland

P.P.M. Mbahamali  
Deputy Speaker of the House

Senator Lawrence Mncina  
President, Senate

Comfort B.S. Mndebele, Ph.D.  
Vocational and Technical Education  
Counselor Education/Career Development  
Department of Agricultural Education and Extension  
University of Swaziland

Senator Mary Mdziniso  
Deputy President  
Senate

Mr. Mokgokong  
Former Member of Parliament

Elias Ndwandwe  
Member of Parliament

M.J. Nsibande  
Member of Parliament  
Speaker, House of Assembly

Dr. S. S. Nxumalo  
Deputy Prime Minister

A. H.N. Shabangu  
Minister for Labour and Public Service

Ms. Dumisile Shabangu  
Director, The Coordinating Assembly  
of Non-governmental Organizations

Chief M. Simelane  
Minister of Justice

Senator Mark Ward  
(and General Manager of the Mountain Inn)

Ben Zwane  
Clerk of Parliament

and approximately twenty-five other Members of Parliament,  
Senators, and Chiefs gathered informally to discuss the needs of  
Parliament.

U.S. Embassy

Ambassador John Sprott

Phillip Jones  
Deputy Chief of Mission

Ms Valerie Dickson-Horton  
Director, USAID/Swaziland

Jack Royer  
Deputy Mission Director, USAID/Swaziland

Brooks Anne Robinson  
Director, American Cultural Center

## ANNEX III

Example of Possible Support  
to Parliament for Training  
by the University of Swaziland

# PARLIAMENTARIANS TRAINING COURSE

## TOPIC OUTLINE

### LAW

- A. Introduction
  - i. Idea of law
  - ii. Law distinguished from social and religious norms
  - iii. Role of sanction in enforcement
  - iv. Limitations of law in problem solving.
- B. Sources of law in Swaziland
  - i. Common or General law - Roman-Dutch and English influence
  - ii. Swazi Customary law
  - iii. Legislation
    - a. Statutes
    - b. Delegated or subordinate legislation
  - iv. International law - multi-lateral and bi-lateral treaties.

### CONSTITUTION

- A. Basic concepts
- B. Swaziland constitutional system
- C. The role of Parliament

### PARLIAMENT

- A. The Establishment of the Parliament of Swaziland Order 1978
- B. Offices of Parliament - their functions
  - i. President and Deputy President of Senate
  - ii. Clerk to Senate
  - iii. Speaker and Deputy Speaker of House of Assembly
  - iv. Clerk to House of Assembly
- C. Members of Parliament
  - i. Tenure of Members - restrictions
  - ii. Duties
  - iii. Privileges

## LEGISLATION and PROCEDURES in PARLIAMENT

- A. Standing Order
  - i. House of Assembly
  - ii. Senate
  - a. Public Bills
    - i. Specific role of Senate and House of Assembly
    - ii. Limitations with respect to money Bills
  - b. Stages in statutory enactment
    - i. Percieved need for legislation
    - ii. Ministerial initiative
    - iii. Drafting of Bill
    - iv. Introduction of Bill
    - v. First reading
    - vi. Second reading
    - vii. Committee stage
    - viii. Report-consideration of amendments
    - ix. Third reading
  - c. Problems in statutory interpretation
  - d. Parlimentary Committees
    - i. Functions
    - ii. Procedures
  - e. Private Members' Bills, Motions and Resolutions
  - f. Parliamentary debate
  - g. Parliamentary's role in scrutiny of administration
    - i. Question time-purpose
    - ii. Select Committees
  - h. Parliament's role in National Finance
  - i. Members relations with public.

ANNEX IV

Report to the British Council  
An Information Service and Library  
for the Parliament of Swaziland

Dermot Engelfield  
February/March 1994

Swaziland Parliamentary Library  
Consultancy

March 1994

Dermot Engefield

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*1. EXECUTIVE SUMMARY*

- 1.1 I visited the Swaziland Parliament from February 14th - February 28th 1994 in connection with the ODA funded consultancy visit under the Parliamentary Library project. The detailed recommendations, acknowledgements, report and appendices follow. This is a short summary of what I found, the Parliament's needs, the recommended programme for 1994-95 and the proposed second visit.
- 1.2 The appointment of Ms Nxumalo, the experienced Librarian of the Department of Economic Planning, as Parliamentary Librarian at grade 18 in June 1993, shows that the Parliament takes a serious view of its information and library needs. The present library is seriously deficient, not only in commercially published books and pamphlets and also in Government Publications which are so important for Members of Parliament seeking to oversee Government activity, but even in the papers of Parliament itself. Recommendations 1-7 address these problems. The present accommodation for the Library is not adequate but can be significantly improved in the short term at a modest cost and recommendation 8 is addressed to meet this question. The Library needs to be organised, stocked, classified and catalogued at a professional level and while this is covered in recommendations 9-10 Mrs Nxumalo is well aware of these needs and how to solve them. The cooperation of the whole of the Swaziland Library profession with the regenerated Parliamentary Library will certainly help significantly to improve the situation for Members at quite a modest cost. Meanwhile the actual needs of Members, most of whom now represent a constituency, do not differ in essentials from members of other Parliaments. I have therefore made recommendations not only for materials for the library but also that staff should offer services tailored to Members' needs such as constituency files, press cuttings, collections of Ministerial and Parastatal publications and comprehensive holdings of Swaziland statistics. I also propose that the Hansard of the Senate and the House of Assembly should have proper indexes prepared by staff in the Library in

order to release the Editor so that he can ensure that the actual publication of Hansard takes place as soon as possible after the debate reported.

