



**Reference Work Section  
Annual Report 2003-2004**

Submitted by Annsofie Oscarsson, Chair

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### **Mission statement**

The Reference Work Section addresses all aspects of reference work, in all types of libraries, in all regions of the world with emphasis on unrestricted availability of information. The Section's aims are to bridge the gap between the physical and the digital library, to promote life-long learning and information literacy in all aspects of the knowledge sharing process, and to support library staff around the world with standards and guidelines for reference service.

Areas of special interests are as follows:

- User-centered reference services
- Organization and staffing of reference services
- Ethics of high quality service
- Provision of high quality service
- Impact of the digital environment on reference services
- Reference collections in a digital world
- Continuing education and training of library staff
- Marketing/Visibility of library reference services
- Provision of an information forum on the nature of reference work in different parts of the world
- Democracy-building role of reference services

During 2003-2004, the SC has planned and carried out the following activities:

### **Open Session in Buenos Aires**

Theme: *Librarian toolkit for the 21st century: tools librarians need to deliver information*

- [La biblioteca pública y su contribución al desarrollo económico: ¿realidad o sueño imposible?](#)  
[Public Libraries and their Contribution towards Economic Development: Real or an impossible Dream?](#)  
[La bibliothèque publique et sa contribution au développement économique : réalité ou utopie?](#)  
VANDA FERREIRA DOS SANTOS (Forestry Library, Rome, Italy)

- [ICT skills for information professionals in developing countries: perspectives from a study of the electronic information environment in Nigeria](#)  
[Les compétences en TIC pour les professionnels de l'information dans les pays en voie de développement : perspectives d'une étude de l'environnement de l'information électronique au Nigeria](#)  
[Aptitudes en Tecnologías de la Información y las Telecomunicaciones para los profesionales de la información en los países en desarrollo: perspectivas de un estudio sobre el entorno de la información electrónica en Nigeria](#)  
 LINDA ASHCROFT and CHRIS WATTS, (School of Business Information Liverpool John Moores University, Liverpool, UK)
- [Community assessment: An essential part of the Reference Librarian Toolkit](#)  
[L'évaluation de la collectivité : une partie essentielle du coffre d'outils du bibliothécaire de référence](#)  
[Evaluación de la Comunidad: Parte esencial de las herramientas del bibliotecario referencista](#)  
 STEVE HILLER (University of Washington Libraries, Seattle, USA), JANE SCHILLIE (University of Miami, Coral Gables, Florida, USA) and JIM SELF (University of Virginia, Charlottesville, Virginia, USA)

#### **Poster session in Buenos Aires**

The section performed a poster session with the following focus:

*Digital Reference Guidelines: Paving the Way for Collaborative Reference.* Various websites for digital reference service were highlighted and discussed in the light of the IFLA Digital Reference Guidelines.

Attendees were given a sense of how digital reference services look like and feel from both the librarians and the user's perspective.

#### **Sattelite Meeting in Järvenpää**

A Sattelite meeting to the 71<sup>st</sup> World Library and information Congress, Oslo 2005 has been planned together with IFLA Library Building and Equipment Section and the Finnish Library Association. The meeting, entitled The Physical Library and Beyond, will take place in Järvenpää, Finland, 11-12 August focusing the library as a place and the library in cyberspace.

#### **Projects**

##### **IFLA Digital Reference Guidelines**

Translations of IFLA Digital Reference Guidelines into the following languages were made available at the section's website:

French, Spanish, Dutch, Italian and Chinese.

##### **Reference Toolkit for Librarians in Developing Countries**

To assist librarians and decision makers in developing countries, IFLA has funded a small project to develop a web-based toolkit to bring together existing and freely-available guidelines and other materials that can be utilized to develop reference services. The project is being carried out by Martin Kesselman, Secretary of the IFLA Reference Work Section together with Sarah Watstein at Virginia Commonwealth University. The toolkit will provide an important compilation and will be the groundwork for a larger project that is planned together with the Information Literacy Section and Division VII to build and create training programs for reference and information literacy for librarians.

#### **Publications**

The section's Newsletter was published in June:

[Summer 2004, Volume 3](#)

The section's information brochure was published in [Russian](#)

#### **Section members**

As of August there were 55 members registered for the Reference Work Section.