

ACTION PLAN and RESOURCE REQUEST FORM for Professional Units 2016 – 2017

Action plan 2016 – 2017

Name of Professional Unit: **IFLA Knowledge Management Section**

Objectives of IFLA Knowledge Management Section 2016-17: *Objective and contribution to the IFLA Strategic Plan/Key Initiatives*

1. Provide advocacy and advancement for all information professionals to increase their understanding of the value of KM to their organizations.

Contribution to IFLA Strategic Direction: 1. Libraries in Society

Key initiative: 1.3 Libraries within a changing environment

1.4 Promoting IFLA standards to support libraries in the provision of services to their communities

1.5 Changing the mindset to achieve the vision of libraries as critical community

Contribution to IFLA Strategic Direction: 4. Capacity Building

Key initiative: 4.5 Strengthening IFLA by building regional and sectorial capacity and participation across our activities

2. Share and distribute information about KM and its development and practical implementation to all IFLA members as well as continue the promotion of the KM Section as “The voice of global KM”, following the indications of the KM Communication Plan

Contribution to IFLA Strategic Direction: 1. Libraries in Society

Key initiative: 1.3 Libraries within a changing environment

1.4 Promoting IFLA standards to support libraries in the provision of services to their communities

Contribution to IFLA Strategic Direction: 2. Information and knowledge

Key initiative: 2.1 Advocating for a long-term, sustainable information environment

3. Advocate and promote international social networking services (SRS) for the members of the KM Section as well as the IFLA community at large.

Contribution to IFLA Strategic Direction: 2. Information and knowledge

Key initiative: 2.1 Advocating for a long-term, sustainable information environment

Contribution to IFLA Strategic Direction: 4. Capacity Building

Key initiative: 4.5 Strengthening IFLA by building regional and sectorial capacity and participation across our activities

4. Promote best practice on using applicable KM theories and tools in library and information service operational management, such as process management, performance measurement and organizational change management.

Contribution to IFLA Strategic Direction: 1. Libraries in Society

Key initiative: 1.4 Promoting IFLA standards to support libraries in the provision of services to their communities

1.5 Changing the mindset to achieve the vision of libraries as critical community

Contribution to IFLA Strategic Direction: 4. Capacity building

Key initiative: 4.5.2 Increase participation of the public library sector in national, regional and international representation

Objectives <i>What do you want to achieve? Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
<p>1. Provide advocacy and advancement for all information professionals to increase their understanding of the value of KM to their organizations.</p>	<p>1.1. Plan an open session for the Wrocław, Poland (2017) Conference dealing with appropriate topics and themes, promoting the participation from different regions and environments [theme of the open session: “How does knowledge management inform change agency? Exploration of communication and training, establishing solidarity with</p>	<p>1.1.1 Send Programme Enquiry Form</p> <p>1.1.2 Prepare call for papers and decide possible keynote speaker</p> <p>1.1.3 Spread information</p> <p>1.1.4 Selection of papers</p>	<p>1.1.1 Chair or Secretary with contribution of coordinator of the open program (Elizabeth Turner) By October 30</p> <p>1.1.2 Coordinator of the open program (Elizabeth Turner) By November 30</p> <p>1.1.3 Information coordinator (Wilda Newman) with the collaboration of the SC members – Timely</p> <p>1.1.4 Coordinator of the open</p>		<p>Spread information about the call for papers for the open session, through the Section website, the KM wiki, the social media (KM blog, LinkedIn, Facebook, Twitter), the IFLA mailing lists, the professional regional lists through the members of the Standing Committee. (see Activities 3.2 for responsibilities)</p> <p>Spread information about the program of the</p>	<p>Number of papers received (target >10)</p> <p>Number of attendees (target >120)</p>	<p>1.1.1 Completed 10/28/2016</p> <p>1.1.2 CFP Published – 12/7/2016 Keynote decided – 12/20/2016</p> <p>1.1.3 Published to 22 distribution lists, LinkedIn, Twitter, and emailed to SC members. Formatted ready-to-publish social media posts for Facebook, LinkedIn, Twitter for SC members.</p> <p>As for 2/25/2017 received 26 proposals</p>