1.3 The programme for 1994-95 therefore should include giving the Library a budget for the purchase of materials and the binding up of materials eg the Government Gazette. I also recommend that the Parliament should approach the American Cultural Center for support under the Democracy and Human Rights Fund. This is covered in recommendation 11. The programme should also include the securing as a matter of urgency of the temporary assistance of a junior library assistant from the National Library Services, recommendation 15, to be replaced by the permanent addition of a grade 8 junior library assistant as set out in recommendation 21. During 1994-95 Mrs Esther Nxumalo should be supported in her programme of gaining more relevant experience and also her senior library assistant likewise gain experience as set out in recommendation 12. Meanwhile the Librarian should prepare lists of purchases of (a) reference materials and periodicals by mid May and (b) monographs and pamphlets by mid October, the acquisition of which new stock will be supported by funds set aside by the ODA/British Council.

1.4 This very busy programme for 1994-95 is to be followed in about a year's time by a second visit from the consultant where his proposals of early 1994 will be reviewed and if necessary modified or changed, when a programme for the next five years will be prepared including the incorporation of lessons learnt in the first year of the sixth Parliament and when a seminar on the information work and the library facilities available will be offered to Members of the Swaziland Parliament.

1.5 This is an important project in the current development of democracy in Swaziland and I very much appreciate the kindness and help I received while at the Parliament and await reports on real progress by the Monitoring Committee on the subject which is chaired by James Kennedy, Director of the British Council in Swaziland. Although

it does not form a specific recommendation in my report, the Presiding Officers might like to consider a similar committee of Members who would continue to represent the all important view of Members themselves, especially with regard to the type of services they would regard as most important in helping them perform their Parliamentary duties.

## 2. SUMMARY OF RECOMMENDATIONS

- 2.1. The documentation of Parliament since independence should be kept separately in the Library (para 6.2a).
- 2.2 The Library should make this collection comprehensive and have it bound (para 6.2b).
- 2.3 The Library should be given the responsibility of maintaining this Parliamentary Archive (para 6.2c).
- 2.4 The Parliament should adopt a systematic method of numbering its papers (para 6.2d).
- 2.5 The annual reports and individual reports of Ministries and Parastatal Bodies should be systematically collected and kept from 1985 (para 6.2e).
- 2.6 Swaziland official statistics (including the 1986 Census) should be systematically collected and kept from 1985. It should form a separate special collection (para 6.2f).
- 2.7 The Library should assemble, bind up and maintain a complete set of the Swaziland Government Gazette (para 6.2g).
- 2.8 There should be works undertaken on the present Library and new furniture added (para 6.3).
- 2.9 Classification should be by the Dewey Decimal system and cataloguing be based on the AACR2 rules (para 6.4).

- 2.10 Book selection should concentrate (1) on reference material, (2) on monographs and pamphlets etc in particular concerning Southern Africa and (3) on the working of Parliaments and the job of Members (para 6.4).
- 2.11 The Parliament should approach the US Democracy and Human Rights Fund. It should also have its own budget for materials (para 6.9).
- 2.12 The Parliamentary Librarian should be attached to the House of Commons Library, Westminster; the library of the School of Oriental and African Studies; a specialist course at a library school summer course and the Africa Institute of South Africa, Pretoria (para 6.14). The Senior Library Assistant I have recommended should have the opportunity of a short attachment to the newly elected Parliament in Cape Town.
- 2.13 The Librarian should submit for a PC etc (para 6.22).
- 2.14 The Consultant should submit two programmes for a seminar during his Second Visit (para 6.23).
- 2.15 The Parliament should submit to the National Library Service for temporary Junior Library Assistant (para 6.28)
- 2.16 The Library should open a small number of Constituency files on a trial basis during 1994-95 to see if they are of use to Members (para 7.3).
- 2.17 The Editor should cumulate the index of Hansard both of the Senate and the House of Assembly for the first five Parliaments and the Library should prepare the indexes from the Sixth Parliament (para 7.6).
- 2.18 The Presiding Officers should approach Government Ministries and

Parastatal Bodies to ensure all their reports are sent to the Parliamentary Library (para 7.7).

- 2.19 The Library should be equipped with a photocopier (para 7.8).
- 2.20 A Library Notice Board should be placed in the Parliamentary Dining Room (para 7.9).
- 2.21 A second qualified Librarian at Senior Library Assistant (Grade 14) and a Junior Library Assistant (Grade 8) should be added to the staff of the Library as soon as possible to ensure a fully trained complement by the beginning of session 1995-96 (para 7.10).

### 3. INTRODUCTION

- 3.1 This report concerns my first visit as Parliamentary Consultant to advise the Parliament of Swaziland concerning its information services and library. The visit coincided with the opening of the Sixth Parliament, elected in late 1993. There are now 65 Members of the House of the Assembly and 30 Senators. 55 Members were directly elected to represent 55 constituencies, a step forward in the democratic process for Swaziland.
- 3.2 The context of this report on the Library, I have considered at three levels. These are: first at the level of the institution itself: second in the context of libraries and librarianship in Swaziland, and: third in the context of certain foreign countries and institutions represented in Mbabane, Swaziland.
- 3.3 The present Parliamentary Library is housed at quite a convenient site in the Parliament House, near the dining room and not far from the two chambers. It consists of one quite large room with one staff desk, a large table with 10 readers' chairs, a large periodicals stand holding about 70-80 titles and about 180 metres of shelving. This shelving takes up nearly half of the presently available floor space. There is one librarian, appointed in June 1993, who is a Librarian grade 18. The stock of the library consists of some Swaziland Parliamentary material, including Hansard since independence (1968), but these records are far from complete; a collection of reports from Government Departments and Parastatal bodies but these also are far from complete; a gift of older books from the United States most of which are not relevant or current enough to be of use; a gift of books from Australia many but not all of which are not relevant to the Library's needs; a more recent gift of US material many titles of which would be worth keeping; a very recent gift of books by the British Council which are all relevant to the Library; an important collection of various old official records which are of real academic and historical interest and value and which should join Swaziland's

University Library or possibly the National Archive nearby the Parliament.

