

Reference & Information Services Section Committee Meeting 1 15th Aug 2014

Present (SC Members/Countries)

Judy Ng (Chair & Treasurer/Singapore), Philippa Andreasson (Information Co-Ordinator/Sweden), Sara Gube-Josefsson/Sweden), Jane Weller (Secretary/UK), Rania Shaarawy/Egypt, Elena Lindeman/Russia, Elena Zhabko/Russia, Zhong Yonheng/China, Christine Brown/Canada, Julie Biando Edwards/USA, Najwa Hendricke/South Africa, Marydee Ojala/USA, Trude Færeveag/Norway.

Present (Observers/Countries)

Silvere Mercier/France (one of our speakers), Maria Witt/France, Melissa Miller/USA, Laverne Page/USA, Zhang Zhiyang/China, Nikki Potgieter/South Africa, Madeleine Geroudet/France, Victoria Volkanova/Canada and Yuriko Watanabe/Japan (also one of our speakers).

Welcome. The Chair welcomed everyone and thanked them all for attending. She outlined the agenda for this Committee meeting 1. Apologies were received from Mijin Kim/Canada, who had informed that she would not be able to attend the Congress and from Morongwa Modiba/South Africa and Lilianna Nalewajska/Poland, neither of whom could attend. Nothing had been heard from Carme Fenoll Clarabuch/Spain or Jooza Al Marri/Qatar.

1. Minutes of the previous meetings, held in Singapore, were approved. There were some items still outstanding so these were on the agenda for this current meeting.

These will appear on the IFLA website as well as on our own RISS webpages.

Judy demonstrated the RISS webpages on the screen/ohp that was available in the room, and went through the Annual report 2013/14. **See appendix.** The AR will be uploaded to our webpages.

Action: Philippa

2. Website and Social Media. There followed a general discussion about our website and social media outlets. Most of the Section websites are quiet, even though with Blogs, so our output is not bad in comparison. However we all felt more could be done. Christine suggested our facebook page could be improved, and that it should be "open" to all Committee members to post/edit material. Julie & Christine agreed to co-ordinate this.

Action: Julie & Christine

Philippa said she was happy to upload any material she received for the webpages. Judy encouraged everyone to participate.

Action: All

3. **Session.** We discussed the Session due to take place on Monday, 17th August. Unfortunately we had one speaker (Amy Paterson) who had been unable to secure funding to attend, but Christine had kindly offered to read out her paper/powerpoint presentation. All our other speakers were present and had uploaded their powerpoint presentations to the technical staff. Jane had checked this before the SC meeting and added our opening slide to the file. We agreed to take the speakers for tea and a cake after the Session. (Judy very kindly paid for this.) Sara and Christine agreed to buy some gifts for the Speakers, of Lyon silk, to be handed out after the Session.

Action: Sara and Christine (completed – with thanks)

4. Judy produced a list from the IFLA Secretariat Office of members' eligibility for staying on the Committee. Four of us (Philippa, Sara, Yongheng and Rania) will finish their second terms in August 2015, so the Cape Town Congress would be their last. (Sara has now informed us that she will not be able to continue even up to August 2015, so has in effect already left the Committee.) However, the Committee can co-opt people back for a year at a time, and certainly Rania is interested in being so co-opted: *she has offered her library in Alexandria as a venue in May 2016 for a mid-year meeting.*

Action: Rania and All (She has since sent round an email, asking for potential names and dates for this offer. If you haven't yet replied to Rania/the group, please do so, so that Rania can plan events.)

As time was short we postponed the other agenda items until the second SC meeting.

Many Thanks

Jane

Secretary RISS

Appendix.

Reference and Information Services Section

Annual Report 2012/2013

The Reference and Information Services Section (RISS) 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.

Committee 2013/2015

Chair: Judy Ng

Secretary Jane Weller

Committee members, see

<http://www.ifla.org/reference-and-information-services/standing-committeeCommittee>

Minutes of all these meetings can be found on the Section's website at <http://www.ifla.org/reference-and-information-services/minutes-of-meetings>

Activities since the last Annual Report

The IFLA Satellite Meeting, jointly organized with the IL Section was held on 15-16 August 2013 at National Library Building. The theme for the meeting is "Re-defining and refining Information Literacy and Reference Services in the digital age". It was successfully organized and attended by 100 participants.

Keynote speaker, Dr Ismail, shared with delegates on how he sees the future of information literacy, in his speech entitled 'Information Literacy for Tomorrow'. Ms Sheila Webber and Ms Kimberly Johnson, the other 2 keynote speakers, touched on the critical pathway to understand the user experience and information literacy respectively.

Under the theme of 'Collaboration and partnership', we had presentations that explored the different ways and manners that libraries could cooperate and work with schools and university faculty libraries.

In the track of 'Providing better reference services', a strong emphasis was made on how more reference services are gradually being provided online, with presenters touching on services such as 'Ask-A-Librarian online' and 'LORA- Library Online Reference Assistant'.

The interactive teachmeet session also covered topics on the emerging trend for the need of libraries to utilize digital and online services, as well as in find different means to engage a wide group of target audience.

The RISS Open session at the WLIC 2013 in Singapore was also successfully organised and well attended by about 250 attendees.

5 papers were delivered under the theme, "Change as a constant: infinite possibilities for reference and information services". Topics covered include the use of technology and network of experts to provide reference services at the Virginia Tech University Library, reference services for people with special needs, integration of social media with reference services, providing services for the engineering community in a hybrid environment and connecting content using data mining and text analytics.

Planning had started for the next RISS Open Session at the WLIC 2014. The theme for the session is "Google is not enough - reference and information services for the transfer of knowledge."

Outreach

To reach out to the members, RISS has set up a facebook page.

Reported by

Judy Ng

Chair, RISS