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	<p>those affected by change, and case studies on adoption of innovation in the library, workplace, academe, and society.”]</p> <p>1.2 Execute the Wrocław Conference program (2017) to focus “The Voice of Global KM.”</p>	<p>1.2.1 Send Full Programme Form</p> <p>1.2.2 Take care of submission of Authors' Permission Form</p> <p>1.2.3 Collect and review formatted papers</p>	<p>program (Elizabeth Turner) with the selection group (Klaus Ceynowa, Ágnes Hajdu Barát) By March 10</p> <p>1.2.1 Coordinator of the open program (Elizabeth Turner) By March 15</p> <p>1.2.2 Coordinator of the open program (Elizabeth Turner) By May 31</p> <p>1.2.3 Coordinator of the open program (Elizabeth Turner)</p>		<p>open session through the Section website, the KM wiki, the social media (KM blog, LinkedIn, Facebook, Twitter), the professional regional lists through the members of the Standing Committee, the spring/summer issue of the Newsletter (see Activities 3.2 for responsibilities)</p> <p>Spread information about the open session during and after the Conference through the</p>		

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		1.2.4 Submit formatted papers 1.2.5 Chair the open session	By June 1 1.2.4 Chair or Secretary By June 15 1.2.5 Coordinator of the open program (Elizabeth Turner) and chair		Section website, the KM wiki, the social media (KM blog, LinkedIn, Facebook, Twitter), the autumn/winter issue of the Newsletter (see Activities 3.2 for responsibilities)		
	1.3. Work with other IFLA Sections (Academic and Research Library Section, Library and Research Services for Parliaments and Continuous Professional Development and Workplace Learning) in the	1.3.1 Define the program theme and title 1.3.2 Send Programme Enquiry Form	1.3.1 Co-coordinator of the joint program (Monica Ertel) with the organizing group (Jane Burpee and others) By October 24 1.3.2 Chair or Secretary with contribution of co-coordinator of		Spread information about the program of the Knowledge Café through the Section website, the KM wiki, the social media (KM blog, LinkedIn, Facebook, Twitter), the professional regional lists through the members of the	Number of attendees (target >120)	1.3.1 Complete 1.3.2 Complete 1.3.3 Information on website and Newsletter 1.3.4 We have facilitators for all Table Topics. Still need 2 Rapporteurs.

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	planning and execution of a program (a knowledge café) for the Wrocław Conference (2017)	1.3.3 Spread information 1.3.4 Decide facilitators for the table 1.3.5 Send Full Programme Form 1.3.6 Prepare	the joint program (Monica Ertel) By October 30 1.3.3 Information coordinator (Wilda Newman) with the collaboration of the SC members - Timely 1.3.4 Co-coordinator of the joint program (Monica Ertel) with the organizing group By February 28 1.3.5 Co-coordinator of the joint program (Monica Ertel) By March 15 1.3.6 Co-		Standing Committee, the spring/summer issue of the Newsletter (see Activities 3.2 for responsibilities) Spread information about the Knowledge Café during and after the Conference through the Section website, the KM wiki, the social media (KM blog, LinkedIn, Facebook, Twitter), the autumn/winter issue of the Newsletter (see Activities 3.2 for responsibilities)		1.3.5 Deadline moved to 1st April