3.4 There is nearly a total absence of current reference material (there is however an Encyclopedia Britannica 1991 edition) and the monographs on Swaziland and Southern Africa are almost entirely lacking. There is a small collection of periodicals - especially strong in the subject Parliament - and all of which appear relevant. The Library takes the three national newspapers, two in English, one in Siswati.

3.5 I turn now to the context of librarianship in Swaziland. I was impressed with the quality of most of the librarians I met in Swaziland, in particular the senior ones. Because librarianship has only been professionalised for about 20 years, most of these senior librarians are of this first generation, have studied librarianship at great length and have often been students together, and, because Swaziland is small, all seem to know each other. I believe this to be of vital importance to the Parliament. I have no doubt that a well developed information service and library for the Parliament will receive their support and cooperation not least because the Parliamentary Librarian is well known and well liked. In a small society like Swaziland nothing could be more important than this support, and it should enable the Parliamentary information service to be effective while it remains relatively small but up-to-date.

3.6 Finally there is the context of the representation in Mbabane of certain foreign countries and institutions. During my stay I visited with the Parliamentary Librarian, the British Council, the American Cultural Center, the European Communities organisation, the United Nations organisation and the embassy of South Africa. In all cases we received expressions of support and cooperation and the Librarian will be writing to these organisations (the British Council is already covered) requesting support and asking to be put on mailing lists for publications etc. Again such a network of cooperation and friendship with fellow professionals

should be of considerable help to the information needs of the Parliament.

#### 4. ACKNOWLEDGEMENTS

- 4.1 In order to complete the terms of reference of my first visit, which forms the framework of Part I of the main section of my report which follows, I had discussions with the list of people which appears in Appendix 1.
- 4.2 In the case of Presiding Officers and Parliamentary Officials there was not just interest but commitment to the project and I was given a clear picture of their needs. The librarians that I met, as already mentioned, showed a genuine cooperative spirit. The Government servants were helpful and clear in their advice, I must commend in particular Esther Nxumalo who not only accompanied me at many of these meetings but who also had the considerable job of organising the programme, including the many alterations of timing that took place. Finally, the British High Commissioner was interested and supportive and drew my attention to the work of the Africa Institute of South Africa, while James Kennedy, Director of the British Council, acted as a willing sounding board and gave me the advantage of his local experience.

*5. TERMS OF REFERENCE*

5.1 For the actual Draft Terms of Reference see Appendix 2. The TOR numbers numbers under The Main Report - Part 1, which follows, relate to the paragraph numbers used in Appendix 2.

6. *THE MAIN REPORT - PART I Terms of Reference 1-11*

TOR 1

6.1 As Appendix 1 shows, I was able to meet the Presiding Officers of both Houses (separately) together with the senior and middle grade Parliamentary Officials. In addition, in more informal meetings I was able to discuss with a number of Senators and Members certain ideas I had with regard to possible information services which might be useful.

6.2 It was agreed that there was needed an information service in the library - hence the title of this report - and that it should undertake a number of jobs: I formulate these in the form of a number of recommendations for the Library to carry out.

- a. I recommend that the documentation of Parliament is kept separately from other materials.
- b. I recommend that all gaps in this Parliamentary material since independence, ie since the start of the 1st Parliament, should be filled by original documents or photocopies and that these should be carefully checked and then bound up.
- c. I recommend that the library is given the responsibility of maintaining the Parliamentary Archive and assembling, checking and binding up the Parliamentary Archive of the future. The papers to be bound up are set down in Appendix 3 part I.
- d. I recommend that the Clerks of both Houses of Parliament should establish a systematic method of numbering their papers. A suggested numbering system is set down in Appendix 3, part II.
- e. I recommend that the annual reports and other reports of Ministries and

of Parastatal Bodies, starting in 1985, should be collected and arranged by the originating bodies as set out in the Swaziland Business Yearbook 1994 pp 8-10. Binding of these should be considered.

- f. I recommend that a complete set of Swaziland official statistics should be assembled from 1985 including the census of 1986, and kept separately in the Library in a special Statistics Collection.
  
- g. I recommend that a complete set of the Swaziland Government Gazette, in which law is first promulgated and which has now reached volume 32, should be bound up by the Library and kept as a Parliamentary Archive. It should be kept up-to-date.

The above recommendations cover the official publications of Swaziland.

#### TOR 2

6.3 With regard to accommodation and furnishings I recommend that the wall behind the periodicals rack is demolished and the corridor outside is incorporated in the Library. I also recommend that a 2 metre wide access to the Conference Room is opened up and fitted with solid doors. This room could then be used by the Library when not used as a Conference Room. And I recommend both rooms should have bookshelves round them. These recommendations are quite practical from a works' point of view and an estimate of cost is set out at Appendix 4. I also recommend that a small map/newspaper chest and two carrells are placed in the Library, the latter on the window side, of a pattern used in the University Library. Two more staff desks will be required but all except one row of shelving on the floor of the present library should be removed.

#### TOR 3

5.4 I have commented on the existing stock of the Library in the Introduction. It follows that Parliamentary material pre-1968 should be weeded out (except for statutes, orders and any of the Government Gazette) but the older material in particular should find a good home either in the University Library or the National

Archive - some of it is rare and valuable. Most of the early US gift of books should be weeded and quite a lot of the Australian gift. Also a little of the more recent US gift should be weeded. Government publications pre 1985 should be weeded unless there are very special reasons for keeping particular items. The 1991 Encyclopedia Britannica should be kept. I recommend the system of classification for the Library (excluding official publications) should be Dewey Decimal to align the Library with others in Swaziland. I recommend the system of cataloguing to be based on AACR2 though bibliographical details can be kept at the minimum level as the catalogue is chiefly a finding list. I recommend that with regard to book selection the first need is for an up-to-date collection of general reference books and periodicals. A few examples of these are given in Appendix 5.

