



## Reference and Information Services Section

### Minutes SC1

**Quebec, August 9 -2008**

**8.30 - 11.20**

**Present:** (\*SC member)

Martin Kesselman\* (martyk@rci.rutgers.edu)

Francis T. (Frank) Kirkwood\* (kirkwf@parl.gc.ca)

Jieyin Feng\* (liboc@libnet.sh.cn)

Amanda Duffy\* (burntoak@dsl.pipex.com)

Susan M Fingerman\* (Susan.Fingerman@jhuapl.edu)

Franceen Gaudet\* (franceen.gaudet@lac-bac.gc.ca)

Annsophie Oscarsson\* (annsofie.oscarsson@mdh.se)

Raymond-Josué Seckel\* (raymond-josue.seckel@bnf.fr)

Petra van den Born\* (p.van-den-born@unesco.org)

Mark Dimunation\* (mdim@loc.gov)

Concepción Lois Cabello\* (c.lois@bne.es)

Bodil Wöhnert\* (bow@esbjergkommune.dk)

Sebastian Wilke(student) – Humbolt University Berlin (sebastian.wilke@ibi-hu-berlin.de)

Randi Robin – UBC/SLAIS, Canada (infinitechimps@telus.net)

Agneta Holmenmark – National Library of Sweden (agneta.holmenmark@kb.se)

Ruth Hedegaard – Frederikshavn City Archives/GENLOC (rhe@stofanet.dk)

Poul Erlandsen – National Library of Education, Denmark /Document Delivery Section (poer@dpb.dk)

**Apologies from SC members:**

Sara Gube-Josefsson

Maud Mundava

**SC members not heard of:**

Wilhelm Hilpert

Maurizio Zani

Yongheng Zhong

1. **Welcome and introductions**

Welcome address by chair Martin Kesselman  
Committee members and observers introduced themselves.

2. **Approval of the agenda**

Approved

3. **Approval of the minutes Midterm Meeting, Madrid – March 2008**

Approved  
Concha was thanked for all her work arranging the very successful meeting.

4. **Reports from CB Meeting, Treasurer's Report, Information coordinator's Report**

*CB Meeting August 8*

The new professional structure of IFLA will be after the Milan congress. RISS will join a new Division III: Library Services . Bodil will send out copy of the statute changes to SC. There have been complaints about Congrex's handling of the registration this year. Visa problems have excluded even governing board members. 3200 attendees have pre-registered for the conference.

Each Section will select a paper to be suggested for publication in IFLA Journal. CB will choose 2 of them for the final suggestion.

Sections are invited to attend President Elect's brainstorming session. Her theme will be "Libraries Driving Access to Knowledge".

Finances: RISS is one of few sections who have spent any of their administrative funds. The Governing Board has suggested that money left should be transferred to IFLA Foundation. Will be discussed at next CB meeting.

Susan Fingerma volunteered to attend President Elect's brainstorming session.

*Treasurer's Report*

RISS has now 63 members (55 last year)

RISS Treasurer Martin Kesselman gave a brief survey. Administrative expenses (print etc.) will be covered. We have only spent around 50 Euros of our 325 Euros.

Also it is possible to use the Administrative fund for teleconferencing.

*Information Coordinator's Report*

(Sara Gubbe-Josefsson not present) The Website is revised and Up to date for the conference.

5. **Matters regarding Quebec Conference: Open Session and other Issues**

*Open Session*

4 papers selected. All on the programme web site. Thanks to Concha they are also translated into Spanish.

Will be a very fine programme.

Agenda for the session and "who does what" was organized and agreed.

### *GENLOC Satellite conference - Ottawa*

The conference was a success. The financial problems were solved . The presentations was very inspiring – and the conference made a small profit with 41 attendees: the conference also served as a work shop. The location was perfect and the study tour well organized. Work in the organizing committee has functioned very well. The outcome of the conference will be up on the conference web site.

### *Rethinking Access to Information – Boston*

Also successful, inspiring and well organized.

