

August 2012



Reference and Information Services Section

Priority Activities 2011-2013

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.

Introduction

The Strategic Priorities for the IFLA Reference and Information Services Section has been updated for the period 2011-13 and is based on IFLA's Strategic Plan 2010-2015.

- **Empowering libraries to enable their user communities to have equitable access to information;**
- **Building the strategic capacity of IFLA and that of its members;**
- **Transforming the profile and standing of the profession;**
- **Representing the interests of IFLA's members and their users throughout the world.**

**Reference and Information Services
Priority Actions
2011-2013**

1. Conferences				
	Action	Related Goals in IFLA Strategies 2010-2015	Period	Status
1.1	Conference at the Puerto Rico WLIC: <i>Innovative information services in the digital environment</i>	Building the strategic capacity of IFLA and that of its members	2011	Completed
1.2	Conference at the Helsinki WLIC: <i>Generation Google Needs Us: new roles for visibility in the digital age for information & reference services</i>	Transforming the profile and standing of the profession	2012	Completed
1.3	Satellite Conference in collaboration with Information Literacy Section and National Library, Singapore: <i>Redefining and refining information literacy and reference services in the digital age</i>	Empowering libraries to enable their user communities to have equitable access to information;	2013	Upcoming
1.4	Conference in the Singapore WLIC: <i>Change as a constant: infinite possibilities for reference and information services</i>	Building the strategic capacity of IFLA and that of its members	2013	Upcoming
2. Publications				
	Action	Related Goals in IFLA Strategies 2010-2015	Period	Status
2.1	Update RISS website	Representing the interests of IFLA's members and their users throughout the world.	2012	Completed
2.2	Annual production of newsletter	Building the strategic capacity of IFLA and that of its members	2012, 2013	Newsletter to be released in Nov
2.3	Update guidelines on reference services	Building the strategic capacity of	2013	In progress

		IFLA and that of its members		
3. Communications and Promotion				
	Action	Related Goals in IFLA Strategies 2010-2015	Period	Status
3.1	Revision and update of RISS leaflet	Building the strategic capacity of IFLA and that of its members	2012	New Leaflet was distributed at Helsinki WLIC
3.2.	Setting up a blog for the Section	Building the strategic capacity of IFLA and that of its members	2013	Blog has been set up
4. Translation				
	Action	Related Goals in IFLA Strategies 2010-2015	Period	Status
4.1	Translate RISS promotional material e.g. bookmark and leaflet into other languages	Building the strategic capacity of IFLA and that of its members	2013	In progress