

ACTION PLAN and RESOURCE REQUEST FORM for Professional Units 2018 - 2019

Action plan 2018 – 2019

Name of Professional Unit: Reference & Information Services Section

Objectives of Professional Unit 2017-18: *(We recommend a minimum of 1 and a maximum of 5. Please state how each contributes to the IFLA Strategic Plan)*

Create engaging program call for our main session at the 2018 Conference

Key Initiatives -- Session title is: Debating the Impact of Reference & Information Services ... **(IFLA Strategic Initiatives addressed: This session will address the theme of the conference “Libraries: Dialog for Change” it will also address initiatives # 2 and 8)**

Collaborate with the Science & Technology Libraries Section on a session at the WLIC.

Key initiatives – Session title is tentatively set for: **Moving Beyond Traditional Collections & Services: Supporting Science in Innovative Ways**

(IFLA Strategic initiatives addressed: libraries within a changing environment initiative, Libraries & Societies).

Create some updated Guidelines for Reference & Information Services

Key initiative: Promotion of IFLA Standards (Libraries & Societies)

Enhance our communications and activities for/with section members, other interested librarians and especially our Facebook followers

Key initiatives: Strong Library Associations (Capacity Building)

Action plan 2017 – 2018

Objectives What do you want to achieve? Use your list above	Project or activity What project or activity are you going to do?	Main tasks What are the specific things you need to do?	Responsibilities and timeline Who will do them and by when?	Resources Do you need specific skills, money or technology?	Communications How will you communicate your achievements? To whom? By when?	Measures of success How will you show the impact of your work?	Progress Report here briefly the progress of your work, at least every month
1. Create an engaging program call for the main session of the 2018 Conference	Ideas from section meeting and email discussion	Finalize topic	Section Officers to lead drafting proposal and submit by Nov 7th. Circulate call once session is approved. Committee members volunteer to vet/edit papers – Julie Biando-Edwards and Phillipa Andreasson	None	We will send out call library community. Chair will report success of session in annual report.	Number of submissions. Session attracts a good number of attendees. Session leads other librarians to become interested in the Section activities. We hope that some will have concrete information to take away from the session and this might lead to further activities such as webinars.	In progress
2. Collaborate with the Science & Technologies Libraries Section	Collaboration on a session at the WLIC.	Create planning documents. Finalize call for papers Organize SC Planning teams, Reviewing Paper Submissions, and Local Planning Team	Chairs of RISS, Jooza Al Marri will collaborate with other section. Secretaries to organize basic documents in late fall. RISS & STL section members volunteer to vet/edit submissions. Volunteers: Jooza Al Marri		Promotion via our website, Facebook and social media, IFLA channels of communication		In progress

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3. Create a Guidelines for Reference and Information Services	Review drafts prepared in 2017-18 as basis for creating a document for sharing with broader committee	Consult IFLA Officers section to determine what is required for preparation of this document. Review other standards and create new document for sharing with broader committee	Laura Ballestra, Jane Sanchez, Rania Sharawy, and Edwin Qobose to continue work on this document based on work completed in 2019. Chair will circulate relevant information that is sent to her.	Need information from IFLA on requirements for standards/guidelines	Third draft of Guidelines to committee by March 4, 2019 Work on this is still in progress	Adoption by Committee and use by libraries, cited in research or studies on reference services	Work is still progressing on this project.
4. Enhance our communications and activities for/with section members, other interested librarians and especially our	Finding ways to communicate with other librarians about reference and information services. Activities: Section members posting topics/information on our Facebook Page	Section members who have the ability to access Facebook will commit to posting something of interest to the FB Group once per week for the month they sign up to cover.	I know that Facebook may not be available in all countries but I encourage as many members as possible to participate. We encourage members to deliver this information in English or an IFLA Language. Volunteers Information Coordinator, Julie Biando-Edwards, Laverne Page	Some members may need to have a colleague post content they have created to Facebook if they can't access it.		Increased participation in RISS activities/IFLA Activities. We added 247 Facebook followers in the past year. We are currently at 2,085. We encourage new members to join the SC or follow us on our Facebook page (see information below on number of followers)	This is in planning stages at the current time.

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Facebook followers							
Webinar/Topic Discussions using Zoom	Section members holding webinars or topic discussions using IFLA Zoom software to highlight reference & information services in their libraries/countries	Section members or pairs of members will deliver a short webinar presentation or host a topic discussion highlighting something they think is important, of interest to librarians working in Reference & Information Services. Webinar/Discussion date and time will be determined by the presenter(s).	Laverne Page and Christine Brown have volunteers to lead a discussion/presentation. Christine: Designing the Service Desk: Innovations & Considerations Laverne: Communicating with patrons through outreach	Guidelines for hosting a webinar are available from IFLA https://www.ifla.org/node/81978 Chair will help setting up Zoom to host meetings.	Use of Facebook, website and other social media or email lists as necessary to advertise the webinars which will be free to attend.	Number of people signing up to listen to webinar. New ideas for RISS activities could be generated by these sessions.	In planning stages

Notes:

RISS Facebook Page followers are increasing! We added a total of 247 more followers over the past year.

Followers as of Oct 18, 2018

Total Page Followers as of Today: 2,085



BENCHMARK
Compare your average performance over time.

Total Page Followers

Followers on October 25, 2017

Total Page Followers as of Today: 1,838



BENCHMARK
Compare your average performance over time.

Total Page Followers