



# Newsletter Number 15 December 2013

knowledge  
management  
section

the voice of  
global KM

## Inside this issue



From the Chair  
Page 1

Futuristic Singapore: Open Access &  
KM page 3  
KM Business Meetings page 4  
Knowledge Café page 6  
Singapore continued page 10  
KM Dinner page 10



Looking forward to Lyon  
page 5  
New Members page 9  
What does KM mean to You?  
page 11  
IFLA 2013, 2014, 2015  
page 12



A New Captain at the Wheel:  
Leda Bultrini page 7

*Comments, articles, and questions should be sent to newsletter editor, Wilda Newman [wildanewman@yahoo.com](mailto:wildanewman@yahoo.com)*

## From the Chair



Leda Bultrini, Chair, IFLA KM Section

### Dear KM Members,

As the newly elected chair of the KM Section, I take this opportunity to thank you for your interest in the work of our Section.

It is a pleasure and an honour to take on this office exactly 10 years after the approval of Knowledge Management as an IFLA Section in December 2003.

Many things have changed in these 10 years, the interest in KM by the IFLA community is constantly growing and

the topics of knowledge management have come increasingly to the fore as key issues for the development of the role of libraries in the knowledge society, handing librarians the task of making knowledge management a tool of democracy.

My commitment and my challenge are to continue the splendid work made by the Standing Committee under the dynamic leadership of my predecessor, Xuemao Wang, with the excellent support and experience of Sally McCallum

## From the Chair (continued)

as secretary and the great work of Christel Mahnke to promote it, within IFLA and out, through the newsletter and all the social tools that we started to use thanks to her initiative.

I also wish to acknowledge on behalf of the Standing Committee the important contributions of our retiring members who have served one or two 4-years terms: Agnes Hajdu Barat (Hungary), Stuart Basefsky (United States), Theo J. D. Bothma (South Africa), Judith J. Field (United States), Elisabeth Freyre (France), Christel Mahnke (Indonesia), Olga Lavrik (Russian Federation), Lois Mai Chan (United States), K.C. Sahoo (India), Karolien Selhorst (Netherlands).

It's a great opportunity that some of them have wanted to continue to work, as corresponding members, with the KM Section, which can now rely on a Standing Committee composed of an experienced core of ongoing members (Jane Dysart, Sally H. McCallum, Xuemao Wang, Steffen Wawra) joined by seven new members from six countries, which it's my pleasure to welcome: K. Jane Burpee (Canada), Klaus Ceynowa (Germany), Wilda Newman (USA), Eva Semertzaki (Greece), Julien Semperé (France), Sheila Tham (Singapore), Mary Augusta Thomas (USA), and also Emily Thornton (USA), as corresponding member.

In the past years a central part of the work of the Section has been to organ-

ize a whole range of attractive sessions at IFLA Conference, cooperating with other Sections, so as to provide an increasingly rich perspective on KM in libraries, involving all the members of the Standing Committee to actively collaborate, and keeping constantly in contact, through emails and conference calls during the year.

It's my intention to maintain this approach, and the Standing Committee is supporting this line excellently. I want to express my gratitude to the secretary of our section, Mary Augusta Thomas, who ensures that we respect all of our commitments, and to Wilda Newman, editor of the Newsletter and information coordinator, who is doing an extraordinary job to renovate and upgrade our tools of dissemination of information on our activities.

The Section is working to accomplish the goals set out in our new Action Plan 2013-2015 ([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)), organizing our own main program at **WLIC 2014 Lyon** (*"Knowledge in the Digital Age - Libraries and Librarians are managing the Digital Transformation"*), and two more programs in cooperation with other Sections (*"Knowledge Management Initiatives and Development in Asia and Oceania"* cosponsored by Asia and Oceania Section and *"Learning Chal-*

*lenges for Librarians and Library Managers. A Knowledge Café"* cosponsored with CPDWL and Parliament Libraries Section).

We are also pleased to announce a **Satellite Meeting on August 15 in Lyon** on *"Knowledge Management as a Vital Tool for Change Management"*. Don't miss it!

You will find the details about all these events and the other initiatives carried on by the KM Section in our Newsletters and on the social networking tools (IFLA KM on Facebook and LinkedIn, KM blog <http://blogs.ifla.org/km/>) where I hope we will often meet to share ideas and proposals. Check out this issue for coverage of our 2013 conference in Singapore and introduction of this year's conference in Lyon, August 2014. Watch for the next issue of the Newsletter for full details planned for Lyon.