6.5 The Librarian should continue a careful examination of (1) the University Library (2) the National Library, (3) the British Council Library, and (4) the American Cultural Center Library for reference works, and with the help of their staff compile a list of necessary general reference works. Almost all reference work required by the Library will be found in one of these libraries and Ms Esther Nxumalo and her colleagues will be able to produce such a list. This should form the basis of the first tranche of ODA funded British Council support expenditure (sav £5-6,000). This should be prepared by mid-May '94.

5.6 I recommend that the second need is for relevant monographs including pamphlets and other 'grey literature'. To a considerable degree these would be centred on Southern Africa and, of course, Swaziland itself. Again the University Library would be useful here and the proposed Swaziland National Bibliography The Accessions Lists of the Social Science Research Unit of the University of Swaziland are important. I think, however, it would also be wise for Mrs Nxumalo to visit the Africa Institute of South Africa in Pretoria soon to examine its stock and services. The library of the London University School of Oriental and

African Studies should be studied during attachment to the UK (see Section 7 below). These lists of contemporary Africana etc should form the basis of the second tranche of British Council support expenditure. They should be prepared by mid-October '94 (see also paragraph 7 below).

6.7 The book buying policy which lies behind these two recommendations is that Senators and Members will need factual up-to-date worldwide information to help them in their travel, meeting people, getting a quick run down on an issue, place or person etc. That information would be covered under the first recommendation in this section. They also need more detailed analysis in particular of problems both in Swaziland and also in the whole area of Southern Africa - not least for comparative purposes. This is the core of the second recommendation.

6.8 There is also a further area which needs covering through the purchase of materials and that concerns elections, the job of a Member of Parliament, services for Parliaments, the role both of Parliaments and of Governments etc. The British Council have recently made an important contribution to this field and a visit to the House of Commons Library at Westminster could strengthen recommendations for this area, not only concerning the UK system but others.

#### TOR 5

6.9 The question of a permanent budget for materials for the Library is not easy to judge. In 1993-94 I understand that there was no specific budget for materials and the very small amount of expenditure authorised came from Parliament's general budget. In 1994-95 E60,000 has been asked for but not yet agreed. I am conscious that during 1994-95 the British Council is offering support at the rate of about E55,000. It is possible there might be support from the American Cultural Center during 1994-95 under the Democracy and Human Rights Fund. I certainly recommend that they are approached by the Parliament. Bearing this in mind, if the 1994-95 E60,000 is approved, I recommend that the budget for materials for 1995-96 should be E70,000, 1996-97 E80,000 and 1997-98 E90,000

all figures excluding any inflation increases and to include expenditure on binding.

- 6.10 The reason for the gradual increase is not only the increase in the use of facilities eg, periodicals, that I think is likely, but more important, the effect of the initial priming of the Library stock by the British Council will wear off so that by year two or three after 1994-95 a number of expensive reference books will need to be replaced. A gradually increasing budget will enable the Librarian to do this updating in a steady and systematic manner. In this way the Library will not only start sharp and up-to-date but continue so.

**TOR 6**

- 6.11 Appendix 5 includes a preliminary shortlist of periodicals which should be added to the Library. As suggested elsewhere the Parliamentary Librarian needs to examine the periodical holdings of the University of Swaziland Library and of the Africa Institute of South Africa, Pretoria to add to this shortlist. Rather the same applies to reference material and to monographs.
- 6.12 With regard to future book selection policy I think the following points should be taken into account. Politics and the work of Members of Parliament is practical rather than theoretical. Books on economics for instance, should not be academic and the same could be said of politics or management. There would be very little material on Swaziland itself that should not be in the Library.
- 6.13 The area of southern Africa should be fully covered because of Swaziland's economic relationship with its neighbours, because of the changing political situation in these lands and because some of them are at a similar stage of development to Swaziland. It is here that the 'Africa Current Publications' in the Clark's Bookshop Catalogues (see next section) will be useful. The third area will be relationships with foreign countries beyond southern Africa including those to which Ministers and Members of Parliament travel. In this last connection it was put to me by one

of the Presiding Officers that Members bringing back papers and information from countries abroad should be encouraged to deposit them in the Library for the use of all. This seems to me to be an excellent idea. Finally there is the policy on book ordering of reference material. The library has neither the space nor the funds to have a large monograph collection so that for many areas of the world the information it holds will be limited to what is in reference books. It will be important therefore that these are kept pretty up-to-date and, depending on the book funds available, a systematic programme of bringing reference holdings up-to-date will need to be worked out.

TOR 7

- 6.14 In considering a training programme for the Librarian of Parliament it should be remembered that Mrs Esther Nxumalo has already trained for far longer than a British Librarian would have done and is a very experienced professional. Only specialist attachments or courses would be useful. I would recommend a two week attachment to the House of Commons Library in particular to the Indexing Unit and to the Reference Services Section which actually gives much face to face information to Members. In addition the librarians in the International Affairs and Defence Section could show and discuss sources covering areas of interest including Africa. I would recommend a one or two week attachment to the library of the School of Oriental and African Studies (SOAS) to help select relevant monograph titles for the library, to see the sources they use for book selection in particular concerning Africa, and also to check on periodicals taken by SOAS. It needs to be remembered that SOAS is a strictly academic institution and the library likewise. I would recommend that, if such a thing exists, Mrs Nxumalo should attend a short course on the use of a PC in the small library especially in the context of using ISIS 3-6 Unesco software. I suppose this would be likely to be a library summer school but the British Council themselves would know about this. The timing of these courses, I would assume would need to be when the Swaziland Parliament was not sitting, would need careful adjustment and I would suggest that the British Council should approach the House of Commons Library early to see whether such an attachment was better for them

when the House of Commons was sitting or during the 1994 summer recess. I will of course be in touch with them informally. I have recently visited the South African Parliament in Cape Town. The senior officials there would be happy to arrange an attachment for a couple of weeks of a senior official in the Library of the Swaziland Parliament. The Librarian's name is Gerhard Swanepoel, Library of Parliament, PO Box 18, Cape Town 800, South Africa. Costs of travel and subsistence could not be born by the Parliament of South Africa but otherwise they would welcome the chance to help. I also visited Clarke's Bookshop at 211 Long Street, Cape Town, South Africa. This is the specialist bookseller in Africana and publishes a quarterly catalogue with African Current Publications arranged by broad subjects, eg: Politics, History and Economics. I think that the Swaziland Parliamentary Library should be on the mailing list for this publication. I think that the Grade 14 post I have recommended for the Library should be attached to the Parliamentary Library in Cape Town for two weeks and visit Clarke's Bookshop while they are there. Ideally I think this attachment should be towards the end of 1994.

