



Reference and Information Services Section

Annual Report 2010/2011

The Reference and Information Services Section addresses all aspects of reference work in all regions of the world - in all types of libraries and information service organizations.

Our emphasis is on:

- unrestricted availability of information in the digital and physical library
- support of quality services through the development of standards, guidelines, programs, projects and training opportunities

Mission

The mandate of the IFLA Reference and Information Services Section is to promote unrestricted, free and quality reference and information services world-wide.

Committee 2010/2011

Chair: Marty Kesselman
Secretary: Bodil Wöhnert

Committee members 2007/2011:

Concepción Lois Cabello, Harish Chandra, Mark Dimunation, Amanda Duffy, Jieyin Feng, Susan Fingerma, Franceen Gaudet, Sara Gube-Josefsson, Frank Kirkwood, Morongwa Modiba, Maud Mundava, Annsofie Oscarsson, Raymond Joshue Seckel, Petra van den Born, Zhong Yongheng, Elena Zhabko

Committee Meetings

The Committee held two meetings at each of the WLIC conferences in Milan, Gothenburg and Puerto Rico. There were also mid-term meetings in April 2010 in Washington and March 2011 in Esbjerg, Denmark.

Minutes of all these meetings can be found on the Section's website at

<http://www.ifla.org/en/reference-and-information-services/minutes-of-meetings>

Activities since the last Annual Report

Milan, August 2009

The topic for our open session was *'The Pro-Active Librarian: the how and the why'* and there were four excellent papers given by speakers from USA, Canada, India, Kuwait and Sweden. There were over 450 people in the audience and a lively discussion took place following the papers.

Gothenburg, August 2010

We held a joint session with the Information Literacy Section entitled *'Don't wait to be asked – towards the next generation reference and information literacy'*. This was the first time the Reference and Information Services Section had worked with another section at

the Conference and it was very successful. In our Call for Papers we had put forward a series of challenging questions to which we hoped our speakers would bring new perspectives and practical responses. We received 66 proposals and went on to select five papers for the session. Our speakers came from four continents and they were a mix of experienced and relatively new, young librarians. There were over 400 delegates in the audience and we had an interesting open discussion after the presentations. Not only were the papers up on the IFLA website as usual but also a podcast of the whole session was made.

The Committee had also planned a satellite conference before Gothenburg in conjunction with three other Sections but unfortunately this had to be cancelled due to very low registration. Perhaps too many satellites were planned that year.

Puerto Rico, August 2011

The Reference and Information Services Section Session in Puerto Rico drew an audience of over 260 (which represented over 10% of registered delegates) to listen to papers on *'Innovative information services in the digital environment'*. Once again our speakers came from across the world – Australia, China, Denmark and USA. We discussed how information services can move forward but also looked at what didn't work – with possible ideas of why.

Strategic Plan 2009/2010

This is on our website at <http://www.ifla.org/files/reference-and-information-services/strategic-plan/2009-2010.pdf>. We had redefined our goals in this version of our Plan and had attempted to set actions that were achievable. Unfortunately progress was less than we had hoped.

Newsletters

No newsletters were published during this period however plans were laid for a newsletter to be issued in Autumn 2011.

RISS Committee post-2011

The Reference and Information Services Section was only established in 2002. The majority of committee members elected then remained on the committee for their full two terms. Consequently very few members will continue on to the 2011/15 committee. The out-going committee urged the new committee to consider this and plan accordingly so that this does not occur in the future.

Membership

As of August 2011 institutional membership stood at around 45.