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		instructions for the facilitators and materials for the participants 1.3.7 Co-chair the session	coordinator of the joint program (Monica Ertel) with the organizing group By May 31 1.3.7 Co-coordinator of the joint program (Monica Ertel)		Continue the conversations after the Conference through the blog (see Activities 3.2 for responsibilities)		
	1.4. Plan and execute a one-day satellite pre-conference in Wrocław or Warszawa with relevant KM topics, with the theme “New directions in Knowledge Management.”	1.4.1 Prepare call for papers and decide possible keynote speaker 1.4.2 Define the main aspects about the venue 1.4.3 Prepare a SM website	1.4.1 Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) By November 20 1.4.2 Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) By November 20 1.4.3 Spencer Acadia and	Venue and funds for lunch	Spread information about the call for papers , through the Section website, the KM wiki, the social media (KM blog, LinkedIn, Facebook, Twitter), the IFLA mailing lists, the professional regional lists through the	Number of papers received (target >10) Number of attendees (target >50)	1.4.1 Call for papers sent and expanded by 28-2-2017; keynote speaker confirmed 1.4.2 Venue confirmed: Wrocław University of Economics 1.4.3

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		1.4.4 Send information for IFLA Conference website 1.4.5 Spread information 1.4.6 Evaluate the need/possibility of a sponsorship for the lunch	Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) 1.4.4 Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) By the deadline decided by IFLA 1.4.5 Information coordinator (Wilda Newman) with the collaboration of the SC members - Timely 1.4.6 Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) By March 15		members of the Standing Committee. (see Activities 3.2 for responsibilities) Spread information about the program of the Satellite meeting through the Section website, the KM wiki, the social media (KM blog, LinkedIn, Facebook, Twitter), the professional regional lists through the members of the Standing Committee, the spring/summer issue14 of the Newsletter (see Activities 3.2 for responsibilities)		Accomplished and updated as appropriate 1.4.4 Accomplished 1.4.5 Information via IFLA website, IFLA-L, LIBER, KM LinkedIn account, KM Facebook, Chinese and Polish Librarians Network 1.4.6 Answer pending 1.4.7 Evaluation of papers in 1st fortnight of March As for 02/25/2017

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		1.4.7 Selection of papers 1.4.8 Upload full programme and abstracts on SM website 1.4.9 Take care of submission of Authors' Permission Form 1.4.10 Collect and review formatted papers	1.4.7 Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) with the selection group (Spencer Acadia, Xiao Long) - By March 15 1.4.8 Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) By April 15 1.4.9 Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) By May 31 1.4.10 Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) By June 1		Spread information about the Satellite Meeting during and after the Conference through the Section website, the KM wiki, the social media (KM blog, LinkedIn, Facebook, Twitter), the autumn/winter issue of the Newsletter (see Activities 3.2 for responsibilities) Upload formatted papers on the KM		Papers receive #14 Numbers of lauches for the CfP ca 15 Ongoing (Section's social media, IFLA web, LIBER, China, Germany, Poland)

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		<p>1.4.11 Prepare paper materials for the SM (e.g. brochures, roster, ...)</p> <p>1.4.12 Chair the SM</p> <p>1.4.13 Upload formatted papers and presentations on the KM wiki</p> <p>1.4.14 Submit a report to IFLA HQ</p>	<p>1.4.11 Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) By August</p> <p>1.4.12 Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) and chair</p> <p>1.4.13 Coordinators of the SM (Eva Semertzaki and Elisabeth Freyre) and Emily Thornton – By September</p> <p>1.4.14 Coordinators of the SM (Eva</p>		<p>wiki (Emily Thornton, with the cooperation of the coordinators of the SM, Eva Semertzaki and Elisabeth Freyre)</p>		

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		1.4.15 Submit proceedings to the IFLA repository	Semertzaki and Elisabeth Freyre) By November 1.4.15 Coordinator of the SM (Eva Semertzaki and Elisabeth Freyre) By December				
	1.5. Plan for the IFLA Kuala Lumpur, Malaysia Conference (2018).	1.5.1 Decide about a possible satellite meeting in Malaysia 1.5.2 (In case of positive decision) Send SM proposal form 1.5.3 (In case of positive decision) Following steps as in Activities for 1.4 referred to	1.5.1 SC members By end of February 2017 1.5.2 Chair and secretary By March 15, 2017 1.5.3 As in Activities for 1.4, referred to years 2017-2018				1.5.1 Decided the theme of the SM "Is KM the new library science?" (proposed by Eva)