6.15 Finally, and more urgent than these I recommend that Mrs Nxumalo visits the African Institute of South Africa, Pretoria to learn about their holdings, their research and bibliographical work and of any help they may be able to give the Parliamentary Library of Swaziland.

**TOR 3**

6.16 I have recommended with regard to classification and cataloguing systems under 3 above. Concerning micro-computer hardware and software this is a subject which has formed part of Mrs Esther Nxumalo's library studies.

6.19 At Appendix 6 I have inserted a short note prepared for me by Mr Steve Wise of the Systems Unit of the Computer and Technical Services Section of the House of Commons Library at Westminster, where he reminds us of some general points when introducing computer services in a Library.

6.20 Mrs Nxumalo and I visited Mr Siphso Vilakati of the Government Computer Centre.

His assessment was that the Library would need:

	<u>Cost</u>
1. A PC-486 a Computronics (ACER)	E10,000
2. UPS	E2,000
3. Laser printer	E8,000
4. Software packages ISIS 3-6 (UNESCO)	Free for developing countries
D BASE WordPerfect / Windows	

6.21 This facility would be used for among other things cataloguing, indexing in general, and the indexing of Hansard (see Part 2 of the main report). It would be compatible both with the Parliament's and the Government's computer policy and therefore easier to maintain. It would be, just, within the cost range that the British Council has offered to meet.

6.22 I would recommend that Mrs Nxumalo as a matter of urgency should submit a case, for a PC in the usual manner and that if the case is made it is checked and agreed at a technical level by the Government Computer Centre. This will provide the British Council reassurance in supporting this particular project.

6.23 Finally, with regard to computers, the National Library has submitted for a Swaziland Library and Information Network - SWALINET. If this project proceeds it will be essential for the Parliamentary Library to be part of this network and developments at the Parliament should be kept compatible with this wider plan.

#### TOR 9

6.24 At the first meeting of the Monitoring Committee of the Parliamentary Library Project, held in the Swaziland Parliament on 24 February 1994 and chaired by James Kennedy, Director of the British Council, and which I attended, it was agreed that in connection with the second consultancy I should receive copies of

all Monitoring Committee minutes. It was also agreed in principle that the second visit should coincide with the opening of the second session of the Sixth Parliament likely to be in February 1995.

- 6.25 I think the launch of the Parliamentary Library should take the form of a reception offered by the Presiding Officers and I would hope that the guests would include both senior Swaziland Librarians on whose cooperation the Parliamentary Library would partly depend and the heads and librarians of the foreign organisations mentioned in the later part my Introduction. At the same time I think the Librarian should organise an exhibition showing some of the services the Information Centre and Library can provide and an updated descriptive leaflet for Senators and Members. Part of the exhibition might make use of some of the interesting historical material including maps and old debates which are currently in the Library, and the Librarian might use the help of a senior member of the Parliamentary staff especially someone interested in the history of Swaziland.
- 6.26 With regard to the Seminar to be lead by the Consultant at this time I would recommend that he should submit two programmes for such a Seminar, the first lasting one day and the second two days, to the Presiding Officers so that they could decide on the length of the Seminar and amend the programme as they see fit. The programme should be submitted in the autumn of 1994. Other points concerning the second visit are set down in its Draft Terms of Reference.

**TOR 10**

- 6.27 I have fully discussed the professional aspects of my recommendations with Dikeledi Kunene, Director of the National Library Service. I agreed with her a draft of my report concerning:
- a. The budget of the Parliamentary Library (Para 6.9, 6.10)
  - b. Machinery for the Parliamentary Library (Para 7.8)
  - c. Staff Training (Para 6.14, 6.15)
  - d. Staffing (Para 7.10)

6.28 Finally I discussed with the Director the possible temporary attachment of a Junior Assistant to help the Parliamentary Librarian until she has adequate support. The Director was sympathetic to the idea and I recommend that the Parliament should approach the National Library Service for such a temporary attachment as a matter of urgency.

TOR 11

6.29 It was agreed with James Kennedy in Swaziland that this report should be submitted to the British Council within three weeks of my return from Swaziland.

7. *THE MAIN REPORT - PART 2 Additional matters raised during the visit*

- 7.1 On additional matters raised during the visit it is important that the Library of Parliament moves as quickly as possible from being a backwater of a Parliamentary service, ie a room where some materials were kept together with a few newspapers and periodicals but without staff or budget, to being an active information service for the newly elected Sixth Parliament.
- 7.2 The first essential was fulfilled in June 1993 when a senior and experienced librarian was appointed to run the Library. I hope that the second essential, a dedicated budget for materials for the Library, will be forthcoming shortly. The third essential, namely the preparation of adequate accommodation, is the subject of recommendation 8 in this report.
- 7.3 An active information service implies an ability to answer specific enquiries and the organisation of resources to do so. There was considerable support from both Members and Parliamentary staff for my idea that in response to the new needs of the Sixth Parliament the Library should prepare a file for each of the 55 constituencies which would include press cuttings, (from both of the national daily and Sunday papers), copies of any specific enough articles, Parliamentary Questions concerning problems in individual constituencies and Private Members' motions. The files would, like everything else, be open to all Members, but it would probably be most used to keep individual Members aware of change in their constituency. This work is quite labour intensive, although it also keeps staff doing it very up-to-date, which is important in a Parliamentary Library, so I think a trial should take place. I recommend that for the session 1994-95 or as soon as it can be arranged, files are opened on about eight constituencies, including that of the Speaker, and at the end of 1994 an assessment is made of how useful they have been and how much work they have entailed. If it is a success, then the coverage could be extended for the second session of the sixth Parliament. I

would personally be interested to see how well this proposal would go as I know of no other Parliamentary Library service that has tried this. Swaziland of course has fewer constituencies than many Parliaments.

