Newsletter Number 20 June 2016

knowledge management section

the voice of global KM

Inside this issue

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

From the Chair

Leda Bultrini, Chair, IFLA KM Section
leda.bultrini@gmail.com

Dear Members of the KM Section,

This year too we are preparing with commitment and enthusiasm for the IFLA Conference, to be held in August in Columbus, Ohio with the theme **"Connections. Collaboration. Community."** A special greeting to friends from the American continent, where the Conference is back after five years. I hope to see them in great number.
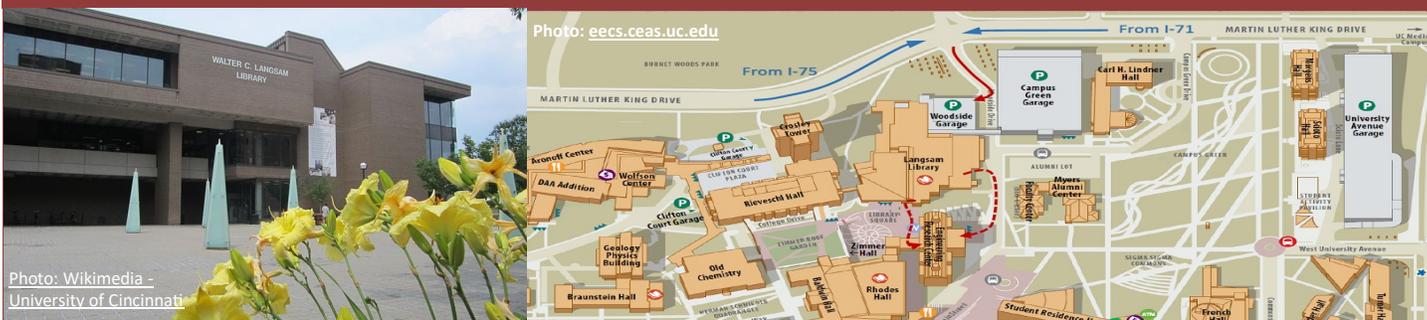
First and foremost, I want to recommend that you register for the Conference, if you have not already done so, and to organize your trip and your stay keeping in mind that you cannot miss the Satellite meeting organized by the KM Section, which will take place in Cincinnati on August 12. **(see pages 2-3)**

It will be a real pleasure to be hosted by the University of Cincinnati and for this a special thanks to the Dean of University Libraries, Xuemao Wang, former chair of the KM Standing Committee, who has worked with us on organization of the meeting.

Spencer Acadia and the other members of the organizing committee have prepared a very interesting program around

Photo: eecs.ceas.uc.edu

Photo: Wikimedia - University of Cincinnati

Venue for IFLA Knowledge Management Satellite Meeting
Langsam Library, University of Cincinnati, Cincinnati, Ohio, USA
Date: Friday 12 August 2016: **Duration**: 09.00 - 16.30h

Theme: *Sharing Practices and Actions for Making Best Use of Organizational Knowledge in Libraries* - Keynote Speakers:
Ms. Valerie Forrestal: *Confessions of a Pragmatic Technologist*
Dr. Jay Liebowitz: *Successes and Failures of Knowledge Management*

This one-day meeting will focus on organizational knowledge in libraries and information centers with particular attention to best practices and activities for optimal dissemination and use. With a global interest in mind, our aim is to provide a thoughtful and engaging discussion about worldwide issues regarding the organization of knowledge within library and information settings.

Deborah Charbonneau, Assistant Professor, **Michael Priehs**, Scholarly Communications and Copyright Coordinator, and **Graham Hukill**, Digital Publishing Librarian, Wayne State University: *Beyond Knowledge Silos: Preserving and Sharing Institutional Knowledge in Academic Libraries*

Jenny Bossaller, Assistant Professor and **Denice Adkins**, Associate Professor, University of Missouri at Columbia: *Documenting and Sharing Managerial Wisdom*

Leo F. H. Ma, Head of Upper Campus Libraries, Chinese University of Hong Kong and **Maggie M. K. Wong**, Library Research Assistant, Hong Kong Baptist University: *From Local to Global: A Comparison of Hong Kong Library Association Mentoring Programme and International Librarians Network*

Brad English, Manager of Facilitation, FMC Technologies, Inc.: *Experts Explain: Connecting Our Global Experts in Uncertain Times*

