



International Federation of Library Associations and  
Institutions

Knowledge Management Section (SC no. 47)

Annual Report January 2014 – December 2014

## MISSION

The IFLA Knowledge Management Section promotes the role of librarians and libraries that can, in the knowledge age, take charge of Knowledge Management (KM) in their respective organizations to leverage intellectual assets and facilitate knowledge creation.

The KM Section

- Raises the awareness of KM among libraries, librarians and their institutions
- Promotes the enhancement of the mission of libraries by harnessing the principles of knowledge management
- Identifies and shares best practices
- Disseminates the results of relevant research
- Provides connections that help librarian KM practitioners from all regions and specialty areas to develop skills and expertise, while expanding their professional network
- Maintains close contact with other IFLA Sections, integrating KM into IFLA and the library and information community.

## MEMBERSHIP

The KM Section has 63 members, as of August 2014

The Standing Committee has 11 members, and 5 corresponding members. One member (the 12<sup>th</sup>), from Singapore, resigned during the year.

The following countries are represented: Canada, France, Germany, Greece, Hungary, Indonesia, Italy, USA.

## **Officers**

Chair/Treasurer

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First term: 2009-2013

Second term: 2013-2017

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First Term: 2013-2017

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First term: 2013-2017

The committee produced an [action plan 2013-2015](#) (the Action Plan is available at [http://www.ifla.org/files/assets/km/strategic-plan/Files/iflakm2013action\\_plan.pdf](http://www.ifla.org/files/assets/km/strategic-plan/Files/iflakm2013action_plan.pdf)). The plan strengthens the emphasis on producing timely KM related topics using social media and a twice yearly newsletter and sets out future activities related to the IFLA Conferences and to the IFLA Key Initiatives.

The KM Leadership group met by Skype monthly, working on those priorities.

## PROGRAMS AND MEETINGS, AUGUST 15-21, 2014

The KM Standing Committee met twice (16 and 19 August, 2014) during the Lyon Conference (the minutes of the meetings are available at <http://www.ifla.org/km/minutes>) and sponsored several programs:

**Satellite meeting** on Friday, August 15 at Lyon Gallo-Roman Museum organized by Julien Sempere and assisted by Jane Dysart, Elisabeth Freyre, Eva Semertzaki, and Xuemao Wang.

We were pleased to have Olivier Serrat as a keynote speaker to introduce the topic of the meeting: *Knowledge Management as a Vital Tool For Change Management*. Mr. Serrat was followed by Héloïse Lecomte BULAC – France “Merging, Moving, Upscaling: Tools and Knowledge Management Processes for an Overhaul (BULAC, France, 2000 - ...)”; Regina Koury, Jenny Semenza & Sandra Shropshire Eli M. Oboler Library, Idaho State University - USA “Managing Change in Turbulent Times and Building the Way for Future Success”; Spencer Acadia & Liz Turner University of Texas at Tyler / First Command - USA “Selection, Implementation, and Behavioral Considerations for Knowledge Management Tool Adoption: A Case Study of a Financial Services Company’s Decision-Making Process”; Hannele Fabritius Helsinki University Library - Finland “Applying Dialogical Approach to Development Discussions: Management of Learning as a Catalyst for Change”; Liz Walkley Hall Flinders University Library - Australia “Changing the Workplace Culture at Flinders University Library: From Pragmatism to Professional Reflection”; Mary Ellen Davis & Danuta A. Nitecki ACRL / Drexel University – USA “Managing Research Data as a Transformational Role for Librarians: A Case Study of the Association for College and Research Libraries and Drexel University Libraries “Turning Outward” to Tackle Organizational Changes”. Julien Sempéré organized the meeting for the committee.

**KM open session:** *Knowledge in the Digital Age - Libraries and librarians are managing the digital transformation* Session 208 – 21 August.

Alex Byrne, IFLA president from 2005 to 2007, could not attend; Klaus Ceynowa, Deputy Director General Bayerische Staatsbibliothek, Muenchen, Germany spoke on "Digital worlds of knowledge and the future of libraries". He was joined by: Andreas Degkwitz (Library, Humboldt University, Berlin, Germany) ““Yes, we can’, if we take over future tasks!”; Siang Hock Kia, and Yi Chin Liau and Ian Ong (Technology &

Innovation, National Library Board, Singapore, Singapore)“Inter-connected Network of Knowledge – The NLB Journey”; Fred Stielow (American Public University System, Charles Town, United States) “Proactive Digital Transformation and a Virtual Academic Library: The APUS Campus Guides Project”. Klaus Cenowa organised the Open Session for the committee.

**KM and Asia and Oceania Section** *Knowledge Management initiatives and development in Asia and Oceania*: Session 109 – 18 August.

Saeedeh Eslami and Saman Firouzi Sagharlou were not able to attend; Emily Neo, Dan Dorner, and Keitha Booth “Creating new knowledge through Open Data: New Zealand’s Open Data strategies”; Margaret Bywater “Open development Cambodia website and library, a new paradigm for information access and knowledge management in Southeast Asia”; Christine M. Abrigo and Vincent M. Abrigo “Keeping it an open book: exploring the knowledge sharing experience of librarians in the Philippines”; Susmita Chakraborty “Managing knowledge: the accessibility issue of the manuscripts, Museum objects and archival objects in India.” Leda Bultrini was the co-chair of the program, together with Chihfeng Li, from Asia and Oceania Section.

**KM with Continuing Professional Development and Workplace Learning and with Library and Research Services for Parliaments** Session 225 – 21 August 2014. *Learning Challenges for Librarians and Library Managers - a Knowledge Café*. Jane Dysart was the coordinator of the program on behalf of KM Section, K. Jane Burpee, Eva Semertzaki and Mary Augusta Thomas were among the facilitators of the discussion tables.

## **PROMOTION OF KM**

The **KM portal/Wiki** is an instrument for the promotion of our section and of KM in general. It is how the section lives on after the conferences. The KM Portal targets new members as a way to become oriented, and is also intended to be a site for all people interested in KM -- a starting point, with links to other in-depth sites.

Over the last year Wilda Newman, Elisabeth Freyre, and Emily Thornton developed the site available at <http://iflakm.wikispaces.com/Welcome>. The standing committee members are committed to keeping the information on the Wiki updated.

This year content for the KM Portal was updated by standing committee members and others.

Two issues of the [KM Newsletter](#) appeared this year. The pre-conference issue contained interviews with both of the Lyon keynote speakers.

A revised [Brochure](#) highlighting the work of the committee was distributed at the Conference.

**OTHER ACTIVITIES:** Committee members are assembling a collection of papers from previous sessions that will serve as an introduction to KM and best practices. IFLA Publications has agreed to publish the volume.

### **Planning for Cape Town:**

The KM section plans to hold both a Satellite Conference and an Open session in Cape Town. An organizer and members of advisory committees for both programs have been identified and have begun working. Members of the section will also participate in the Knowledge Café with the Library and Research Services for Parliaments section.