7.4 One of the most sought after sources of information as far as MPs are concerned is the media and in particular the press. This is mentioned in the previous paragraph. I have discussed this in some detail with Mrs Esther Nxumalo and have suggested to her that the two national papers (daily and Sunday) and a South African paper should be marked up for selection, cut up and filed in a number of series: (1) by constituency filed as mentioned in the previous paragraph, (2) by Government Department, (3) by Swaziland and then followed by more selective standard sub-headings. We examined some newspapers with regard to selection and classification along these lines. I do not believe there is staff time available to do this work at least until a temporary assistant is available from the National Library Service. This should be tried out for a year in the first instance and Members and staff interest be carefully monitored. If it is clearly welcomed by Members and is of help to the staff in answering the enquiries they have to answer then consideration should be given to getting the job done by an outside agency. The National Library Service uses such an agency for its press cuttings and finds the system satisfactory.

7.5 Until now the indexes of the Senate Hansard and the House of Assembly Hansard have been minimal. It is not possible to follow a subject nor indeed the performance of a Member or a Minister via the present indexes. I have discussed this problem with both the Editor of Hansard and the Librarian.

7.6 I recommend that the Editor cumulates the indexes of the Senate and of the House of Assembly separately for Parliaments One to Five. A number of sets of this work should be bound up including two for the Library. I recommend that from the beginning of the Sixth Parliament the Library should undertake the indexing

of Hansard with references under:

Minister's name

Member's name

Title of Bill

Constituency - if appropriate

Subject

Mr President for interventions

Mr Speaker for interventions

- 7.6 The indexing training that all librarians have should ensure a higher quality and more consistent index but clearly the Librarian and the Editor will have to work closely in this area as a matter of routine. Once experience of preparing a better index to Hansard has been gained I would hope that with the help of mature student support, the first five Parliament's debates indexes could be raised to the new standards of the sixth Parliament.
- 7.7 One of the areas where the Library has serious shortcomings is with regard to its holdings of the annual reports and other reports of both Ministries and Parastatal Bodies. I have suggested that the Library only seeks to hold these from 1985 (trusting that calls for earlier records would be answered by the organisations themselves). This is clearly a serious problem and has been a difficulty for the National Library Service itself. At Appendix 7 will be found a Memorandum on this problem by the former Director of the National Library Services. I would recommend that the Presiding Officers, to whom I have shown the memorandum, should consider sending something similar on behalf of Parliament. An alternative would be an amendment to the Copyright (amendment) Order of 1978 adding the Parliamentary Library. If Parliament is to oversee these organisations they need their reports and papers, a point which has been made to Ministers by members in the course of debates in the past.

- 7.8 At the moment the Library has no aid from machines. A PC and Printer have already been requested (recommendation 13). I recommend that a photocopier be installed in the Library as a matter of some urgency. Depending on whether the Library obtains and, in some cases, has to obtain information on microfilm, a Microfilm/fiche reader/printer may well be needed. I note that the University of Swaziland Library Guide at p4 indicates that 'some Swaziland official publications' are held on micro-form. Finally, visiting the British Council Library, the American Cultural Center Library the South African Embassy and the UN Information Service, it became clear that all have interesting information in video form, which could be made available to the Parliamentary Library. As examples, there are videos on the working of Congress and its Members and on the working of the Johannesburg Stock Exchange readily available. It may well be then that before long the Library will need a video viewer equipped with headphones to avoid disturbing other users of the Library.
- 7.9 The Librarian has drafted a short leaflet for Members introducing the Library and its services on which I have commented. In addition, as part of the necessary publicity for this service, I recommend that a Library Notice Board is placed in the Dining Room directly opposite the main notice board where information about the Library, its development, its new acquisitions, services etc, would be publicised. If the Constituency files are judged a success I think a new leaflet on the Library will be needed for session 1995-96.
- 7.10 I come now to the last paragraph of the Main Report and the most important. I am conscious that these proposals constitute a very great deal of work for the Librarian both in initiating change, setting up new systems (constituency files, Hansard indexing), changing accommodation and furniture etc, selecting, ordering, classifying and cataloguing new materials, filling gaps and ensuring the Parliamentary Archive is bound, as well as sustaining what should be an improved and still further improving information service for Parliament. I have given

careful thought to the question of the support the Librarian will need, including the hours that on occasion both Houses sit, but most importantly the Library's newly necessary information role and the growing quantity and quality of information which should be readily available to Members of Parliament. After studying the civil service gradings - since, I understand, renumbered and discussing the matter with the Director of the National Library Service and bearing in mind the views expressed to me of their own volition by each of the Presiding Officers, I recommend that the Librarian should be given one Senior Library Assistant Grade 14 and one Junior Library Assistant Grade 8. The Parliamentary Library is to be turned from a passive library to an active Information Service and it is to take responsibility for the Parliamentary Archive and the proper indexing of Hansard. It will also need to keep abreast of all library developments in Swaziland in particular and further afield and to build up its stock almost from scratch. There is a great deal of work for two professionally qualified staff. But there is always a lot of clerical support needed in any Library, press cuttings, booking in material, assembling binding etc, and one Junior Library Assistant is needed to avoid higher grade and therefore more expensive staff undertaking these routine duties. I would hope these staff are in post and trained by the time the Library is launched at the beginning of session 1995-96.

