



## Reference and Information Services Section

### Annual Report 2012/2013

The Reference and Information Services Section (RISS) 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 2013/2015**

Chair: Judy Ng

Secretary Jane Weller

Committee members

<http://www.ifla.org/reference-and-information-services/standing-committee>

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

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

#### **Activities since the last Annual Report**

The IFLA Satellite Meeting, jointly organized with the IL Section was held on 15-16 August 2013 at National Library Building. The theme for the meeting is "Re-defining and refining Information Literacy and Reference Services in the digital age". It was successfully organized and attended by 100 participants.

Keynote speaker, Dr Ismail, shared with delegates on how he sees the future of information literacy, in his speech entitled 'Information Literacy for Tomorrow'. Ms Sheila Webber and Ms Kimberly Johnson, the other 2 keynote speakers, touched on the critical pathway to understand the user experience and information literacy respectively.

Under the theme of 'Collaboration and partnership', we had presentations that explored the different ways and manners that libraries could cooperate and work with schools and university faculty libraries.

In the track of 'Providing better reference services', a strong emphasis was made on how more reference services are gradually being provided online, with presenters touching on services such as 'Ask-A-Librarian online' and 'LORA- Library Online Reference Assistant'. The interactive teachmeet session also covered topics on the emerging trend for the need of libraries to utilize digital and online services, as well as in find different means to engage a wide group of target audience.

The RISS Open session at the WLIC 2013 in Singapore was also successfully organised and well attended by about 250 attendees.

5 papers were delivered under the theme, "Change as a constant: infinite possibilities for reference and information services". Topics covered include the use of technology and network of experts to provide reference services at the Virginia Tech University Library, reference services for people with special needs, integration of social media with reference services, providing services for the engineering community in a hybrid environment and connecting content using data mining and text analytics.

Planning had started for the next RISS Open Session at the WLIC 2014. The theme for the session is "Google is not enough - reference and information services for the transfer of knowledge."

## **Outreach**

To reach out to the members, RISS has set up a facebook.

Reported by

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Chair, RISS