*Welcome Aboard to our Standing Committee, Leda*

Leda in foreground:



(Photo by Agnes Hajdu Barat)



Photo by Wilda Newman

# Futuristic Singapore: Open Access & KM



Photo by Wilda Newman

## IFLA WLIC Knowledge Management Session

The Knowledge Management main session included six papers from six countries with 400 participants and included translation. The papers are noted below and the full text can be seen by clicking the titles.

22 August 2013 Thursday 10.45—12.45  
[Session 207](#) SI Exhibition Hall 404-405



Chaired by Agnes Hajdu Barat

***Open Access in the context of full lifecycle of Knowledge Management***

- [\*Open Access: a new dawn for knowledge management\*](#)—Ellen R. Tise & Reggie Raju (Stellenbosch University, Stellenbosch, South Africa) [Read Interview with Ellen Tise](#)

- [\*Supporting learning, knowledge sharing & team-based work with Open Access and Open Source technology and tools\*](#)—

Jane Dysart (Dysart & Jones Associates, Toronto, Canada) & Frank Cervone (Information Services & CIO, Purdue University Calumet, Hammond, Indiana, USA)

- [\*Open Access at the Academy of Sciences of the Czech Republic\*](#)—Iva Buresova (Academy of Sciences of the Czech Republic Library, Prague, Czech Republic)



KM Speakers Panel Main Session

- [\*Knowledge sharing in libraries: a case study of knowledge sharing strategies in Indonesian university libraries\*](#)—

## KM Main Session (continued)

Nove E. Variant Anna & Dyah Puspitasari  
(Department of Information & Library, Airlangga University, Indonesia)



KM Main Session Photo-op

- [Digital open access initiatives in health information: Oman Medical Journal as a model](#)—Waleed Ali Al-Badi (College of Arts & Sciences, Sultan Qaboos University, Muscat, Oman) & Muneer Nasser Al-Battashi (The Research Council of Oman, Muscat, Oman)

- [Not a possibility, but a reality: sharing unique content via Open Access](#)—Haipeng Li & Lisa Song (Hong Kong Baptist University, Kowloon, Hong Kong, China)



Speakers & KM Leadership for the KM Main Session

(Photos for this article provided by Agnes Hajdu Barat)

## KM Standing Committee Business Meetings

Two Business Meetings of the IFLA KM Standing Committee were held during the conference in **Singapore**. Meeting I gathered on Saturday 17 August 2013 at 15.15—17.45. Meeting II was held Tuesday 20 August 2014 at 9.45—11.15. There were 16 members and 19 guests that participated in the discussion and business of the group.

**Minutes** of those meetings can be found on the [IFLA KM website](#) and the **Annual Reports** for [2011 through 2013 here](#), that discuss the accomplishments of the KM Section. The committee continued its strategic planning and formulated an updated **Action Plan** for 2013-2015 that has been published and can be found [here](#).



Photo by Agnes Hajdu Barat

**Outgoing officers** are shown below, from right to left: Xuemao Wang, Chair, Sally McCallum, Secretary, and Christel Mahnke, Information Coordinator and Editor of the newsletter.

# Looking forward to Lyon

**IFLA  
2014  
LYON**

## [IFLA World Library and Information Congress](#) [80th IFLA General Conference and Assembly](#)

[16-22 August 2014, Lyon, France](#)

[Congress theme: “Libraries, Citizens, Societies: Confluence for Knowledge”](#)

The IFLA Knowledge Management Standing Committee has been developing the programming for our conference in Lyon, for this coming August. You will be very pleased with the work of the committee and associated section members. Check out the links below and get ready to convene for a full program that will be informative and beneficial. The complete details will be brought together in the next issue of our newsletter but you can see now what is in store for you on these **PROGRAMS** with links to our social media tools and our satellite conference website.

1. Satellite Conference: [Knowledge Management as a vital tool for change management](#)

**Sponsor:** Knowledge Management Section

**Date:** 15 August 2014, Friday 9.30—17.00

**Location:** Lyon Gallo-Roman Museum,  
17 Rue Cleberg, 69005 Lyon

**Contact:** Julien Semperé, [julien.semper@parisdescartes.fr](mailto:julien.semper@parisdescartes.fr)

IFLA Library Visits can be reviewed [here](#)

Librarians worldwide: call for [Beeps!](#) Click and see.