132 participants – mostly for USA but also from Eastern Europe, Egypt, Nepal and The Ivory Coast. Several participants did not go on to the Quebec conference.

The presentations were a mixture of reports on rethinking projects and “blue sky-thinking”. The venue was the Abbey Room at Boston Public Library with the story of the Holy Grail on the wall paintings – also an inspiration for one of the presentations! Presentations and reports will be on the conference web site.

### *Crimea Conference - see 10*

SC members are urged to attend the OCLC sessions on Tuesday.

### *Additional SC meeting will be arranged Thursday 16:30 – 18:30*

Venue: Sanctuaire Notre-Dame du Sacre-Ceur Shrine. 71 Rue Ste-Ursule. (about 15 minutes walk from the conference center)

Agenda: brainstorming and hot topics –eventually a report from the Reference Renaissance conference.

The meeting is open for all potential SC members – but there is only room for 15 persons. Marty will try to find another location, possibly in the conference center. Further information will be announced at the open session.

### *How do you say reference*

The project is described in the newsletter and the shorty, and the timeline is in the proposal. The project will have a separate page on the website – and a notice will be sent to IFLA Express (Marty)

The goal is to have 8 interviews within this year. Section members should make contacts to potential country coordinators. There is a stipend of \$ 55-75 per coordinator.

The library students attending this meeting were engaged as interviewers.

The project will link to the IFLA “Library Success Database”

### *Toolkit for developing reference services*

The URL has been changed.

Needs to be reviewed and updated – a volunteer wanted.

### *Strategic Plan*

Marty distributed a new draft and various suggested changes were discussed. It was

agreed to combine goals 1 and 3. So there are now just 4 goals. Will be completed at SC meeting II

To be considered:

- a Sub committee on marketing
- further translation of our bookmark (Italian & Spanish)

*Cooperation with Document Delivery and Acquisitions Sections on the IFLA ILDS Conference*

Poul Erlandsen (representing Document Delivery Section) invited RISS to continue the good relations developed over the years through satellite conferences by joining with the biannual ILDS conferences. Next conference is in Hannover 2009 and already in preparation.

Also Poul suggested that the name of the conference was changed to "IFLA Access to Information International Conference" (from 2011)

## Minutes SC2

Quebec August 15 -2008

14.00 - 16.50

### **Present:** (\*SC member)

Martin Kesselman\* (martyk@rci.rutgers.edu)

Francis T. (Frank) Kirkwood\* (kirkwf@parl.gc.ca)

Amanda Duffy\* (burntoak@dsl.pipex.com)

Susan M Fingerman\* (Susan.Fingerman@jhuapl.edu)

Franceen Gaudet\* (franceen.gaudet@lac-bac.gc.ca)

Annsophie Oscarsson\* (annsofie.oscarsson@mdh.se)

Raymond-Josué Seckel\* (raymond-josue.seckel@bnf.fr)

Petra van den Born\* (p.van-den-born@unesco.org)

Mark Dimunation\* (mdim@loc.gov)

Concepción Lois Cabello\* (c.lois@bne.es)

Yongheng Zhong\* (zhongzg@lzb.ac.cn)

Bodil Wöhnert\* (bow@esbjergkommune.dk)

Jindriska Pospisilova – National Library of the Czech Republic (jindriska.pospisilova@nkp.cz)

Robert Zepf – Staatsbibliothek zu Berlin (robert.zepf@sbb.spk-berlin.de)

Ngian Lek Choh – National Library Singapore (lekchoh@nlb.gov.sg)

Agneta Holmenmark – National Library of Sweden – (agneta.holmenmark@kb.se)

David Dunkley – World Trade Organization (david.dunkley@wto.org)

Jean-Philippe Accart – Swiss National Library/Swiss Library Association (jean-philippe.accart@nb.admin.ch)

Susanne Brillant – Bibliotheque de l'Assemblée Nationale du Quebec (sbrillant@assnat.qc.ca)

Mina Pease – LAS Westchester County, White Plains NY/USA (carrie@LASwest.org)

### **Apologies from SC members:**

Sara Gube-Josefsson

Maud Mundava

Susan Fingerman

### **SC members not heard of:**

Wilhelm Hilpert

Maurizio Zani

Jieyin Feng

## **6. Report from Open Session Quebec (including the additional SC meeting)**

Event successful: 300 attendees . The young speakers did very well and the discussion

was good. Mark had taken notes of the discussion session. These have been emailed round and will be included in the report from the session.

