The Austrian Parliamentary Library on the web: transition to the computer age since 1992

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Based on the relevant chapter in the following book, published in 2002

Pech, Christian: Nur was sich ändert, bleibt! : Die österreichische Parlamentsbibliothek im Wandel der Zeit 1869 – 2002 [Nothing endures but change : the Austrian Parliamentary Library in changing times from 1869 to 2002] / Editors: Elisabeth Dietrich-Schulz ; Barbara Blümel. - Vienna : Parliamentary Administration, 2002. - 150 pp. : 24 ill. (col.) - 30 cm. - ISBN 3-901991-05-0

Summary

The road to an online library

The era issued in by 1992 was characterised by the countless innovations and changes made. On the one hand, two stages of the planned expansion of the library premises were carried out, which had been planned and required since the 1980s; on the other hand, the running of the library now had to be adapted to suit the changing demands of the information age. Advances in IT presented a conditio sine qua non for the existence of any library. Numerous new means of accessing books were being opened to the users, which led to an increasing need for more staff, as only formal and well ordered collections could be of any use to the library's users. The benefits were plain for all to see: never before were there such complete and up to date catalogues which, thanks to the internet, are so easily and widely accessible. Today, anyone, from any part of the globe, can at any time of day call up the collections of the Austrian parliamentary library. The internet allows the library catalogues to be available 365 days of the year, 24 hours a day.

The Republic of Austria – Key statistics

Type of government	National Republic
Population	mostly German speaking Austrians; national minority ethnic groups: Slovenian, Croatian, Hungarian, Chechen, Slovakian und Romanian; 9.3 % foreign (4.2 % from the former Yugoslavia; 1.8 % from Turkey; 3.3 % other)
Languages	National language: German; according to 2002 census 17.330 Burgenland-Croatian/Croatian, 12.586 Slovenian, 4.721 Hungarian
Religions	78.0 % Rom. Catholic; 9.5 % Protestant; ca. 2 % Muslim; 8.6 % without religious beliefs
National day	26th October (marks the adoption of the law of neutrality, 1955)
International organisations joined	UNO und UN affiliates, EU since 1995, European Council since 1956, OECD, WTO, WEU ((permanent spectators)
Population	8 million inhabitants
Capital	Vienna, 2 million inhabitants
Parliament www.parlament.gv.at	2 chambers; Nationalrat (National Council): 183 members, of whom 62 are female = 33.9 % 2 disabled members Bundesrat (Federal Council): 62 members, of whom 20 female = 32.3 %
European Parliament	21 Austrian MEPs, of whom 8 are female = 38,1 %

Biography

Dr Elisabeth Dietrich-Schulz

1973-1977 Studied at the University of Vienna, Faculty of Humanities, History and Anglo-American Studies, dissertation on the pioneer of the science of journalism in Vienna, "Wilhelm Bauer" (1977, published 1979)

1978-1989 Ministry of Defence, governmental library and administration of military regulations, deputy librarian

1979-1980 Austrian National Library, post-graduate diploma in library science

1989 – Austrian Parliament, Library, since 1992 head librarian of the Austrian Parliament and deputy head of parliamentary research services

since 1990: Austrian delegate at conferences of the European Centre For Parliamentary Research and Documentation (ECPRD)

since 2001: Austrian delegate at IFLA conferences, Section on Library and Research Services for Parliaments

since 1976: various publications

Following the retirement of Theodor Stöhr, I took over his role on 1st January 1992 to become the first woman at the head of the Austrian parliamentary library. Bearing in mind that, a mere 40 years back, it would have been unthinkable to hand such a position to a woman, one can see how much times have changed. After World War II, Dr Hilda Rothe, who had been working in the library since 1920, was fully qualified as a librarian and had been so tireless in her endeavours for the parliamentary library, saving the collection during and after the war, was not entrusted with the running of the library, and a new – male - head librarian was appointed "from outside".

Collections

Since 1992, there has been a continuous focus on the core activities of a parliamentary library, at the heart of which is the preparation of all materials which are relevant for legislative work.

