Reference and Information Services Section
Annual Report 2005-2006

Submitted by Annsofie Oscarsson, Chair

Section Membership
As of January 2007 there were 55 members registered for the Reference Work Section. A list of Standing Committee members may be found at http://www.ifla.org/VII/s36/s36-MembersList.htm

Mission statement according to Strategic Plan 2004-2005
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 aims at bridging 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. See http://www.ifla.org/VII/s36/annual/sp36-04.htm for the complete strategic plan

Accomplishments
In 2006 the SC held a mid-year meeting in Paris and a preconference, open session, and meetings at the annual conference in Seoul.   A major focus of discussion was to assess the value of the reference toolkit for librarians and others in developing countries. Hopefully during 2007 we will see some movement in this arena as well as opportunities to collaborate with other sections within IFLA. Much of this discussion will take place during the midyear meeting in New Jersey in March.

A Midwinter meeting was held in Paris on March 3, 2006. Library visits were held on March 4, 2006. The agenda included discussion of minutes from Oslo; Seoul programmes, planning of activities regarding approved Action Plan 2006-2007, VRD and IFLA, and other business, including updates on various initiatives. Minutes of meeting may be found at http://www.ifla.org/VII/s36/annual/s36-Minutes-2006Paris.pdf

IFLA and WLIC Seoul, Korea
"Libraries: Dynamic Engines for the Knowledge and Information Society"
20-24 August 2006
http://www.ifla.org/IV/ifla72/index.htm

The Section's Open Session on Tuesday, August 22, focused on marketing reference services in today's library - on-site and virtual. Papers included:

- Marketing reference service of public libraries in developing regions
  LI YANRU (Harbin Municipal Library, Harbin City, China)
- Marketing partnerships in Greece between libraries, archives and museums. A new age has just started
  NIA ARAHOVA (Library and Archives, Office of the Greek Delegate at the European Parliament, Athens, Greece) and SARANTOS KAPIDAKIS (Ionian University, Corfu, Greece)

- Marketing reference and information services in libraries: a staff competencies framework
  SOPHIA KAANE (United States International University, Nairobi, Kenya)
- Marketing analysis of reference and information services in Korean libraries
  HEESOP KIM and YONGJE PARK (Kyungpook National University, Daegu, Korea)

The attendance at the session was 275 people.

IFLA Satellite meeting in conjunction with the conference.
"Resource Sharing, Reference and Collection Development in a Digital Age – A Practical Approach,"
August 16 – 18, 2006

The Section co-sponsored the Satellite with the Acquisition and Collection Development Section and the Document Delivery and Resource Sharing Section. The target audience for the Satellite was practitioners primarily working in libraries in the region. The Satellite was held in National library for children and young adults, in Yeoksam-dong, Kangnam-Gu, Seoul.

Our Session on August 18 was chaired by Isabel Stirling (University of California, Berkeley, U.S.A.). Presentations are noted as follows:

- The virtual librarian : a presentation of IFLA Digital Reference Guidelines and how they can be used.   BODIL WOHNERT (Central Library Esbjerg, Denmark)
- Collaborative Reference Database Project.   TOMOKO KITAGAWA (National Diet Library, Japan)
- Preparing for Chat Services in library homepages." HWICHOOL KIM (Hanyang University Library, Korea)
- Providing bibliographic software across campus – merging reference, resources and teaching.
  ISABEL STIRLING (UC Berkeley, U.S.A.) and BETH FISHER (Virginia Tech University, U.S.A)

The attendance at the program was 60 people.   For more information about the Satellite,
http://www.nl.go.kr/satellitemeeting/wlic/program.php

Projects

IFLA Digital Reference Guidelines
Guidelines are now available in nine languages:
- Arabic PDF version
- Chinese [PDF version]
- Dutch: Richtlijnen voor Digitale Inlichtingen
- English: IFLA Digital Reference Guidelines
- French: Lignes directrices de l'IFLA en matière de référence numérique
- German: IFLA Richtlinien Digitale Auskunft
- Italian: Linee Guida per il servizio di digital reference
- Spanish: Recomendaciones para el Servicio de Referencia Digital
- Swedish: Riktlinjer för digital referensservice
For more information, see http://www.ifla.org/VII/s36/pubs/drg03.htm

Reference Toolkit for Librarians in Developing Countries
To assist librarians and decision makers in developing countries, IFLA 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 was carried out by Martin Kesselman, Secretary of the IFLA Reference Work Section together with Sarah Watstein at the University of California, Los Angeles.