



Minutes of Business Meeting: RISS, 6 September 2022
Teleconference

The meeting began at 6:06 AM EDT

Attendees: Philippa Andreason /Sweden, Polly Boruff-Jones /USA, Kimberley Bugg, Chair /USA, Dennis Clark /USA, Ayanda Lebele /Botswana, Laverne Page, Secretary /USA, and Anne Reddacliff /Australia.

The meeting was called to order by Chair, Kimberley Bugg.

Reports

Chair: The Chair reported on meetings concerning the work of the IFLA Professional Committee, the leadership structure of IFLA, and IFLA leadership going forward.

Secretary: Although the Chair informed IFLA that RISS would not be meeting at the Congress, a room was still assigned for a Business Meeting. Laverne was present for the reserved time and welcomed one person who is interested in participating in RISS. At the RISS panel, there were also inquiries about membership.

Information Officer: In Min Chou's absence, Kimberley gave updates about the RISS Facebook page.

Action Plan: Kimberly described the work that went into producing the 2022 WLIC program and other activities. She suggested limiting the Action Plan to the following three activities: completing the Guidelines, hosting a webinar and coordinating a 2023 IFLA conference program. She asks that members volunteer to assist with an activity and send in ideas and suggestions for new activities.

Guidelines: They were submitted for review last year under the leadership of Laura Ballestra. This project has been a challenge because the Guidelines appear to reflect a U.S. and Eurocentric viewpoint rather than an international one. Kimberley said that we will make another effort to get international feedback between now and the IFLA conference in Rotterdam. Ayanda asked Kimberley to send an invite to the Africa Section to bring in the African perspective. Philippa reminded us that we have been working on the Guidelines for a long time and to continue to do so may mean that we are missing out on other projects. She suggested that we set a deadline for this project and then move on.

New project proposals: Kimberley asked that we submit ideas for projects. During the year, twelve proposals were submitted and RISS worked on three of them. Popular themes are reference chat and post pandemic chat. Philippa pointed out that at the 2016 WLIC, in Poland, RISS had a program on chat. Before the pandemic, chat was not necessarily what researchers wanted, but due to reference services provided during the pandemic, there may be more interest now. Kimberley asked for volunteers for a webinar planning committee.

Conference update: Polly reported on the success of the RISS panel held on July 27 which had over 100 attendees. The panel was well received and each panelist responded to several questions. Attendees were interested in the information services at the universities represented, and the adaptations that they have retained post-Covid.

Details about the RISS 2022 Presentation:

Title: Envisioning Post-Pandemic Reference & Information Services and Support in a Shifting World

Program Description: The pandemic has forced libraries to find innovative ways to help users with reference, research, and information requests and heightened the need to discontinue legacy practices related to reference services and staffing models. This session is designed to spark a conversation about how best to respond to the shifting priorities and emerging trends. The panel discussion is an opportunity to hear various voices about differing perspectives and real-life experiences from librarians across the world in response to changing expectations of reference work and adapting to an altered reference and information landscape. Participants will hear from the panelists and have an opportunity to add to the discussion about how to sustain or change reference and information services in a post-pandemic world.

Speakers:

Christine Fumo, Engagement & Outreach Librarian - American University (Sharjah)

Meredith Saba, Instruction & Reference Librarian - American University (Cairo)

Michael Stopel, User Services Librarian - American University (Paris)

Themes for 2023 Congress were discussed. Anne suggested a program theme centered around diversity, equity and inclusion in reference services.

New business: Kimberley proposed a more robust year. She asked for volunteers to work on RISS programs and for a new planning committee.

The meeting was adjourned at 6:46 AM EDT

Submitted by Laverne Page, Secretary
Sept. 21, 2022