Narges Neshat, Associate Professor, National Library and Archive of Iran, **Zohreh Mirhosseini**, Associate Professor, Islamic Azad University and **Zahra Zahedi**, Librarian, National Library and Archive of Iran: *Readiness of National Library and Archive of Iran to become a Learning Organization*
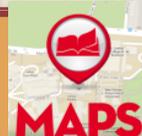
Isaac Kojo Agyeman, E-Resources Librarian, Pentecost University College: *Establishing Repositories: A Crucial Stride in Knowledge Management in Ghana*

Drew Wiberg, Knowledge Manager, Eppstein Uhen Architects: *Building Knowledge Strategies with Search Data*

Click here for Program Information and Registration!
Program Chair & Contact: Spencer Acadia
AcadiaS1@gmail.com

The program also includes breakfast 8:00 - 9:00 a.m., two short breaks, morning & afternoon, a sponsored lunch by **IASSIST** & reception by Xuemao Wang, Dean and University Librarian, University of Cincinnati.

This Satellite Meeting is presented by the IFLA Knowledge Management Section
Friday 12 August 2016 at the Langsam Library, University of Cincinnati, Cincinnati, Ohio USA
Address: 2911 Woodside Drive, Cincinnati, OH 45221 **Phone:**(513) 556-1424

MAPS

Valerie Forrestal is Assistant Professor, City University of New York-Staten Island and author of the book *Knowledge Management in Libraries* (2015) published by Rowman & Littlefield. She has 10 years of academic library experience in technology and is currently Web Services Librarian and Assistant Professor at the Staten Island campus in the City University of New York (CUNY) System. Her education includes an MLIS from Rutgers University, as well as additional master's degrees in service-oriented computing and media production. She has published and presented extensively on technology planning and development, digital communications, and web design. Her book is available through the publisher and Amazon. Email: vforrestal@gmail.com

Valerie is a keynote speaker at the Satellite Meeting of the IFLA Knowledge Management Section on 12 August 2016 at the Langsam Library, University of Cincinnati, Cincinnati, Ohio, USA. The title of her presentation is:

Confessions of a Pragmatic Technologist.

[Photo supplied by author]

Jay Liebowitz is the Distinguished Chair of Applied Business and Finance at the Harrisburg University of Science and Technology. Previously, he worked at the University of Maryland, Johns Hopkins University, and George Washington University. Additionally, he was the first Knowledge Management Officer at the NASA Goddard Space Flight Center and was Chair of Artificial Intelligence at the U.S. Army War College. He has authored and edited over 40 books and journal articles on knowledge management topics. His latest book, *Successes and Failures of Knowledge Management*, published by Elsevier, will be available in Fall 2016. [See Flyer for publication information for this book; to be available later this year.] Email: jliebowitz@harrisburgu.edu

Jay is also a keynote speaker at the Satellite Meeting of the IFLA Knowledge Management Section on 12 August 2016 at the Langsam Library, University of Cincinnati, Cincinnati, Ohio, USA. The title of his presentation is:

Successes and Failures of Knowledge Management.

[Photo supplied by author]

NOTICE: To attend first, the IFLA 2016 KM Satellite Conference in Cincinnati, Ohio and then the 82nd IFLA General Conference and Assembly in Columbus, Ohio, you have a choice of travel options between these two cities in Ohio. Here's what you need to know: The shortest distance between the city of Cincinnati and the city of Columbus is 107 miles, or 172 kilometers, by car. Satellite Meeting Chair, Spencer Acadia has compiled information for you with direct links to the services you may need. It is best to make local travel arrangements prior to arrival - click here . For hotel suggestions - click here.

Spencer Acadia

the theme **"Sharing Practices and Actions for Making Best Use of Organizational Knowledge in Libraries".** We expect great food for thought and discussion by all the presenters and in particular, by the two keynote speakers we will be lucky enough to have with us, Valerie Forrestal and Jay Liebowitz, who give us a preview of their thoughts in our column "What Knowledge Management Means to You?" pages 9 & 10.

The full program is available to you on the website, https://sites.google.com/site/ifla2016km/ where you can also register online. Admission is free.

Take note immediately of the numerous commitments that await you as knowledge management enthusiasts. The opportunities are, in fact, numerous and stimulating.

