

Reference & Information Services Section (RISS) Committee Meetings. 2nd & 3rd April 2012

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.

Present:

Judy Ng (Chair & Treasurer), Philippa Andreasson (Information Co-Ordinator), Sara Gube-Josefsson, Lilianna Nalewajska, Jane Weller (Secretary)

1. Minutes of the previous meetings, held in Puerto Rico, were approved.
2. Matters arising from last minutes of SC Meeting 1:

Item 5. Treasurer's Report (Marty): it was not sure if the payment of €150 was sent to the National Library of Spain for their translation help. The meeting suggested that Jane checking with Amanda as she might know.

ACTION: Jane to email Amanda

Item 6. Section Newsletters. There was no response from either Frank or Marty on the production of the newsletter.

3. Matters arising from last minutes of SC Meeting 2:

Item 2. Correction to date shown. It should read ***Planning for Helsinki 2012***

Item 3. Newsletters. The Committee decided to abandon attempts to get ex-Committee Members to produce the last newsletter. Instead, the new Committee will henceforth produce the newsletters. Philippa as Editor was thanked for producing the first one, now on the website. See discussion later on in this report.

Item 6. There was no reply from Frank about our IFLA mailing list. This needs updating and checking. Philippa to take this over from Frank, but we need to know the purpose of the mailing list. Suggested asking Amanda or Bodil.

ACTION: Jane to email A or B

Also on this item, we confirmed that Harish Chandra had been removed from the Committee List, as he had not attended any meetings or done any Committee work, and that Morongwa Modiba was converted to corresponding member

status. The Committee has not heard any response from Myriam Lemmens, so Philippa will remove her name from the website list. One of last year's speakers, Christine Brown, University of Alberta, Canada, has expressed interest in being a co-opted RISS Committee member, and Jane will obtain her email for Judy to approach her.

ACTION: Philippa, Jane & Judy

Item 7. Marty has not provided the Annual report 2010/2011. Judy agreed to check with him.

ACTION: Judy

4. Helsinki 2012. Our Open Session. Monday 13th August 11.45- 13.45

Discussion took place about this session and the following decisions were made:

a. In future **ALL** Committee members will be asked to read the submitted proposals and vote. Then once the full papers and PowerPoint presentations are received by the Secretary, again ALL members will read, check and comment on these. Given that there are only 9 of us on the Committee, it is not a true reflection of the members if only a small sub-group are selected to read and vote, especially as in January this year, only 2 of the sub-group (plus Judy as overseer as Chair) actually responded to the emails and read/voted/. Fortunately, Philippa who was not on the assigned to the sub-group, helped out, but it was a difficult task for so few people.

ACTION: ALL Committee Members with effect from receipt of the full papers (June 2012) and PowerPoint presentations (July 2012).

b. Out of our 120 minutes time for our Session, 85 of those minutes will be allocated to our Speakers and we agreed this running order and time allocation. The remaining time is for Q & A, and for the logistics of handing over from one speaker to the next etc.

Speaker 1 Information "Lost and Found" – new models for library reference service

Name: Rauha Maarno Institution: e-Library Unit, Helsinki City Library, Finland

Time allowed. 15 mins

Speaker 2 Does Generation Google REALLY Need Us?

Name: Dianne Cmor & Peter Sidorko Institution: Hong Kong Baptist University Library & University Library, University of Hong Kong, Hong Kong (PRC)

Time Allowed. 20 minutes

Speaker 3 Reference Librarianship on the Fly: taking the Librarian out of the Library

Name: Sara Wingate Gray Institution: PhD researcher at University College, University of London but from

San Francisco, USA

Time Allowed. 15 minutes

Speaker 4 How can we make our digital material more visible in the physical library?

Name: Cecilia Petersson & Linda Vidlund Institution: Library for Economic Sciences/Law Library, Uppsala University Library, Uppsala, Sweden

Time Allowed. 15 minutes

Speaker 5 If we build it, will they come? Understanding reference users in the age of texting

Name: Lili Luo Institution: School of Library & Information Science, San Jose State University, San Jose, USA

Time Allowed 20 minutes

Reserve Speaker (in case one of the above cannot attend). Our sincere thanks to Elena for agreeing to be our Reserve. Google generation will not become “a lost generation”: initiatives of Russian libraries

Name: Elena Zhabko, The Boris Yeltsin Presidential Library, St Petersburg, Russia

Time Allowed. Either 15 or 20 minutes as appropriate

On the day before our Session, we need to view the room where it will be held, to see what the logistical arrangements are, and also to contact our Speakers who will all hopefully be in Helsinki by the 12th August. We are aiming to do this in the afternoon of the 12th, during the time that the Exhibition Opening takes place, so 17.30 has been suggested. Sara offered to check where the Exhibition is being held, and then Jane will invite our Speakers to be there at 17.30 to meet us.

ACTION: Sara and Jane

Assuming the arrangements fit, we have decided to have one speaker (or pair of speakers) plus Judy up at the Table at any one time, with Judy chairing the session and summarising at the end and thanking everyone. We shall have reserved places in the front row for the other Speakers until their turn comes, plus Committee members and any special guests we invite or know are

attending. All the Speakers and Committee members will be called up on stage at the end for group photos.