2. Main Event: SI—[Knowledge in the Digital Age - Libraries and librarians are managing the digital transformation](#), 21 August, Thursday 10.45—12.45

**Contact:** Dr. Klaus Ceynowa, Programme Chair

**Email:** [ceynowa@bsb-muenchen.de](mailto:ceynowa@bsb-muenchen.de)

3. **Knowledge Café:** Co-sponsored with Library & Research Services for Parliaments & Continuing Professional Development & Workplace Learning 21 August, Thursday 13.45—15.45

**Contact:** Jane Dysart, [jane@dysartjones.com](mailto:jane@dysartjones.com)

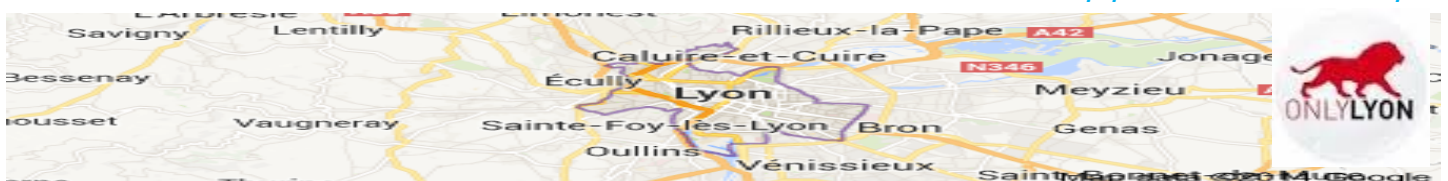
Discover Lyon at this [IFLA video](#) on Vimeo; look for Garamond (the font in the news- & do you know why? & used in this newsletter) and *knowledge*.

4. Co-Sponsored Session: Knowledge Management Section & Asia & Oceania Section **Date:** 18 August, Monday 16.00—18.00

**Theme:** Knowledge Management initiatives and development in Asia and Oceania, **Contact:** Jayshree Mamtora, RSCAO Open Session Program Chair

**Email:** [Jayshree.Mamtora@cdu.edu.au](mailto:Jayshree.Mamtora@cdu.edu.au)

Click on Only Lyon below and see what awaits you!



# Knowledge Cafe

## KM in ACTION! Knowledge Sharing and Storytelling

The Knowledge Management Section held a **Knowledge Café** with the Library and Research Services for Parliaments Section for the third year in a row.



The theme for [Session 115](#) — *Knowledge Café: taxonomies & metadata rule* was under Congress track 5: Ideas, innovations, anticipating the new, Monday 19 August 2013 at 16.00-18.00.



These innovative sessions depart from the usual program of speakers and instead arranges topics and tables for discussion. This year the Knowledge Café topics “...related to organizing content using taxonomies, metadata, etc. with emphasis on improving information



interactions by helping our communities find what they need, interoperability and federated taxonomies, taxonomies and information architecture, innovative metadata techniques, and more.” Participants moved three times during the session to different topics and facilitators.

These programs are always successful, drawing a large number of attendees and generating lots of interpersonal exchanges along with renewed energy and understanding of the application of knowledge management principles.

Program organizers and leaders for this session were SCHUBERT FOO SHOU BOON (University Scholars Programme, Nanyang Technological University, Singapore) and JANE DYSART (Dysart & Jones Associates, Toronto, Canada)