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		years 2017-2018 1.5.4 Collect proposals for theme connected with the 84th IFLA General Conference and Assembly 1.5.5 Discuss the themes and decide a draft theme/thems for the open session / sessions during the SC meetings 1.5.6 Choose the chair and the organizing group 1.5.7 Send Programme Enquiry Form	1.5.4 Chair and secretary By July 2017 1.5.5 SC members August 2017 1.5.6 SC members August 2017 1.5.7 Chair or Secretary with contribution of coordinator of		Spread information about the call for papers , through the Section website, the KM wiki, the social media (KM blog, LinkedIn, Facebook, Twitter), the IFLA mailing lists, the professional regional lists through the members of the Standing Committee. (see Activities 3.2 for responsibilities) Spread information about the program of the open session through the	Number of papers received (target >10) Number of attendees (target >50)	

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		<p>1.5.8 Prepare call for papers and decide possible keynote speaker</p> <p>1.5.9 Spread information</p> <p>1.5.10 Selection of papers</p>	<p>the open program By October 30, 2017</p> <p>1.5.8 Coordinator of the open program By November 30, 2017</p> <p>1.5.9 Information coordinator (Wilda Newman) with the collaboration of the SC members Timely</p> <p>1.5.10 Coordinator of the open program with the selection group By March 15, 2018</p>		<p>Section website, the KM wiki, the social media (KM blog, LinkedIn, Facebook, Twitter), the professional regional lists through the members of the Standing Committee, the spring/summer issue of the Newsletter (see Activities 3.2 for responsibilities)</p> <p>Spread information about the open session during and after the Conference through the Section website, the KM wiki, the social media (KM</p>		

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		1.5.11 Send Full Programme Form 1.5.12 Take care of submission of Authors' Permission Form 1.5.13 Collect and review formatted papers 1.5.14 Submit formatted papers 1.5.15 Chair the open session	1.5.11 Coordinator of the open program By March 15, 2018 1.5.12 Coordinator of the open program By May 31, 2018 1.5.13 Coordinator of the open program By June 1, 2018 1.5.14 Chair or Secretary By June 15, 2018 1.5.15 Coordinator of the open program and chair		blog, LinkedIn, Facebook, Twitter), the autumn/winter issue of the Newsletter (see Activities 3.2 for responsibilities)		

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2. Share and distribute information about KM and its development and practical implementation to all IFLA members and continue the promotion of the KM Section as “The voice of global KM”, following the indications of the KM communication plan.	2.1 Gather and exchange information about Section’s activities using the features of the IFLA website to make it an effective, timely updated and clear repository of IFLA activities on KM	2.1.1 Check and update (if needed) the page “More about this group” once a year 2.1.2 Send information and IFLA data protection forms for each member to IFLA 2.1.3 Update the page “News” when needed and at least on the occasion of each step of the organization of the IFLA Conference’s programs (Call for papers, full program, papers uploaded on IFLA	2.1.1 Information coordinator (Wilda Newman) By December 2.1.2 Secretary or Chair By October 2.1.3 Information coordinator (Wilda Newman) Timely		These are in themselves communication actions		2.1.1 Reviewed and added three titles under “Recommended Reading” – IFLA Publications 173 (our 2016 editon); 108 (2004) and 102 (2002) (our history and early beginnings of KM in IFLA) 2.1.3 Call for Papers 2017: IFLA KM Open Session; IFLA KM Satellite Conference. Follow-up News item on both. 2017 KM Café announced. 2.1.4 IFLA 2017

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		Library...) 2.1.4 Update the page "Events" uploading at list short information about Section's programs on occasion of IFLA Conferences 2.1.5 Update the "Publications" page	2.1.4 Information coordinator (Wilda Newman) Timely 2.1.5 Information coordinator (Wilda Newman) Timely - Action Plans by November (and updates once a year) - Annual Report by January - Leaflets timely when a new edition or a translation is issued				Conference: KM Open Session; KM Satellite Meeting 2.1.5 Communications Plan uploaded to web page with the Action Plan. Action Plan for 2016 is required in a shortened format and the Annual Report linked to the Action results in web page format – (work ongoing to format a standard for KM use). Revised KM Brochure posted in seven IFLA languages. Newsletter