The printed versions of the Austrian parliamentary papers (stenographic records / Hansard and attachments thereto, interpellations, bills, committee reports, reports of hearings etc.) form the greatest part of the library's collection in the reading room. The parliamentary records of the Reichsrat (the parliament of the Austrian part of the Austro-Hungarian Monarchy consisting of two chambers, the "Abgeordnetenhaus" / House of Deputies and the "Herrenhaus" / House of Lords) as well as those of the provisional National Assembly, the Constitutional Assembly and the Nationalrat (National Chamber) and Bundesrat (Federal Chamber) from the First Republic are also available on microfilm. All parliamentary materials dating from the XXth legislature onwards, ie any materials produced after 15th January 1996, are also available to readers by means of an online server. The records of the nine Austrian provincial parliaments are uploaded to the internet by the individual regional authorities. The catalogue pages of the parliamentary library also offer an easy to use gateway to their online collections.

Since the foundation of the library in 1869, national as well as international parliamentary documents, law gazettes and High Court judgements have been gathered together. The Austrian law gazettes from 1918 to 1920 have been scanned on to the CD net of the parliamentary library and can be read there, but only on the intranet system! The Austrian law gazettes can also be located online – from 1983 as html documents, those printed after 1999 also as pdf texts – and are stored within the national online law archives (RIS). RIS enables access free of charge to current Austrian law, but only the printed version of the legislation is authentic.

In the Austrian parliamentary library in 2003 there are:

- over 300 000 books and other media (videos, microfilm and others)
- 500 current journals and newspapers and
- more than 150 databases online or accessible by CD-ROM

from the following subject areas: parliamentary systems, law, political sciences, Austrian constitutional law, Austrian public law, EU law, international law, Austrian history, contemporary history, social and economic sciences.

As one of the copyright libraries in Austria, the parliamentary library is currently in contact with almost 1800 publishers, amongst whom many of which are small printing houses and independent publishers. Since 1981, Austrian publishers have had to send details of their newest releases to the parliamentary library (a requirement for the copyright holders/publishing house) and should books be required (by order of the parliamentary library), these must be delivered free of charge, up to a maximum of €145. Beyond this threshold, 50% of the costs will be refunded by the library. This may mean that savings are made in the budget for acquisitions, but it certainly entails a lot of administration and person-hours.

IT in the library: databases and catalogues

1991	1 PC
1992/93	8 PCs
2003	22 PCs

In 1991 the first computer was installed in the parliamentary library, as a stand-alone machine which enabled readers to access databases on CD-ROMs. A further seven PCs were purchased at the start of 1993, which were later networked together.

CD-ROM technology has represented an immense innovation for the library, as it made databases simpler and cheaper to access; CDs are also especially economical on space. The first CD-Rom supported databases were, amongst others: the EU legal database Celex, the legal verdicts of the Ministry of Justice and German books in print, indispensable to the librarians - to name but the most important.

Library system

1993	Appeal for tenders
1994	Acceptance of bid
1995	Start of the library system BIS-C/MS-DOS
2002	Conversion from BIS-C/MS-DOS to BIS-C/windows

In early 1993 a working committee for the "Automation of the Parliamentary Library" was formed under the chair of the head of the parliamentary research services to help with the planning and co-ordination of technological advances. This working committee, under the guidance of a consultant, namely Dr. Karl Stock, head of the library of the Technical University of Graz, strove to integrate what would later become the library's software system into the internal parliamentary system "Parlinkom" which was already in place. Thus it was decided that a UNIX-compatible solution was necessary, which would also guarantee round-the-clock usage of the library software to support the running of Parliament, which would often continue well into the night and the early hours of the morning. After some comprehensive market research and an invitation to tender for the work, the firm DABIS-Austria won the bid with its BIS-C system in 1994. The success of the transition to electronic data processing was easily quantifiable: "Thus the average time taken for a book to come in was reduced from six weeks prior to the introduction of BIS-C to about three weeks. If so required, the desired literature could be delivered straight from the bookshop, entered into the library system and ready for loan to the appropriate users within a matter of hours. In Spring 2002, the MS-DOS based library system was put on to a Windows platform.

Since the creation of a website for the Austrian Parliament in 1995, the opportunities which the internet provides have been further exploited by the parliamentary library. The @ sign has even been incorporated into the logo of the library "P@rlamentsbibliothek" as an outward sign of this open-minded attitude towards new technological advances.