Photos for this article by Agnes Hajdu Barat

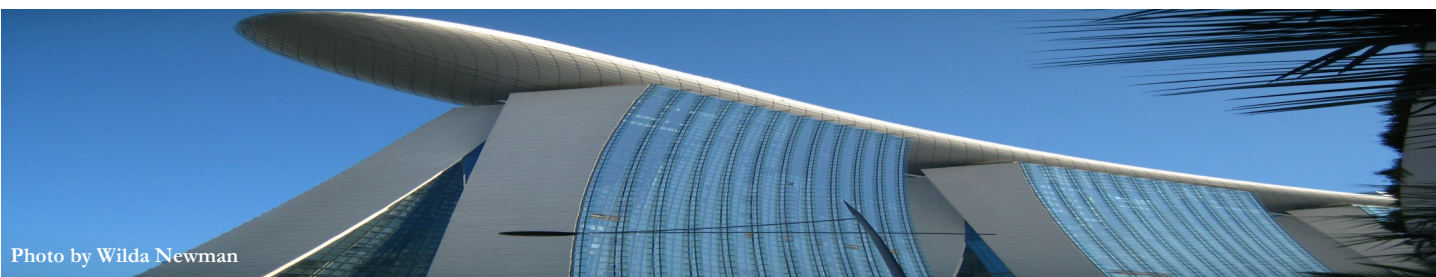


Photo by Wilda Newman

# A new Captain at the Wheel: Leda Bultrini



## Brief Curriculum Vitae Leda Bultrini

**Born and raised in:** *L'Aquila, Italy*

**After graduation in:** *Latin philology*

**At:** *University of Chieti*

**Worked:** *Academic librarian for the University of L'Aquila (Abruzzo) and University of Roma Tre*

**Completed:** *Master's degree in Management of libraries and an MBA*

**Work other places:** *Regional Agency for Environmental Protection of Lazio*

**As:** *Responsible for Library and information system and (since 2008) in charge of the Division Strategic Planning and Internal Control*

This year we said thank you to Xuemao Wang our outgoing Chair and hello to Leda Bultrini. After a very successful leadership with Xuemao (Shimo) for the IFLA Knowledge Management Section, we move forward with Leda at the helm, and a [Strategic Plan & new Action Plan](#) covering the next two years.

A few questions were posed to Leda about her professional career and her personal life. She graciously agreed to share both and give us a different glimpse of who she is and her involvement in knowledge management.

**Q: When and how did you become involved with IFLA?**

**Answer:** The work of IFLA had already been a reference for me, as for many Italian librarians, in my work at the University of L'Aquila, where I

commenced working in 1991, and where I took charge of the bibliographic field of the Faculty of Computer Science. My interest in IFLA became more direct when I started to collaborate with the Italian Library Association (AIB), joining the Research Group on Subject Indexing (GRIS), in 1997. In 2001, GRIS and AIB in general proposed to me that I take part actively in the life of IFLA, presenting my candidacy on the Standing Committee of the Section on Classification and Indexing. I have been a member of the SC for two terms (2001-2009) and I served as secretary from 2007 to 2009. It was a very interesting experience. It allowed me to, among other things, take part in various working groups that produced guidelines and recommendations (*Functional Requirements for Subject Authority Data FRSAD, 2011; Guidelines for subject access to na-*

*tional bibliographies, 2012*). In 2009, together with Patrice Landry, I organized a Satellite Meeting of remarkable success in Florence, of which I helped to edit the proceedings (*Subject access: preparing for the future, 2011*).

**Q: Why did you join the Knowledge Management Section?**

**Answer:** I got interested in KM as a result of the evolution of my work, which led me to deal with innovation in public government. Since 2003 I have worked on the issues of staff training, computerization of work processes, and project management. I realized the fundamental importance of KM for each process of innovation, the role it could have in the organization I work for, the central role that the library could play. I started to follow the work of the new KM Section during the IFLA confer-

## Captain Leda (continued)

ences. Back in 2004. I found a very stimulating volume: *"Knowledge Management. Libraries and Librarians Taking Up the Challenge"*, edited by Hans-Christoph Hobohm. When my second term in the SC on Cataloging & Indexing came to an end, it appeared to me a natural step to move from semantic indexing to the broader field of knowledge management.

### DID YOU KNOW?

*Leda was born and raised in L'Aquila, a small ancient town in the mountains, she lives in Rome, with her husband Emilio.*

*With him she shares an interest in traditional Chinese medicine and a passion for sailing.*

*She plays the piano, pretty bad, [ED: she says] but she has a bent for DIY.*

*She travels as much as she can, on a sailboat or by any other means and she likes to read the literature of the places she visits.*

**Q: Can you tell us about your professional background and career?**

**Answer:** I have a master's degree in classical (Greek and Latin) philology and a specialization degree in paleography, diplomatics and archival science at the School of the Vatican Secret Archives. My first interest was

the ancient world, Latin literature, manuscripts and medieval documents that handed it down. I began, however, to take an interest in the role that information technology could play in the philological research and I attended an advanced scientific course in computer science for the humanities at the University of Rome La Sapienza. So I started to work as an academic librarian at the Faculty of Informatics of the University of L'Aquila and I completed a master's degree in Management of libraries at the Catholic University of Milan. Then I moved to work for the University of Roma Tre, and finally for the Regional Agency for Environmental Protection of Lazio, as responsible of not only the library but the whole information system. I completed an MBA at the Link Campus International University in Rome. Over time, my responsibilities were extended to the management of the entire Agency activities and today my Division includes strategic planning, internal control, information systems, training, environmental education, publications, and, of course, the library, which continues to play, for me, a strategic and affective fundamental role.