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		2.1.6 Update "Conferences" page uploading short information about Section's programs on occasion of IFLA Conferences 2.1.7 Update "Minutes of meetings" page	- Newsletter twice a year (December and July) - Publications when a new publication is issued by the Section 2.1.6 Information coordinator (Wilda Newman) Timely 2.1.7 Information coordinator (Wilda Newman) By November				posted for #20 and 21- June & Nov 2016. Addendum posted with #21 "From the Chair" Column in French, Spanish, German with Chinese and Russian to follow. Hope to obtain in Arabic as well. 2.1.6 IFLA Conference KM Open Session posted and IFLA KM Satellite Meeting posted. 2.1.7 IFLA KM 2016 Minutes posted.
	2.2 Use all types	2.2.1 Remind	2.2.1 KM wiki				

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	of web-based communication, social media and technology (blogs, social platforms) to encourage participation by the membership and other librarians interested in KM - Enrich and implement on a regular basis the KM wiki, created as a pilot project, as an adjunct to the IFLA KM website, in support of the section, the profession, and IFLA at large, avoiding duplication and providing content	members of their tasks 2.2.2 Update all the sections of the KM wiki following what is stated in the plan 2.2.3 Check the updates and remind members of their tasks, if needed 2.2.4 Include ad advocacy document in the wiki	coordinator (Emily Thornton) Three times a year (February – June – October) 2.2.2 All the members Timely 2.2.3 KM wiki coordinator (Emily Thornton) If and when needed 2.2.4 Eva Semertzaki and KM wiki coordinator By July 2017		Spread information about specially interesting information/materials uploaded in the KM wiki through the social media (KM blog, LinkedIn, Facebook, Twitter) – (Information coordinator, KM wiki coordinator, the members who supply the	Number of visits to the wiki (target 4000 a year)	

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	not available on the IFLA KM site.				information/materials)		
	2.3. Publish a newsletter, including sections in the IFLA languages, to promote education and training programs, surface KM related articles and other news. Develop an effective marketing and branding strategy to increase the membership and its diverse global representations in the Section and to demonstrate the value and relevance of KM				<p>Send each issue of the Newsletter to the members of the Section and to all those who attended the programs organized by the Section in the past few years and agreed to give us their address and to receive information and materials (Information coordinator) – (Wilda Newman) Timely</p> <p>Spread information about each Issue of the</p>	Number of people reached	<p>2.3.2.1 Schedule and topics for the Newsletter identified and sent to KM members 2 Nov 2016</p> <p>2.3.2.2 Columns received, some passed the deadline</p> <p>2.3.2.3 Photos received timely from Emilio and Long</p> <p>2.3.2.4 Four volunteers and two recruits outside the committee</p>

Objectives <i>What do you want to achieve?</i> <i>Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
	<p>and the KM Section to other units of IFLA and other professional associations.</p> <p>2.3.1. Promote and spread the IFLA KM Section brochures prepared in the IFLA official languages</p> <p>2.3.2. Publish the</p>	<p>2.3.1 Spread the information about the brochures in the corresponding language using the social networks (through KM and personal accounts)</p> <p>2.3.2.1 Plan the</p>	<p>2.3.1 French (Julien Sempéré – K. Jane Burpee) Spanish (Julien Sempéré) Russian (Julien Sempéré) Chinese (Xiao Long) Arabic (Magdy Nagy, to be confirmed) German (Klaus Ceynowa – Steffen Wawra) Once a month, from December 2016 to July 2017</p> <p>2.3.2.1</p>		<p>Newsletter through the social media (KM blog, LinkedIn, Facebook, Twitter), (Information coordinator and members of the SC) – Timely and then repeatedly</p> <p>Update the page “News” of the website informing about the issue of the Newsletter uploaded (Information coordinator) (Wilda Newman) - Timely</p>		<p>members</p> <p>2.3.2.5 Complete</p>