Electronic catalogues

1995	Start of the internal library database
2000	Opening of the online public access catalogue/OPAC from 1995 on
2001	Opening of the online public access catalogue/OPAC 1869 - 1994

Since the introduction of the BIS-C system in 1995, all newly acquired publications and books from the collections dating back to 1869 which have been used since 1995 have been incorporated into the library database. Currently, a quarter of the entire collection is represented in the electronic catalogue. Since June 2000, this data is accessible on the internet in the form of a www-OPAC. Equally, since 1996 the lists of new acquisitions, which appear on a bi-monthly basis, can be called up online by any user of the internet. Spring 2001 saw yet another innovation, as users of a second electronic catalogue were able to read index cards which detail the collections dating from 1869 to 1994 and which had been scanned in as picture files. The index cards show different handwriting and typewriter systems, and have often been worn away at the edges due to excessive use. After the scanned cards were read by a text recognition program OCR (optical character recognition) and in some instances filled in and corrected manually, a full text search into the catalogues from 1869 to 1994 has been possible ever since Summer 2001. When the entry is called up on the intranet, the pictorial image of the actual card is shown alongside it. The creation of a new, stronger server for the Austrian parliament is already underway and will hopefully permit the cards to be shown on the internet in Autumn this year.

A further 4 PCs were acquired for the IT room which adjoins the reading room in 2001, and these allow access to numerous CD-ROM databases. Intranet allows the users to use a CD-ROM net, which holds the Austrian telephone directory, the official Austrian directory, databases with biographical and geographical content and collections of quotations, and much more – this is going to be extended in the future.

Link directories

A particularly useful feature for the library's users are the external links – currently numbering 840 - which are attached to the conventional bibliographic entries in the library database, e.g. free links to current editions of daily newspapers. The parliamentary library has included within the scope of its comprehensive collection of information hyperlinks/text links in its electronic catalogue, e.g. websites of political parties. An identification of the library with the content of these web pages is not automatically to be inferred. Due to the speed and frequency at which the content of web pages can be altered, the parliamentary library can accept no responsibility for the content of external websites.

The documentation of writings of members of the Austrian Parliament
– a project of the Austrian parliamentary library with a European dimension.

Total number of books	300 000*
Of which parlamentarians' writings number	3 600*
Writings published from 1919 to 2003	2 600*
Writings published from 1848 to 1918	1 000*
	* rounded figures

The parliamentary library is not only a specialist research library for the members of Parliament, but it also documents their work in a particular way. The interested reader can find the speeches, interpellations and motions of a particular MP within the stenographic records, use the Internet for research from 1995 onwards, hence learn about their work in all of the various parliamentary bodies. In addition, many of their books are to be found in the extensive book collections, numbering more than 300 000 volumes. The concept of authorship has been treated liberally to include co-operation on publications (articles, prefaces, etc) or the editing of such works.

Since 2000, the team of librarians has been working to filter parlamentarians' own writings out of the general collections and to catalogue them in order to create a special classification within the electronic catalogue, which would make research much easier and faster. By Summer 2003, more than 3 600 titles have been identified as works by members of the legislative body. Around 1000 of these titles date from the period 1848 to 1918. This in-house project is of particular importance, given that Austria's parliamentary research is not institutionalised.

The fact that in the second half of the 19th century, a multinational, truly European Parliament was housed within the building of the Viennese parliament, is sadly not well known at all.

Parliament in Vienna	Year	Members
Reichsrat/Abgeordnetenhaus (House of Deputies) Members of parliament from the 17 kingdoms and countries represented in the Reichsrat: the Kingdoms of Bohemia, Dalmatia, Galicia and Lodomeria with the Grand Principality of Cracow, the Archduchies of Lower and Upper Austria, the Duchies of Salzburg, Styria, Carinthia, Carniola and Bukovina, the Margraviate of Moravia, the Duchies of Upper and Lower Silesia, the County of Tyrol, the Country of Vorarlberg, the Margraviate of Istria, the County of Gorizia and Gradisca and the town of Trieste (in total, roughly 54 million inhabitants of the Austrian part of the Austro-Hungarian Empire)	1867	343
	1874	353
	1896	425
1907 Introduction of the direct, public, equal and secret voting right for men	1907	516
Reichsrat/Herrenhaus (House of Lords) the princes of the Imperial Dynasty on attaining majority, the heads of those aristocratic families who had been created hereditary peers by the Emperor, all archbishops and the prince-bishops and noblemen with non-hereditary titles	1907	220