**Q: What can you tell us about your current organization ARPA Lazio (Regional Agency for Environment Protection, Lazio)?**

**Answer:** ARPA Lazio operates daily



for the prevention and protection of the environment, supporting the regional and local institutions in several activities, from reducing air pollution and noise, to the interventions for the protection of surface water and groundwater, from the monitoring of electromagnetic fields to investigations on soil contamination and remediation processes. It deals with the detection and prevention of risk factors for the environmental and human health. It also contributes to provide accurate and correct information to citizens on all environmental issues through an effective and comprehensive system for the dissemination of environmental knowledge.

**Q: Does your organization practice knowledge management, either knowingly or unknowingly?**

**Answer:** Like all organizations of our time, we are obliged to practice



## Captain Leda (continued)

knowledge management if we are to meet the challenges we face daily: a reduction of funds, staff carrying away with themselves their experience and knowledge built over years of work, frequent turn over and short-term employment contracts,



which require you to put the newcomers in a position to quickly learn what is necessary about the organization and the technical content of the work; continuous change in the regulations governing the environmental sector and continuous innovation in technology, which modifies the environmental risk but also the ability to limit it and to repair the damage

done. In addition, ARPA Lazio has among its essential tasks to produce and organize the environmental data resulting from the work done, to be made available, in different forms, to citizens, scholars and policy makers. But it remains a difficult challenge. We try to work on two fronts: the creation of infrastructure and stable processes and the implementation of measures small but useful.

To cite a small and most recent initiative: the library is implementing a classified database of all the images (maps, photographs, infographics...) developed for the special environmental reports, that ARPA publishes. In this way the images can provide insights and be used, saving effort, by those who carry out the environmental education activities (within presentations, educational materials, informative material), but also by anyone outside the Agency who wants to use them.

**Q: Besides IFLA and the KM Section, are there other organizations or networks that provide knowledge management outreach**

**that you find beneficial in your professional work?**

In recent years the situation has changed and KM has become a central theme of all the professional communities. Today there are several professional networks that devote space to KM in that specific context and in my experience this type of approach is very useful because it applies the principles and techniques of KM in reality, allowing you to measure its effectiveness, and making understandable its usefulness also for those approaching it for the first time. I found it interesting and significant that recently it happened to me through participation in highly interesting discussions on KM and the role of libraries in the discussion forums of a MOOC (Massive Open Online Course) on organizational analysis.

**Thank you Leda!**

Questions were posed by:

**Wilda Newman, Newsletter Editor**

## New Members to the IFLA KM Standing Committee



K. Jane Burpee



Julien Sempere



Eva Semertzaki



Shelia Tham



Klaus Ceynowa



Mary A. Thomas



Wilda Newman

## Singapore (continued)

[Session 83](#) — *Building a learning and knowledge sharing organization* was sponsored by Information Technology, Continuing Professional Development and Workplace Learning and **Knowledge Management**, Sunday 18 August 2013-13.45-15.45.

Brigadier General (Dr.) Shiang Long Lee, Head, Joint Communications and Information Systems Dept.- Singapore Armed Forces was speaker.

Dr. Shiang Long Lee used KM extensively in his Singapore armed forces career and presented his paper to a crowd of 200 people, followed by a panel discussion. Jane Dysart was the organizer of this program.

[Session 98](#) — *Agile management: strategies for achieving success in rapidly changing times* was sponsored by **Knowledge Management** with Academic and Research Libraries, Monday 19 August 2013 at 9.30-12.45 & drew about 300 participants. Our current Chair, Leda Bultrini was the KM liaison for program planning for this session.