We believe we have to, or should anyway, buy a small gift for our Speakers, and Sara proposed buying Finnish Glass for them, This was accepted by all as a good thought and Sara will investigate further, with €20 per speaker, as there are actually 7 of them.

ACTION: Sara

Duties during the Session:

Judy will be Chair.

Philippa to time the talks and give hints to the Speakers if they are over-running!

Sara and Lilianna to count the audience.

We need a volunteer to take photos during the Session - **who is good with a camera?**

Hand-out our *RISS flyer* to the Audience (all other Committee members) we felt the old flyer needed to be improved, and Lilianna kindly offered to re-design it. Costs of reproduction were discussed and Sara and Philippa offered to produce it in-house for us, for as low cost as possible.

ACTION: Lilianna to produce draft version for approval by all, then Sara & Philippa to run off copies and bring them to Helsinki.

As we don't have a scheduled second SC Meeting in Helsinki, we agreed the need to have an informal get-together after the Session to discuss how it went etc. Judy has arranged for a Satellite Session before the Congress in Singapore in 2013, with another Committee (Information Literacy – *see more details below*) and we need to meet up with this group at Helsinki. Judy is to arrange a date and time, and Sara will find a suitable café or similar venue in Helsinki for this meeting. We discussed having 2 meetings, one for the speakers and another with the IL Section. However, we have decided to meet the speakers at the opening of the Exhibition on Sunday 12th August, and keep the informal meeting with the IL Section only as we need to discuss with them the planning for the Satellite Meeting in Singapore in 2013. This meeting is now scheduled for Monday 13th August at 18.00.

ACTION: Judy and Sara

5. **Our Website.** We spent some time looking at each page of our website, and making decisions about updating, amending, removing old content. Decisions

made were to archive the old projects, including the “*How Do You Say Reference?*” project. It was felt that this was a worthy project but needs a lot more effort to realise its potential. Perhaps, it can be revived at some stage if we can find better ways of updating it. All members are urged to think of new projects we can do.

ACTION: Philippa to archive content, all to propose new projects for consideration.

Newsletters.

Philippa wants to provide this once a year, in November, but needs extra input to keep these going, and all Committee members are encouraged to send in something as soon as possible for the next newsletter, such as Profiles and Photographs from all Committee members who have not yet submitted one. We also agreed to ask for a contribution from each of us on how our organisations promote e-resources (online databases) to either the Public or Students. Judy will do a piece on the Singapore “Platform” for answering reference and other questions, and there will be a full report after the Helsinki Session.

ACTION: ALL Committee members by the end of the summer!

Facebook Page, Twitter and other social networking. Looking at other Sections and Branches on the webpages showed that there is an IFLA Facebook page to which sections/branches can have their own input. Jane will enquire how this works and report back.

ACTION: Jane

Strategic Plan. The old version on the webpages needs to be updated, and Judy offered to do this and email the updated plan and send to Committee Members for comments. We agreed to cover the period 2011-2013.

ACTION: Judy

- 6. Group Name.** There was discussion about whether to change our section name, to begin perhaps with the word Information and not Reference anymore. Judy suggested “ Information and Discovery Services Section” (IDSS) which we all liked, but we need to collectively discuss this, and it would not now be until after Helsinki that we could do anything. As none of us knew what the IFLA rules are on name changes, Jane will contact Josche/IFLA Admin to enquire. This will also tie-in with our, perhaps, creating a logo for the section, as has been done by other Sections/Branches e.g. Management & Marketing group.

ACTION: Jane, then to report rules to Committee for further action.

7. **Sponsorship.** We discussed the possibility of getting a sponsor for some kind of RISS Award, for 2012 if feasible or 2013 if not. Some suggested suppliers were Credo, Oxford University Press, EbscoHost, ProQuest, Gale Cengage and Sage. We need to decide what the Award would be for, what incentives to offer the sponsor in the way of reciprocal publicity, and what “prizes” to ask for e.g. sponsoring a speaker/an ordinary RISS member to attend the Congress; paying for a tea party or buffet hosted by RISS and the sponsor; supporting a project or a poster session etc. All Committee members to think about this and email Judy with ideas. Judy will write a formal letter, once we have some ideas, which can then be emailed to any contacts we have with the various suppliers.

ACTION: ALL Committee members (please treat as urgent)

8. **Singapore 2013. Satellite Session.** In collaboration with the Information Literacy Section, RISS is organising a joint Satellite session to take place prior to the WLIC 2013, in Singapore. Theme is *“Re-defining and Refining Information Literacy and Reference Services in the Digital Age”* and this looks like being an exciting joint venture. Judy has emailed details around already, but we felt it was important to have a meeting with the IL Section at Helsinki and this has now been fixed for Monday 13th August at 18.00, in a venue to be decided. (See above)

9. Finally, there is a need for everyone to have an idea of the timetable of events in the course of a year, such as when do the calls for papers have to go out, what are the deadlines for receipt of proposals, abstracts, full papers etc, so that we can plan our reading schedules in advance! Jane agreed to create a timetable and email round.

ACTION: Jane

10. The attendees at this mid-year meeting hope to see as many others of the Committee as possible at Helsinki, so please let Judy know as soon as possible if you can attend. **Key days are Saturday 11th August** when we have our SC Meeting, and **Monday 13th August** for both our Open session and the informal gathering.

Reported by
Jane
Secretary RISS