Notable Members of Parliament from this era are, just to name a few, Tomás G. Masarvk, Alcide De Gasperi, Rudolf Auspitz or Anton Auersperg, better known as Anastasius Grün. This led Karl Renner to nickname the Abgeordnetenhaus of the Reichsrat the "League of Nations in miniature" or the "Recruitment Academy for middle and southern European democracies". In these days of Austrian membership of the European Union and the imminent expansion of the Union to include many countries from the former Austro-Hungarian monarchy, it seems justifiable to work towards a complete catalogue of all publications made by deputies from the Austrian Reichsrat. Such a catalogue would be a mirror of the political, linguistic, cultural and scientific diversity of Europe in the second half of the 19th century. A widespread co-operation of libraries within the new states of the former "Danube Monarchy", from Poland to the Ukraine, would be a pre-requisite for such an undertaking. Modern technology will soon permit an uncomplicated and correct means of transcription for all European languages as well as the data transfer between different library systems. A server is envisaged, which would hold digital copies of all parlamentarians' publications, to be called up as required.

As an example of a particularly interesting title from this special collection, there follows the title of a publication by the MP Emil Sax:

Born: 8.2.1845 Jauernig-Johannesberg (Javornik, Austrian Silesia),
1879-1885 Member of the Reichsrat (Liberal Democrat Party)
Died: 25.3.1927 Volosca (Volosko, Istria)

Sax, Emil: Not Galicean, not Austrian domestic: European channels! A pamphlet on the question of channels
Vienna: Manz, 1911, 104pp, parliamentary library's shelfmark: 13.219

Hyperlinks have been created between the authors' master files in the library database and the politicians' CVs (from 1918 onwards). The next step is to insert hyperlinks into the MPs' online biographies so that readers can jump straight to those published works of theirs which are housed within the parliamentary library. A biographical database of the MPs from 1848 to 1918 is also an essential part of this project.

Use of the library

The library is staffed by 12 people, 7 of whom handle enquiries and requests. The library is open from 8am until 4pm , Monday to Friday, as well as for its primary users during plenary sessions or meetings of committees and subcommittees of the Nationalrat (National Chamber) and Bundesrat (Federal Chamber) until the assembly in question has come to an end. These primary user groups consist of:

- members of parliament in the Nationalrat (National Chamber)
- members of the Bundesrat (Federal Chamber)
- Austrian members of the European Parliament
- civil servants of the Parliamentary Administration
- employees of the political groups
- assistants of the MPs, as defined by the 1992 legislation pertaining to parliamentary workers (Parlamentsmitarbeitergesetz)

The parliamentary library is also open as a reference library to external readers every Monday and Friday from 8.30am to 3.30pm, except for days on which a plenary session falls.

Enquiries

2002	1992
44.897	24.666
of which 17 414 in person	of which 19 509 in person
6 593 by telephone	5 157 by telephone
6 000 by e-mail	
14 890 hits on the database	
(Internet, Intranet, CD-ROM net)	

Although the number of staff has decreased by one by comparison with the figures from 1992, the library team handles almost double the number of enquiries.

Copies

2002	1992
145 948	52 086

The number of copies has tripled over the last 10 years. Thanks to the efforts made to curb the tide of paper, the number of copies made in 2002 has already fallen a little from the previous year!

Renovation and expansion

The last ten years have not just seen enormous progress with regard to the field of information technology but there have also been several changes to the actual rooms of the library itself.

The historic reading room underwent a great deal of renovation work, 120 years after the foundation of the parliamentary library and 110 years after the move to the parliamentary building. The library had to be closed to external users in the course of the building work. The library remained open as usual to the primary users of the library, who still had to be supplied with the necessary books. The books were temporarily housed in containers in the inner courtyards of the historic parliamentary building; the shelves for newspapers and journals were provisionally set up in a wide corridor of the Parliament. The building work and transportation of the books put a great deal of strain on the librarians. Between 1992 and 1995, all the 270 000 books in the collection at that time were transported and replaced.

The renovation work required a lot of thought: the protection of the historic building and the incorporation of innovative necessities had to be taken into consideration. Thus fire alarms were set into the ceiling, but it had to be done in such a way that the magnificent artificial wooden ceiling with its intricate marquetry designs was not permanently damaged. The ceiling was cleaned at the same time and illuminated with decorative lamps to enhance its attractiveness. The original readers' desks and chairs were also restored so that they would continue to serve the readers in future centuries. Only one of the reading lamps had survived the ravages of time. The new ones were made as copies of the original in order to restore to the reading room an impression of its former glory.