Objectives <i>What do you want to achieve?</i> <i>Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
	newsletter as two issues per year, one pre-conference and one post-conference, and use the newsletter as a vehicle for the cumulative record of the KM Section, directing readers to IFLA and Section sites and resources as appropriate.	content of the Autumn issue of the Newsletter and ask for contributions 2.3.2.2 Send the required columns 2.3.2.3 Send the required pictures 2.3.2.4 Translate some column in at least one other IFLA language 2.3.2.5 Publish the Newsletter	Information coordinator (Wilda Newman) In October 2.3.2.2 Chair and members of the SC By 15 November 2.3.2.3 Chair and members of the SC By 15 November 2.3.2.4 Members volunteer By 25 November 2.3.2.5 Information coordinator (Wilda Newman)				

Objectives <i>What do you want to achieve? Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
		2.3.2.6 Plan the content of the Spring issue of the Newsletter and ask for contributions 2.3.2.7 Send the required columns 2.3.2.8 Send the required pictures 2.3.2.9 Translate some column in at least one other IFLA language 2.3.2.10 Publish the Newsletter	By 30 November 2.3.2.6 Information coordinator (Wilda Newman) In April 2.3.2.7 Chair and members of the SC By 27 May 2.3.2.8 Chair and members of the SC By 27 May 2.3.2.9 Members volunteer By 27 May 2.3.2.10 Information				

Objectives <i>What do you want to achieve? Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
	2.3.3. Participate in other IFLA sections' programs to add the perspective of "The Voice of Global KM" (see activities 1.3)	(See activities 1.3)	coordinator (Wilda Newman) By June				
	2.4. Define the role of KM and the KM Section in the context of the presidential theme each year, i.e. the 2015-2017 presidential theme " Libraries: A Call to Action ", and share the Section definitions and think pieces in as	(Included as part of Activities 1.1 and 3.2)					

Objectives <i>What do you want to achieve?</i> <i>Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
	many ways as possible with the IFLA community as well as the larger library and information community. (Included as part of Activities 1.1 and 3.2)						
	2.5. Use the IFLA Knowledge Management Wiki (http://iflakm.wikispaces.com/) as an advocacy tool on how to make the case for KM in an organization, personalizing KM topics for geographical regions, with discussion based	2.5.1 Prepare an advocacy document to be included in the wiki (Included as part of Activity 2.2)	2.5.1 Eva Semertzaki and KM wiki coordinator By July 2017				

Objectives <i>What do you want to achieve? Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
	on the broad terms that describe KM (Included as part of Activity 2.2)						
3. Advocate and promote international social networking services (SRS) for the members of the KM section as well as the IFLA community at large.	3.1. Encourage a diversity of gender, nationality, languages and professional backgrounds in the KM Section membership	3.1.1 Compose organizing groups for all the Section's programs for IFLA Conferences paying attention to gender, nationality, languages and professional background 3.1.2 Select papers for all the Section's programs for IFLA Conferences paying attention to gender,	3.1.1 Chair, (Leda Bultrini) with the support of all the members of the SC 3.1.2 Coordinators of all the programs		Some of the tasks are in themselves communication actions	Number of countries of origin, kind of institution, language of the members of the working groups and of the speakers. Presence of men and women in the working groups and among the speakers.	3.1.1 Organizing groups include women and men from Africa, Asia, Europe, North America from academic libraries, public libraries, special libraries, private company libraries 3.1.3 Part of the Newsletter (column "From the chair" including information past and future programs)

Objectives <i>What do you want to achieve?</i> <i>Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
		<p>nationality, languages and professional background</p> <p>3.1.3 Translate as many documents/parts of documents produced by the Section</p> <p>3.1.4 Include in the Newsletter columns from contributors of diverse gender, nationality, languages and professional background</p> <p>3.1.5 Communicate through social media in different</p>	<p>3.1.3 See activities 2.3.1 and 2.3.2</p> <p>3.1.4 See activity 2.3.2</p> <p>3.1.5 See activities 3.2.</p>				<p>translated into French, Spanish, German and other languages coming.</p> <p>3.1.4 Issue 21 November 2016 of the Newsletter includes contributors (women and men) from Australia, Brazil, France, Germany, Italy, Sweden, UK, USA.</p>