The paper on Radical Reference was chosen to be suggested for publication. Next year we will apply for more space and simultaneous translation.

8 SC members and 3 guests attended the additional SC meeting late Thursday afternoon. It was a brainstorming on hot topics in reference and information services with space for a professional discussion with several open conclusions.

#### **7. Current and forthcoming projects**

*"How do You Say Reference"*: announcement has been in IFLA Express. Not many volunteers have shown interest. Changes to the project will be considered – perhaps we are asking volunteers to do too much. Yongheng offered to do the country profile and interviews for China.

New *newsletter editor*: Mark.

Franceen volunteered to write a report on the GENLOC/RISS satellite conference.

Report from *Rethinking Access to Information* is in IFLA Express no. 6 (?).

#### **8. Strategic Plan 2008/09 completion**

Approved. The new version will appear on the web.

*Concerning the actions:*

1.1: Bodil will maintain the list of collaborative e-reference services. Toolkit update: Sara Gubbe-Josefsson assisted by Bodil

1.3: Marty and Franceen will develop a list of potential collaborative partners

2.1: Frank will investigate work listing ethical guidelines

3.2: Bodil will investigate possibilities for cooperation with other sections on a satellite conference in Brisbane with the theme of continuing education and professionalization

4.1: Marty will work on establishing a marketing subcommittee

4.2: Translation of the bookmark – Concha (Spanish), Yongheng (Chinese), Robert Zepf (German), Frank (Russian), Arabic (Mark). Valentine Comba will be contacted for an Italian translation for 2009. Dealine for all translations – 31 March 2009.

#### **9. Planning for Milan: Open session and additional SC event**

*Working title:*

The Pro-active Librarian – the How and the Why.

Focus will be on marketing, pushing information to the users and new functions.

*Organizing committee:*

Amanda, Petra and Robert Zepf.

We will ask for an early slot in the conference programme to link with our other plans for Milan.

As a help for future organizing committees it was suggested that the committee draw

up some guidelines on planning open sessions.

RISS also plans a full day *social/professional* event *off site* to include a library visit or visits on Tuesday/Wednesday.

*Organizers:* Marty and Jean-Philippe Accart in consultation with Valentina Comba

RISS will not cooperate on satellite conferences in Milan.

Poul Erlandsen's invitation to cooperation on a satellite in 2010 was discussed. RISS would prefer to have our own satellite. Bodil will contact Heather Todd. (see 8 – 3.2)

**10. Report from Crimea conference**

The report is in RISS newsletter 2008 (can be found on our website). This conference is a good opportunity for cooperation.

**11. SC communications during the year (incl. midterm meeting)**

Teleconferencing was discussed. Most effective in a small community. RISS will instead work on a social network on the new IFLA website which will be up by January 2009. (RISS will be one of the test groups)

Midterm meetings will be held biennially - when the strategic plan is on the agenda.

Next midterm meeting will be in 2010 and will be combined with a library event.

**12. Other business:**

*Report from President Elect's Brainstorming:*

Susan Fingerman attended and will send her report.

*Report from officers Training Session:*

- new statutes: Marty explained the changes and Bodil will send out copies to the Committee. One of these changes is that from the Brisbane Congress, the Chairs of Divisions can only be elected from out-going Chairs or Secretaries of Sections.

- nominations and elections via postal ballots for the sections 2008/2009 will take place in fall 2008

- the new IFLA Web: RISS has volunteered for testing

*Status on SC members:*

Sara Watstein has left the section. 2 SC members did not appear in Durban and Quebec. Marty will make contact and inform them of the rules for SC-membership.

Possible new members for nomination are Robert Zepf and Jean-Philippe Accart.

BW

August 24, 2008