



BUON GIORNO!

REFERENCE & INFORMATION SERVICES SECTION

THE PRO-ACTIVE LIBRARIAN: THE HOW AND WHY

RISS OPEN SESSION, SESSION 202, THURSDAY 10:45-12:45, YELLOW

- **Designing library services based on user needs: new opportunities to re-position the library** YOO-SEONG SONG (University of Illinois USA)
- **The pro-active academic librarian: the how and the why - illustrated by case studies from India and Canada** GANGA DAKSHINAMURTI (University of Manitoba, Canada) and KISHOR CHANDRA SATPATHY (Indian Institute of Management Indore, India)
- **Librarians and Users Co-operating: user-centred website redesign** LOTTA GUSTAFSSON and MATTIAS RIELOFF (Växjö University, Sweden)
- **Marketing Our Reference and Information Services: why and how** ÀNGELS MASSÍSIMO I SÁNCHEZ DE BOADO (University of Barcelona, Spain)

The Reference and Information Services Section addresses all aspects of reference work, in all types of libraries and information service organizations, in all regions of the world with an emphasis on unrestricted availability of information in physical and digital libraries and to support quality services through the development of standards, guidelines, programs, projects and training opportunities. As of July 2009, there are 70 institutional, association, and personal members. Our goals are: 1. Promote the availability and development of user centered reference and information services worldwide. 2. Establish quality and ethical standards for reference and information services. 3. Promote the development and availability of sustainable reference and information services world-wide. 4. Develop and support reference and information services staff in providing high-quality services. 5. Increase membership and participation in the activities of the Section.

Current RISS Officers are: Chair: Martin Kesselman, Rutgers University, USA martyk@rci.rutgers.edu; Secretary: Ms. Bodil Wöhnert, Esbjerg Public Library, Denmark, bow@esbjergkommune.dk; Information Coordinator: Ms Sara Gube-Josefsson, National Library of Sweden, sara.gube-josefsson@kb.se; Newsletter Editor: Mark Dimunation, mdim@loc.gov.

Section Projects:

Digital Reference Guidelines are translated into 12 languages. <http://www.ifla.org/en/publications/ifla-digital-reference-guidelines>

Collaborative E-Reference Services Around the World, <http://vip.db.dk/ifla/virtualref/>

Toolkit for Developing Reference Services includes freely available full-text papers and websites on planning and developing reference services. <http://web.scc-net.rutgers.edu/referencetoolkit/>.

HOW DO YOU SAY “REFERENCE?” PROJECT

“How Do You Say Reference?” is an IFLA project to recognize library reference and information services worldwide. So far, we have created interview questions that focus on ways librarians around the globe assist information seekers, the training received to meet patron needs, and global perspectives on reference and information service assessment. Library students and professionals have been recruited to interview public, academic, and special librarians in the UK, Italy, Russia, and New Zealand. In the near future we hope to find librarian volunteers to be interviewed from China, Germany, Botswana, and Costa Rica.

Recently an interview with a New Zealand Adult Services Public Librarian was completed. Similar to other libraries around the world, New Zealand libraries have faced a decline in reference questions due to the Internet and free information sources that create opportunities for users to search independently. Although this New Zealand library does not have its own virtual reference service, staff members rotate an hour a week on “Any Questions,” a Ministry of Education virtual reference service for students ages 8-17 that runs from 1-6pm Monday through Friday. The library has also considered a partnership with Edinburgh, Scotland to provide online reference services over different time zones. The library provides formal training for advanced Google features and plans to make more of its resources available electronically.

For more information on the project and willingness to be interviewed, please contact Martin Kesselman, at the conference or via email at martyk@rci.rutgers.edu or Dawn Hoesterey (dawnh810@gmail.com).

Agenda of Standing Committee Meetings in Milan (Meetings Open to All IFLA Attendees)

SC1- Saturday 22 Aug, 8:30-11:20, BLUE 1; SC2- Thursday, 27 Aug, 15:00-16:00, TURQOISE 1

1. Welcome and introductions
2. Approval of agenda
3. Approval of minutes from Quebec
4. Election of Section Officers
5. Reports from CB Meeting, Treasurer’s Report, Information Coordinator’s Report
6. Matters regarding Milan Conference: Open Session, Second SC Meeting
7. Satellite Meeting for Gothenburg Planning
8. Report from Open Session Milan
9. Current and Forthcoming Projects: How Do You Say Reference, Collaborative Digital Reference Directory, Reference Toolkit, New Project ideas
10. Planning for Gothenburg Open Session
11. IFLA Website
12. Strategic Planning
13. Reports from other library conferences
14. SC communications during the year/ mid-year meeting?
15. Other business

Next Generation Users - Next Generation Libraries: Educating Next Generation Librarians – Bodil Wöhnert

A planning group is meeting in Milan on this satellite meeting planned for next year’s conference in Gothenburg. Other groups collaborating on the program are: Academic and Research Libraries, Public Libraries, and the Education and Training Sections. We expect cooperation from the Continuing Professional Development and Workplace Learning Section, but they will not be in the planning group. The theme supports several IFLA priorities: Supporting the Role of Libraries in Society; Promoting Literacy, Reading, and Lifelong Learning; Developing Library Professionals; and Promoting Standards, Guidelines, and Best Practices.