Objectives <i>What do you want to achieve? Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
	3.2 Enhance Section communication among members using all available social networking tools and channels, such as KM on Facebook, LinkedIn and Twitter, including regional social networking services (see also the Communication activities for all the activities)	languages 3.2.1 Prepare and distribute a calendar of the communication activities included in the KM Communication Plan with clear responsibilities of the SC members 3.2.2 Implement the planned communication activities 3.2.3 Monitor the first implementation of the Plan 3.2.3 Evaluate the implementation	3.2. Chair and Working Group of the KM Communication Plan (Leda Bultrini, Monica Ertel) By 30 November 3.2.2 Members of the SC Following the calendar 3.2.3 Section's Working Group on communication February-August 2017 3.2.3 SC officers with support of			Number of followers of KM social account (Twitter + 20% Facebook + 10% LinkedIn + 10%)	3.2.1 KM Communication Plan completed in 2016 in working group- h Wilda, Monica, Julien, and K.Jane. Posted to KM website. 3.2.2 Pilot process completed in 2016 and modification for 2017 on-going. 3.2.3 Review, modification, and monitoring by Wilda, Leda, Monica

Objectives <i>What do you want to achieve?</i> <i>Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
	3.3. Showcase best practices of using social networking services for KM purposes in library and information sector services	of the Plan 3.2.4 Review the Plan 3.3.1 Organize the open session in Wrocław, Poland taking into account on this theme (see Activities 1.1 and 1.2)	SC members August 2017 3.2.4 Section's Working Group on communication By October 2017				3.3.1 See 1.1 e 1.2 (1. Programme enquiry accepted 2. Call for Papers Published 3. Keynote speaker selected. 4. Pending selection of program speakers as of 2/21/2017; received 26 proposals so far)
4. Promote best practice on using applicable KM theories and tools in library and information service operational	4.1. Showcase best practices of applicable KM theories and tools in library and information service management by	(see Activities 1.1., 1.2., 1.5.)	(see Activities 1.1., 1.2., 1.5.)		Communication activities included in activities 1.1., 1.2., 1.5		

Objectives <i>What do you want to achieve?</i> <i>Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
management, such process management, performance measurement and organizational change management.	integrating above goal as one of the sub-themes for the Wrocław (or Warszawa) satellite and main conference programs. 4.2. Identify and promote standards and guidelines for KM in libraries	4.2.1 Include standards and guidelines within the Plan to implement the KM wiki (see Activities 2.2) 4.2.2 Include standards and guidelines within the Plan including all the activities of communication that all the members of the SC are required to	4.2.1 See Activities 2.2 4.2.2 See Activities 3.2		Communication activities included in activities 2.2 The tasks are in themselves communication actions		

Objectives <i>What do you want to achieve?</i> <i>Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
	4.3. Identify and promote regional activities such as speakers sessions and KM conferences	<p>put in action to spread information about and to promote Section activities and information about KM (see Activities 3.2)</p> <p>4.3.1 Include regional activities within the Plan to implement the KM wiki (see Activities 2.2)</p> <p>4.3.2 Include regional activities within the Plan including all the activities of communication that all the members of the SC are required to</p>	<p>4.3.1 See Activities 2.2</p> <p>4.3.2 See Activities 3.2</p>				