8. *CONCLUSION*

The Library of the Swaziland Parliament is currently a very modest affair and after some analysis of problems and needs this report seeks to recommend that it should move forward to bring an active information service for a representative Parliament with a growing membership. I recognise the commitment of many in the Parliament to this objective and I believe with concentrated effort and good will much could be achieved in the coming twelve months. But it will need energy and sustained commitment on everyone's part to meet not only the expectations of the British Council as set out in their paper Parliamentary Library Support Project, but more importantly, the up-to-date needs of Swaziland Members of Parliament. I believe with such support this can be achieved by Mrs Esther Nxumalo, her recommended staff and the necessary support of the Swaziland Library profession. I wish her project well.

9. *APPENDICES*

- 1 List of people with whom discussion were held.
- 2 Draft terms of reference for the Consultant's First Visit forming the framework for Part 1 of the Main Report.
- 3 Part 1. Parliament's papers: Part 2, Suggested numbering system.
- 4 Letter estimating the cost of accommodation changes and shelving etc.
- 5 A few examples of reference material/periodicals that should be added to the Library.
- 6 Computerisation of Library functions: a memorandum from the House of Commons Library, Westminster.
- 7 Memorandum from the former Director of the National Library concerning the deposit of government publications.

*APPENDIX 1*

*LIST OF PEOPLE WITH WHOM DISCUSSIONS WERE HELD*

President of the Senate	Senator Lawrence M Mncina
President of the House of Assembly	Hon Mosa Justice Nsibandze M
Clerk to the Parliament	Siphosethu Dlamini
Clerk to the Senate	Ben Zwane
Clerk to the House of Assembly	Nhlanhla Dlamini
Clerk Assistants	Amos Maziya
(Interpreters)	Siphosini Dlamini
	Mshiyeni Dlamini
	Ndvuna Dlamini
Librarian	Esther Nxumalo
Editor of Hansard	
National Library Director	Dikeledi Kunene
National Library	Dudu Fakudze
National Archives	National Archivist
National Archives	Librarian
University of Swaziland Librarian	Makana Mavuso
British High Commissioner	Richard Gozney
British Council Director	James Kennedy
British Council Librarian	Lindiwe Dlamini
American Cultural Centre Director	Brooks Anne Robinson
American Cultural Centre Librarian	Jeffrey Dlamini
European Commission, Swaziland	R E Schröder
South African Embassy	Mr Deyzel
Government Computer Centre	Sipho Mathews Vilakati
British Council, Johannesburg	Connie Price

*TERMS OF REFERENCE FOR THE CONSULTANT*

*First Visit*

1. Meet with officials and Members of Parliament and assess their requirements for the Library.
2. Review the furnishing of the Library and agree recommendations for the upgrading of shelving and seating with GoS.
3. Examine existing stock and agree with the Librarian a plan for weeding, classifying and cataloguing.
4. On the basis of the user requirements survey make recommendations for the selection of books and other materials to be ordered under the project.
5. Agree with Parliament Staff and Department of Economic Planning an adequate recurrent budget for periodicals and books.
6. Make recommendations for policy.
7. Agree training programme for the Librarian with Parliament Staff and the British Council.
8. Make recommendations for classification and cataloguing of the new stock, and on appropriate micro-computer hardware and software for purpose.
9. Plan second consultancy visit and launch of the new library.

10. Agree professional aspects of recommendations with the Director of the National Library Service.
11. Report to British Council ODAPD within three weeks of return from Swaziland.

APPENDIX 3

PART 1: PARLIAMENT'S PAPERS

Senate:	1. Notices of Motion	)	
	2. Orders of the Day	)	Numbering the responsibility of the Clerk
	3. Votes and Proceedings	)	
	4. Papers (tabled)		Numbering the responsibility of the Clerk
	5. Bills		Numbering the responsibility of the Attorney General
	6. Hansard		Numbering the responsibility of the Editor
House of Assembly:	1. Notices of Motion	-)	
	2. Orders of the Day	)	Numbering the responsibility of the Clerk
	3. Votes and Proceedings	)	
	4. Papers (tabled)		Numbering the responsibility of the Clerk
	5. Bills		Numbering the responsibility of the Attorney General
	6. Hansard		Numbering the responsibility of the Editor

PART 2: SUGGESTED NUMBERING SYSTEM

Elements:	Parliament	Session/date	House	Doc	Serial No
References:	Parl 6	Sess (1994-95)	S or HA	NM	1-
				OD	1-
				VP	1-
				P*	1-
				B	1-
				H	1st Meeting-
					2nd Meeting-
					3rd Meeting-

\* P should include all the House's own papers which are tabled and printed eg: Select Committee Reports.

A reference would read: Parl 6 Sess 1 (1994-95) SB 2

That would be Bill No 2 in the Senate during the first session of the Sixth Parliament.

MEMORANDUM

From: P.S.  
MINISTRY OF WORKS

To: Clerk to Parliament

Date: February 22, 1994

Attn: Esther Nxumalo

Our Ref. wc/02/General/94

Your Ref.

RE. Library Extensions to Parliament

Further to our conversation concerning the above of yesterday, I wish to advise as follows:

Demolition of 10M wall and make good.  
New carpet throughout. Approx 90M<sup>2</sup>  
New full height shelving approx. 16M x 2.7  
Low shelving and study carrels. Approx 20M  
New entrance doors across ex. corridor 2.7 x 2.5M  
Breakout 2M access to adjoining room, make good & install full height (2.7M) solid timber doors, brass furniture etc.