The reading room was given a two-storey basement for further storage space. These rooms are accessible by means of a specially designated lift. Both storeys have been equipped with modern rolling bookstacks and provide optimum use of the available space: 40 000 books can be stored down there. Books were already being transferred there as early as May and June of 1994, whilst there was still so much renovation work going on inside the reading room.

The periodicals department, which in 2003 carries copies of some 500 current newspapers and journals, was moved out to one of the old buildings facing the Parliament. The recently acquired building Reichsratstraße 1 is accessible by means of an underground passage which leads directly to it from the historic parliamentary building. Well-lit rooms have been fitted with practical wooden bookshelves which allow the readers to gain a quick overview of all the titles. The new periodicals department was finished in 1994. The year after, a special reading room for CD-ROMs, Internet, microforms, AV-media and reproduction was installed adjacent to the historical reading room. Experts from the Court of Audit certainly found fault in the course of an inspection of the management of the library, criticising the inefficiency of a separation of the library and the periodicals department as "impractical and requiring too many members of staff". Nonetheless, this separation was effected as, according to the Parliament's management board, "the creation of a modern journal and newspaper section in the main building would conflict with the Parliamentary Clubs' urgent need for more space".

The building work, finished in 1995, certainly eased the pressure caused by lack of space. One of the containers used as temporary storage for the books in the course of the renovation work is still in use to store collections which are rarely used. These books could not be incorporated into the ordinary stack collection of the library due to the lack of space. The plans for the creation of an underground storeroom, which were at an advanced stage at the end of the 1980s, could never be put into action. Yet the history of the parliamentary library demonstrates the precedent: that such plans for the future always take a long time before they are finally carried out. However, at the beginning of 2003, a definite step in the right direction was made. The essential restoration work to be carried out on the Parliament's ramp on the Ringstrasse will at the same time expand the underground storage areas of the Parliament by a tremendous amount, so that 2005 will see the creation of an estimated 1300m2 of storage space for the next 20 years' worth of books and periodicals, and it may even enable the department for newspapers and journals to be moved back into the historic parliamentary building. The normally prompt retrieval of literature will not always be possible during the building works, which will come as a disappointment to the hitherto "spoiled" politicians and other library users, who have become accustomed to an instant level of service.

In the public eye

The end of the renovation work was celebrated in a special ceremony on 23rd January 1995, at which the Speaker of the National Chamber, the President of the Nationalrat, Dr Heinz Fischer, addressed the entire presidency of the Nationalrat and Bundesrat as well as over 300 illustrious guests.

In 1995 Austria was the special guest of the Frankfurt Book Fair. The Austrian parliamentary library, along with other Austrian libraries, had a stand there. This event in the book industry's calendar was the opportunity to publicise the library by producing a poster and a video.

The history of the parliamentary library from 1860 to 2002 was documented in full for the very first time in 2002 and presented in book form under the title "Nur was sich ändert, bleibt!"

Christian Pech, a student of political sciences, had put together a thorough and erudite history of this unique collection of books, based on materials gathered by the head librarian. The English translation of this work is already underway and will carry the title "Nothing endures but change: the Austrian parliamentary library in changing times from 1869 to 2002".

The Hansen Reading Room, named after the Danish-born architect of the Austrian Parliament, Theophil Hansen, is considered by many to be one of the architectural jewels of the House. It is, then, no coincidence that the most important political library in Austria also ranks as one of the most beautiful libraries in the country, a fact which was documented by the inclusion of the library in an excursive entry in the illustrated book "Magie und Macht des Schreibens: die 36 schönsten Bibliotheken Österreichs" ["The Magic and Power of the Written Word: the 36 most beautiful libraries in Austria"], published in 2002.

A glimpse of the future

It is only to be expected that the duties of a librarian will change still further in years to come. Twenty years ago, no-one could have predicted such a change from traditional sources of information to new information technologies. However, it cannot be assumed that a paperless library will come about in the foreseeable future, even if the technological demands of the library will increase again. It still seems as if e-books and books-on-demand or similar are not likely to be implemented on a wide scale, but libraries should not shrink from keeping pace with technological developments, especially with anything that accelerates the development of their stocks of information. So it seems sensible, for example, to work on improving access to entries within an anthology or the scanning of abstracts or tables of contents. The parliamentary library is already making good use of data transfer systems in the requisitioning and cataloguing of books using mainly the databases of German Books in Print and the Bavarian Union Catalogue.