Objectives <i>What do you want to achieve?</i> <i>Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
	4.4. Promote the volume, issued in December 2015, on the theme “Knowledge management in libraries and organizations: theory, techniques and case studies” containing reviewed papers from KM Section satellite meetings,	<p>put in action to spread information about and to promote Section activities and information about KM (see Activities 3.2)</p> <p>4.4.1 Select tips, concepts and cases from the volume and spread them using the social networks</p> <p>4.4.2 Include interviews with authors of articles included in the volume, in the Newsletter</p> <p>4.4.3 Spread</p>	<p>4.4.1 Editors of the volume (Leda Bultrini, Julien Sempéré, Wilda Newman)</p> <p>4.4.2 Editors of the volume (Leda Bultrini, Julien Sempéré, Wilda Newman)</p> <p>4.4.3 Members of</p>		<p>The tasks are in themselves communication actions</p>		

Objectives <i>What do you want to achieve? Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Resources <i>Do you need specific skills, money or technology?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here briefly the progress of your work, at least every month: February</i>
	conference sessions and others from diverse regions and sectors, with attention to the public library sector.	information about case studies in the KM wiki and interviews in the Newsletter through the social networks (KM blog, LinkedIn, Facebook, Twitter)	the SC				

Resource requirements

If you wish to request resources for any of your planned activities, ensure the details above are complete, then copy the project and task details from above and add the necessary detail below.

This replaces the Project Funding Application form used in previous years. It is therefore **extremely important that you submit it to your Division Chair and HQ by the deadline 30 October 2016.**

The Professional Committee will agree in the December PC meeting a draft allocation of funds for anticipated reimbursements during 2017. Following confirmation of the level of PC Funds for 2017, the Division Chairs and HQ Professional Support Officer will communicate with Units in January/February to finalise the details. The PC would also appreciate hearing about resource requirements you already anticipate for 2018.

<p>Project or activity and Main task <i>Use your list above</i></p>	
<p>Resources <i>Do you need specific skills, money or technology?</i> For what do you need resources in relation to this task? Match your needs again the resources listed below*</p>	
<p>Amount of funding. How much money would you like to request from Professional Committee Funds? <i>Explain your rationale for the estimated amount in each case.</i></p>	
<p>Timing. When would the money need reimbursement? <i>Usually reimbursements are made on production of invoices following completion of the work, however, pre-payment can be arranged in some circumstances</i></p>	

*** Resources**

Use the following list in order to identify what kind of activity needs resourcing and therefore what details the PC will expect to read. If you have other details or requests, do not feel restricted to this list:

1. Project meeting (please note that the PC Funds are extremely limited so physical meetings that need funding are not encouraged unless necessary to move a project forward urgently; please try to conduct discussions online or via telephone conference and coordinate your work online where at all possible) –
 - a. why is the meeting needed and why can it not be conducted online,
 - b. who needs funding (give names),
 - c. where is the meeting planned and when (if known),
 - d. what costs cannot be covered by the project participant themselves (hotel, flight, local travel, subsistence);
2. Publications –
 - a. what document(s) need funding support,
 - b. how many copies need printing, if any,
 - c. what services are required, if any (editing, design, proof-reading, etc.),
 - d. delivery of the document (from where, to where, why);
3. Meeting/workshop logistics – (if this is a project team meeting, see above), ensure there are details to describe the meeting appended when you submit this funding request to the PC (how many people are expected, what are the objectives, who are you partnering with, when and where is it anticipated it will take place, who will be the local organiser),
 - a. what logistics need funding (computers, room hire, refreshments, printing),
 - b. what participant costs might need support (travel, accommodation),
 - c. what trainer costs are there (honorarium, travel, accommodation),
 - d. by what other means is the event being funded (participants' own costs, sponsors, etc.). Give details;
4. Webinar –
 - a. What is being planned and with whom,
 - b. Who is the target audience,
 - c. What technical requirements are there;
5. Software –
 - a. What software is required and why;
6. Advocacy materials –
 - a. See the relevant number above (project meeting, publication, webinar, etc.);
7. Other - funding item not covered by the categories above.

Next steps

Please send your completed Action Plan to Joanne Yeomans (joanne.yeomans@ifla.org) and your Division Chair by 30th October 2016.

Questions?

If you have questions or would like help with your Action Plan, please contact Joanne Yeomans (joanne.yeomans@ifla.org) or your Division Chair. We're ready to help.