

ACTION PLAN and RESOURCE REQUEST FORM for Professional Units 2017 - 2018

Action plan 2017 – 2018

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 2017 Conference

Key Initiatives -- Session title is: "Reference & Information Services Shifting Gears." This session will focus on developing current or new skills or competencies that will help in the engagement and delivery of services most commonly conducted by reference and information services staff. **(IFLA Strategic Initiatives addressed:** Capacity Building & Libraries in Society)

Collaborate with the Information Technology Section to hold a Satellite meeting in 2017

Key initiatives – Session title is: "Reinventing Reference with Technology Transformations" Participants will explore how technology transformations can help us to reinvent and adapt reference and information services. **(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	Discussion at Section Meeting to get topic determined	Section member brainstorm on proposal submitted by M. Ojala Chair and Secretary to assist in finalizing call for distribution to SC members for final input.	M. Ojala drafts proposal (September) Proposal Finalized in October. Sent IFLA for approval of session. Circulate call once session is approved. Committee members volunteer to vet/edit papers	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.	Session submission is complete and submitted.
2. Collaborate with the Information Technology Section to hold a Satellite meeting in 2018	Collaboration on holding a Satellite meeting.	Create planning documents. Finalize call for papers Organize SC Planning teams, Reviewing Paper Submissions, and Local Planning Team	Chairs of RISS and IT and RISS & IT Secretaries to organize basic documents in late fall. RISS & IT section members volunteer to vet/edit submissions.	A Local Organizing Committee to handle local details. Seeking sponsorships – local and others to fund conference	Promotion via our website, Facebook and social media, IFLA channels of communication Annual reports will describe success of the satellite meeting	Quality of papers is high. We attract significant numbers of participants attending the meeting (hoping for about 50 to 60).	Proposal was submitted in March 2017. Submissions have been extended so we are still waiting for official confirmation of acceptance. We do have a local host

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			Hold online meeting to discuss with Local Organizing Committee the details of organizing documents/plans to ensure all tasks are assigned and responsibilities understood (Mid November)	activities not covered by fees	Local organizing committee will promote via local media and other channels.		confirmed: University of Malaya Library
3. Create a Guidelines for Reference and Information Services	Review drafts prepared in 2016/17 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, Elana Rosales Salinas and Edwin Qobose to continue work on this document based on work completed in 2016. Chair will circulate relevant information that is sent to her.	Need information from IFLA on requirements for standards/guidelines	Second draft of Guidelines to committee by March 2018 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. The lead person on this project has had medical issues so work has been stalled. Expecting to have a draft ready for discussion at the conference or we will reassign.
4. Enhance our communications and activities for/with	Finding ways to communicate with other librarians about reference and information services.	Section members who have the ability to access Facebook will commit to posting at least two topics for discussion or information for RISS	All SC members are expected to participate in either posts to Facebook or delivering short webinar. We encourage members to deliver this information in	Some members may need to have a colleague post content they have created to Facebook if they	Use of Facebook, website and other social media as necessary to advertise the webinars which will be free to attend.	Increased participation in RISS activities. Number of people signing up to listen to webinar.	This is in planning stages at the current time.

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section members, other interested librarians and especially our Facebook followers	<p>Activities: Section members posting topics/information on our Facebook Page</p> <p>Section members holding webinars using IFLA Zoom software to highlight reference & information services in their libraries/countries</p>	<p>Facebook members.</p> <p>Section members or pairs of members will deliver a short webinar presentation about their library's reference & information services – highlighting something they think is important, of interest or just describing the services (other topics pertaining to reference and information services can be delivered). Webinar date and time is to be determined by the presenter(s).</p>	<p>English or an IFLA Language.</p> <p>Topics members are interested in presenting on: "Anti plagiarism software for academic libraries", "Research Data Management", "Meeting the information needs of citizens" "Outreach in Libraries to meet user needs" are just a few that are being considered.</p>	<p>can't access it.</p> <p>IFLA Officers will need to assist in setting up Zoom for webinars.</p> <p>We may need help from IFLA to organize a way to have people sign-up for these webinars.</p>		<p>New ideas for RISS activities could be generated by these sessions.</p> <p>We encourage new members to join the SC or follow us on our Facebook page (see information below on number of followers)</p>	

Resource requirements

We will be using Zoom to hold the webinars. We may need help organizing a way for people to register for these webinars.

Notes:

RISS Facebook Page followers are increasing!

Followers on October 25, 2017



Followers on Aug 15, 2017

