



Reference and Information Services Section

Annual Report 2011/2012

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 2011/2012

Chair: Judy Ng

Secretary Jane Weller

Committee members

Sara Gube-Josefsson, Morongwa Modiba, Zhong Yongheng, Elena Zhabko, Philippa Andreason, Rania Sharaawy, Lilianna Nalewajska, Elena Lindeman

Committee Meetings

The Committee held a mid-term meeting in April 2012 in Stockholm, Sweden.

2 RISS SC meetings were convened in Helsinki

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

Sweden, April 2012

The mid-winter meeting was held on 2nd and 3rd Apr at Stockholm, Sweden. The meeting confirmed the plans for the RISS Open Session at the WLIC 2012 in Helsinki. The Members worked on updating the RISS website and discussed the possibility of creating a Facebook. There was also discussion on a possible name change of the section to include the area of discovery of information as well as sponsorship for a RISS award.

Members visited the following libraries:

Venue 1: Klemmingrummet, National Library of Sweden, Stockholm

Grateful thanks to Sara for hosting us and to Mrs Agneta Holmenmark, Deputy Director

for her kind hospitality and the introduction to the National Library.

Venue 2: Stockholm University Library






Grateful thanks to Philippa for hosting us and to Mr Wilhelm Widmark, Library Director for his kind hospitality and the introduction to the University Library

Helsinki, August 2012

The RISS Open session at the WLIC 2012 in Helsinki was successfully organised and attended by about 500 attendees.

The following papers were presented:

13 August 2012

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• [Information "Lost and Found" - new models for library reference service](#)
(slides)
RAUHA MAARNO (e-Library Unit, Helsinki City Library, Helsinki, Finland)
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• [Does GENERATION Google REALLY need us?](#) (slides)
PETER SIDORKO (University Library, University of Hong Kong, Hong Kong, China) and
DIANNE CMOR (Hong Kong Baptist University Library, Hong Kong, China)
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• [Reference Librarianship on the Fly: taking the Librarian out of the Library](#) (slides)
SARA WINGATE GRAY (University College, University of London, San Francisco, California, USA)
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• [How can we make our digital material more visible in the physical library?](#) (paper)
LINDA VIDLUND and CECILIA PETERSSON (Uppsala University Library, Uppsala, Sweden)
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• [If we build it, will they come? Understanding reference users in the age of texting](#) (slides)

LILI LUO (School of Library & Information Science, San Jose State University, San Jose, California, USA)

Newsletters

The Autumn 2011 issue of the newsletter has been made available on the Section's website at

<http://www.ifla.org/files/reference-and-information-services/annual-report/2010-2011.pdf>