The latest project for the library is the digitalisation of Austrian newspapers and journals, which goes by the name of ANNO (AustriaN Newspapers Online) and is supervised by the Austrian National Library, whose main and most important co-operation partner is the parliamentary library. Because of the current copyright legislation to protect authors' rights, only newspapers which are older than 70 years will be available in digital format. Scanning work for the virtual periodical reading room began in May 2003. The aim of this project is to produce digital versions of all Austrian newspapers from the past 300 years in order to make them available on a worldwide basis via the internet. In future it should be possible to read the papers online and carry out a thematic search across different newspapers from various decades, which is especially useful for researchers as these represent important sources for political history.

As the library has for a long time existed as more than merely a repository for valuable books and associated media and is essentially a centre for information. Thus it is especially important for the parliamentary librarians to be always at the heart of political events in order to adapt quickly to the needs of its users. Thus current events often give rise to a critical examination and preparation of the existing collections, for example on the theme of terrorism. In similar fashion, the collections corresponding to human rights, voting rights, genetic engineering have to be checked regularly. An anniversary of a particular member of Parliament is also a good reason to include older books from the collection into the database. If a particular theme is being raised by the media and by society, the library must look ahead and order in all the appropriate books on this theme as well as books from a range covering different political standpoints, so that the politicians and their assistants may be provided with the necessary materials for the forthcoming debates. If a librarian is to carry out his or her duties well within a social sciences orientated library such as the parliamentary

library, he or she must be well-informed about world events.

> "The smooth running of modern parliaments entails not merely administrative duties from the civil service but increasingly the preparation of academic texts to aid decision making is expected as well."

A questionnaire is currently in circulation in order to evaluate the products offered by and the performance of the parliamentary research service. This service is divided into departments: "Information and publications", "Library", "Documentation of Parliamentary Papers (Index to Hansard), Archive and Statistics" "Press clipping". The questionnaire is being sent via e-mail to approximately 800 people: the members of parliament in the Nationalrat (National Chamber), the members of the Bundesrat (Federal Chamber), the Austrian members of the European Parliament, the civil servants of the Parliamentary Administration, the employees of the political groups and the assistants of the MPs, as defined by the 1992 legislation pertaining to parliamentary workers (Parlamentsmitarbeitergesetz). The aim of the survey is to better know the future needs in terms of information and reference services. It will help to review and renew the functions of the individual services, perhaps even to abandon a traditional print-out in favour of a new electronic device.

The goal of the current Austrian parliamentary library is a complete catalogue of all the books with the option to access it in several different languages. After all, the Austrian historic parliamentary building with the Reichsrat's Abgeordnetenhaus (House of Deputies) has been home to a European Parliament for decades. The former 17 kingdoms and countries represented in the Reichsrat were the Kingdoms of Bohemia, Dalmatia, Galicia and Lodomeria with the Grand Principality of Cracow, the Archduchies of Lower and Upper Austria, the Duchies of Salzburg, Styria, Carinthia, Carniola and Bukovina, the Margraviate of Moravia, the Duchies of Upper and Lower Silesia, the County of Tyrol, the Country of Vorarlberg, the Margraviate of Istria, the County of Gorizia and Gradisca and the town of Trieste.

The job descriptions of librarians have been broadened to such an extent that it is no longer good enough simply to be an expert in one's own field: it is imperative to keep abreast of the latest technologies as well as to establish and build international contacts. The international links alone are of immense importance to the exchange of information as they promote a shared development of new ideas. Hence the existence in the European Centre for Parliamentary Research and Documentation of a virtual platform offer online catalogues for all the parliamentary libraries of the member states of the EU and the European Council – hopefully a preliminary step towards a virtual connection between all European parliamentary libraries. The working committee of "Parliamentary librarians" within the ECPRD gave me the opportunity to make my first international contacts. In 1992 I was able to organise the 10th meeting in Vienna with more than 40 participants from 24 countries. Since 2001, the Section on Library and Research Services for Parliaments within the International Federation of Library Associations, IFLA for short, is where my work feels right at home.
Many, many thanks to you all!

And so the motto is more valid now than ever before:

Nothing endures but change!