Estimated total cost for required modifications - E 37,000

I trust this is of assistance,

M. BUTCHER  
for: PRINCIPAL SECRETARY

*APPENDIX*

*A few examples of reference material/periodicals that  
should be added to the Library*

*PART 1 REFERENCE MATERIAL*

Whitaker's Almanac  
Statesman's Yearbook  
Africa South of the Sahara (Europa)  
Commonwealth Yearbook  
Dod's Parliamentary Companion  
Who's Who in Southern Africa  
Lipincott Gazetteer  
Guinness Book of Answers  
Guinness Book of Records  
International Who's Who  
Political Handbook of the World  
The Presidential Congressional political dictionary  
US Government manual  
Everyman's United Nations  
Concise McGraw Hill Dictionary of Modern Economics  
Treaties and Alliances of the World  
The US in Africa: A historical dictionary  
Abbreviations Dictionary augmented international 7<sup>th</sup> ed  
Biographical Register of Swaziland  
The Swaziland Business Directory  
Copies of Surveyor General's map of Swaziland  
including one authoritarily divided into constituencies  
by the Electoral Office  
South Africa Yearbook

*PART 2 - PERIODICALS*

A South African daily paper with extra copies for press clippings

A South African Sunday paper with extra copies for press clippings

Weekly Guardian (UK) air mail edition

Economist (UK)

Keesing Archives

Time (US)

Newsweek (US)

A South African Weekly

Journal of South African Studies

Africa Report

Africa Demos

Journal of Democracy

Journal of Modern African Studies

South African Journal of International Affairs

Africa Insight

Southern Africa today

Washington Post (US) Weekly

Economist Intelligence Unit, Country profile including Swaziland

*COMPUTERISATION OF LIBRARY FUNCTIONS*

The purpose of this paper is to give some very limited guidance and thoughts on automating a manual library system. A very good reference work on the subject is "Library Systems: A Buyer's Guide" by Juliet Lceves, published by Gower. This not only gives information of the kind of thing to look for in a library computer system but also useful background on a range of specialist library software.

**Compatibility:**

It is often useful to look at other major libraries within the country or in the same specialism and see what system they use. There can be advantages in adopting a similar approach, based around the same system. The benefits might be:-

- \* It may be possible to download records from the existing system which could then be used (possibly with some modification) to form records in the new system.
- \* Once the new system is running it may be possible to reduce the cataloguing/indexing load of each library by sharing the responsibility for data input and transferring records (electronically by disk or modem) between the two sites.
- \* The experience of the existing system can be drawn upon when setting up the new system. This can reduce the effort involved in setting up the system and improve its design. Once the new system is running the libraries can continue to share knowledge of the system and help support each other.
- \* If the computer software is based around a commercial software package then the more users there are within a locality or specialism the greater the combined leverage and influence over the software supplier and their future development plans.

### Support:

It is important to remember when considering automating a library catalogue, etc, just how dependent a library can become on a computer system and what would happen if that system was unavailable for any reason, for any length of time.

- \* When buying a system try to ensure that whoever is offering support for the system (hardware maintenance, software support or both) - be it the system designer/supplier or an agent/distributor - is fairly local. The further away the supplier/agent the more difficult it will be to get help when it is needed most.
- \* When buying a system always ask for site references for other users of the proposed system. Although only "good" customers are generally used as references they may still give a reasonable view on the dependability of the system and the responsiveness of the supplier (sometimes by what they do not say rather than what they do).
- \* When specifying a system always include some means of automatically backing up the system, such as a tape drive. Once installed instigate a regular routine backing up to tape and testing that the tapes work.
- \* An in-house system (ie an application specially written for the library using a standard database package), providing the system is not too big or too complex, may provide a system much more tailored to the needs of an individual library. However, long-term support and maintenance can be more difficult unless access to the person who wrote the application can be guaranteed for the system's lifetime. A commercial system, from an established company with reasonable prospects, may need more initial customisation but might offer a better chance of long-term support.

### Sizing:

- \* It is important to size a new system to allow for growth (two or three years as a minimum). The system should be comfortable with the eventual size of the

database file and level of use rather than straining under the load.

- \* The scale of the system will depend both on the size of the catalogue, etc, and how many people need to access it at the same time. If the database file is not too big (no more than 100 MB - 200 MB) and it is acceptable for the system to be in one location and used by one person at a time then a single PC solution will work. If the file is significantly bigger and/or access is required at several locations or by more than one person at a time then a small PC network may be the answer (based on Unix or Novell Netware, for example). Larger systems with multi-access requirements often use specialist servers with purpose-designed networks.

Steve Wise

15 February 1994

Memorandum

From: DIRECTOR,  
NATIONAL LIBRARY SERVICE.

To: PRINCIPAL SECRETARIES.  
HEADS OF DEPARTMENTS.

Date: 31st January 1989

Our Ref: D/3

Your Ref:

RE: DEPOSIT OF PUBLICATIONS WITH THE NATIONAL LIBRARY SERVICE

The Swaziland National Library Service is in the process of establishing a national comprehensive collection of Government Publications, based on the material deposited in terms of the copyright (amendment) order of 1978 which reads: "The publisher of every book first published in Swaziland whether printed in or not shall within one month after the day on which such book is first delivered out of his press at his own expense, deliver one copy of such book to the library of the University College of Swaziland and one copy to the National Library Services of Swaziland."

The collection will cover all types of publications (annual reports, research papers handbooks, statistics etc) and will include all material published from January, 1976 to date. Your co-operation in complying with the provisions of the order and thereby helping establishing this important collection would be greatly appreciated.

Please identify a liaison/contact person in your Ministry/Department who would be responsible for assisting with the National Library. Once your nominee is known to us we will send a library officer to discuss the procedure to be followed by your Ministry/Department. As this collection will be a most useful asset to Government, and the nation, and will help to meet its information needs, you are requested to lend this project your full support.

B.J.K. KINGSLEY  
DIRECTOR

BHKK/pnm