BURNHILL, Peter and PELLE, Françoise *Who is looking after your e-journals? Telling tales about the keepers registry & your digital shelves*

TAN, Margaret *Implementing agile management through collaborative social computing*

SADEH, Tamar *From search to discovery*

WELLS, Andrew *Agile management: strategies for success in rapidly changing times – an Australian University Library perspective*

CALTER, Mariellen *MOOCs and the library: engaging with evolving pedagogy*

CHEN, Joyce Chao-chen *Opportunities and challenges of MOOCs: perspectives from Asia*



## An Evening of Lights and Networking: KM Dinner



Singapore's city lights and futuristic buildings can be seen in the background from the terrace of the [IndoChine Waterfront](#) restaurant overlooking Patong Bay.

The KM Committee Members, friends and colleagues, met here on Wednesday evening, 21 August 2013, for a delightful meal based on Asian-fusion food with tastes and techniques "...of Vietnamese, Cambodian, Laotian, Thai and western cuisine."

The spectacular venue was especially conducive for connecting and discussing both the current and future programs of the group. And, time also to get to know each other personally and professionally and new and continuing members to get better acquainted.

**{To see more Emilio Sim photos of the dinner [CLICK!](#)}**



# What does Knowledge Management Mean to You?

With this issue of the newsletter I am starting a new column called:

## *“What does Knowledge Management Mean to You?”*

I would like to hear from as many of you as possible, in other words, EVERYONE! We are all KM focused, so what does that mean? I know that I often remark when I hear the news, when I read a report, when I look at the challenges of the world I exclaim, “that’s KM”. “That’s all it is!”

I am starting off this column with one take on KM, that I will also post to our other social media, but I would like to hear from our Standing Committee Members, our Corresponding Members, and our Section Members. I would also like to hear from anyone else that is interested in KM and knows what it means to be inspired when we read, when we see, when we hear, whether situations, processes, or organizations, and KNOW what KNOWledge Management means, and how it’s used to make a difference!

Wilda Newman, Newsletter Editor &  
Information Coordinator



my two younger sisters with us and came away in awe and delight, as if we had entered the time and space of the future.

On a recent Sunday, a morning program in the USA, [CBS Sunday](#), returned us to that venue and our exploration of the future. Amazingly, this last August in Singapore we returned to that 1967 idea of time and space of the future without making that connection. What became the icon of **expo67** was called Habitat, (the above picture is worth more than words for describing it).

The architect, Moshe Safdie, at age 24, designed this unique and futuristic apartment dwelling (based on his thesis) for the exposition that year, and more recently also designed the building you see on page 3 of this newsletter. He used the same 1967 principles for the

In 1967 Marina Bay Sands Resort, the quintessential skyline in my husband's Singapore today.

Safdie's early work was based on blocks, openness, air, and light—quality living structures. In approaching architecture he used Legos® not as a toy but as building blocks to express his visions. That idea formed the basis of his future structures.

Knowledge can be organizational but it is first and foremost personal. Moshe Safdie has continued to build on his original “thesis” in architecture and has adapted those ideas over the past decades, but sees all of them as descendants of his original work. Ninety structures later his work is world-renown. Below are links to some of the structures mentioned in the CBS program. Can you see his personal KM at work?

[Salt Lake City Library](#) USA 2003

[Singapore Airport](#) Future

[Anandpur, Sahib](#) India 2011

[Holocaust History Museum,](#)  
Israel 2005

[Chongjing, China](#) Future

<http://www.cbsnews.com/videos/the-architecture-of-moshe-safdie-a-man-of-the-world/>

Look here for more information and to review a chronological list of [Moshe Safdie's projects](#).

# Do You Remember 2013?



## IFLA WLIC 2014

**IFLA  
2014  
LYON**

### IFLA World Library and Information Congress 80th IFLA General Conference and Assembly 16-22 August 2014, Lyon, France

*Congress theme: "Libraries, Citizens, Societies: Confluence for Knowledge"*

## IFLA WLIC 2015

**IFLA  
WVIC  
2015  
CAPE TOWN**

Dynamic Libraries: Access, Development and Transformation

**First Announcement**

World Library and Information Congress  
81st IFLA General Conference and Assembly

15 - 21 August 2015, South Africa  
Cape Town International Convention Centre

[www.ifla.org](http://www.ifla.org)

Click on the First Announcement for more Information about IFLA Cape Town 2015