



Reference and Information Services Section

STRATEGIC PLAN 2009-2010

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.

Goals

1. Promote the availability and development of sustainable user centered reference and information services worldwide.

IFLA Professional priorities:

Supporting the role of libraries in society; Providing unrestricted access to information; Promoting resource sharing; Preserving our intellectual heritage; Representing libraries in the technological marketplace.

IFLA Pillars:

Profession, Members, and Society.

Actions

1.1. Examine best practices in reference and information services, their organizational framework and staffing component in countries around the world:

- Create a "How Do You Say Reference" website with profiles of reference and information services in different types of libraries in countries around the world.

1.2. Through IFLA WLIC sessions, satellite conferences and collaborative initiatives with other IFLA sections and groups, investigate impacts of the digital and physical environment on reference/information services.

1.3. Prepare the groundwork for a world manifesto on reference and information services. Material from "How Do You Say Reference" will be used.

1.4. Provide a web-based global forum for information on the nature of reference and information services worldwide, possibly utilizing web 2.0

2. Establish quality and ethical standards for reference and information services.

IFLA Professional priorities:

Supporting the role of libraries in society; Defending the principle of freedom of information; Preserving our intellectual heritage; Developing library professionals; Promoting standards, guidelines and best practices; Representing libraries in the technological marketplace.

IFLA Pillars:

Profession, and Society.

Actions

2.1. Investigate work listing existing ethical guidelines and assessment mechanisms.

3. Develop and support library staff to provide high-quality reference and information services.

IFLA Professional priorities:

Developing library professionals; Promoting standards, guidelines and best practices; Representing libraries in the technological marketplace.

IFLA Pillars:

Profession, Members.

Actions

3.1. Emphasize the need for reference and information services training within the formal curricula in programs provided for library and information services. Information from "How Do You Say Reference" will be used.

3.2. Emphasize and support continuing education and professionalization of library and information services staff through guidelines and toolkits. (see also 1.1,2.1)

4. Increase membership and participation in the activities of the Section.

IFLA Professional priorities: Supporting the role of libraries in society; developing library professionals.

IFLA Pillars:

Professions, Members, and Society.

Actions

- 4.1. Establish a marketing subcommittee to explore the options for increasing institutional and personal membership
- 4.2. Translate the section bookmark and other informal materials into as many languages as possible
- 4.3. Publish the section's newsletter bi-annually in May and November

Links

Overview of IFLA professional priorities:

<http://archive.ifla.org/III/misc/pp1.pdf>

IFLA's Three Pillars: Society, Members and Profession:

<http://www.ifla.org/en/three-pillars>