The SC will meet Saturday, August 13, from 15:15 to 17:45h (Session 044 - Room C113-114) and again Tuesday, August 16, from 11:30 to 13:00h (Session 132 - Room C223). Guests are welcome! It is an opportunity to get to know us and to be personally involved in our future work. And to decide to join us for the social dinner we will arrange, as every year, to spend a few pleasant hours together and to meet new fans of KM. Our precious secretary, Mary Augusta Thomas, is already working for us, looking for a very special restaurant.
(Bring the Meeting Agenda with you, pages 5 & 6)

This year the organizing committee, chaired by Julien Sempéré, has prepared an unusual program for the open session of the KM Section, "**Using social media at work: How to share knowledge, improve collaboration and create a mutual savoir-faire?"** (Thursday, August 18, 13:45 - 15:45h Session 222 - Room C112-115). To get an idea of what awaits you, I recommend you watch the "trailer" at https://youtu.be/PQJ44Jv5luw. **(page 7)**

Conversations are the key to Knowledge exchange. For this reason, as in the past years, we are waiting for you at the Knowledge Café organized together with the Sections Library and Research Services for Parliaments and Continuing Professional Development and Workplace Learning. Sitting nicely around a table (or better, many tables) we will spend a pleasant time in conversation around **"Continuous Learning in Libraries & their Communities",** thanks to Monica Ertel and the co-chairs from the other two Sections (Thursday, August 18, 8:30 to 10:30h Session 204 - Room C213-215). **(page 8)**

The collaboration with Academic and Research Libraries Section, coordinated by Steffen Wawra, offers an opportunity to meet innovative models, case studies and research on the theme of **"Brave New World - the Future of Collections in Digital Times: Services without Content"** (Monday, August 15, from 9:30 to 12:45h Session 094 - Room C112-115). **(page 6)**

I also invite you to visit the IFLA stand at the Exhibition to browse the book **"Knowledge Management in Libraries and Organizations"** (IFLA Publications Series 173), published last December by our Section, which contains reflections, best practices and lessons learned from around the world. (Also go to Expo Space at 13.00-13.45h for IFLA's promotion of our publication #173.)

For further information, read ahead of this Newsletter, and to stay in touch with us and prepare yourselves for the Columbus Conference, follow us on "IFLA KM", Facebook and LinkedIn, on our KM blog, and through the hashtag #IFLAKM.

Also, visit our IFLA Knowledge Management Wiki for information on publications, case studies, and conferences about KM at http://iflakm.wikispaces.com/ and send to Emily Thornton (emily.thornton@ung.edu) news and materials to make the wiki richer and more useful. **(see Emily's column, page 10)**

My thanks to you all for your attention, to the editor and Information Officer of the KM Section, Wilda Newman, and to all the members of the SC who have contributed to this issue and to all the initiatives of the Section.

Looking forward to meeting you all in Ohio!

See you in Columbus, Ohio, USA!

Leda

Leda Bultrini Chair, IFLA KM Section
leda.bultrini@gmail.com

IFLA KM Business Meetings Columbus, Ohio AGENDA

KM Standing Committee Meeting I
Columbus, Ohio, Saturday 13 August 2016
15.15-17.45h (Session 044 Room C113-114)
Agenda

15.15 – 15.35
1. Call to order, apologies and welcome *Leda Bultrini, Chair*
2. Introduction of attendees *Mary Augusta Thomas, Secretary (sign-up)*
3. Approval of the Agenda

15:35 – 16:45
4. Approval of Cape Town Minutes
5. Treasurer Report for 2015/2016 *Leda Bultrini*
6. Announcement and report from the Professional committee
   Leda *Bultrini*
7. Standing Committee activities since the 2015 Cape Town conference (Annual report)
   a. Chair's report on overall accomplishments of SC
   Leda Bultrini
   b. Secretary's report on membership and other IFLA HQ and SC organizational matters *Mary Augusta Thomas*
   c. Information, communication and advocacy
      i. Information Coordinator report on KM website, News letter and Social Networking, etc. *Wilda Newman*
      ii. Report on KM Wiki/Portal
      (http:iflakm.wikispaces.com/Welcome) and members engagement *Emily Thornton*
      iii. News about the KM Brochure K. *Jane Burpee*
      iv. KM SC communication plan – members engagement *Monica Ertel*
   d. News about the volume on KM published in December *Leda Bultrini/Julien Sempéré*

16.45 – 17:00
8. Knowledge Management programs in Columbus/Cincinnati
   a. KM Satellite Meeting: *"Sharing Practices and Actions for Making Best Use of Organizational Knowledge in Libraries"* (Friday 12 August, Cincinnati, Langsam Library, University of Cincinnati, 2911 Woodside Drive, Cincinnati) *Spencer Acadia, programme chair*
   b. KM open session: "*Using social media at work: How to share

knowledge, improve collaboration and create a mutual know-how?"* (Thursday 18, 13:45 - 15:45h, Session 222 - Room C112-115). (brief description) *Julien Sempéré, programme chair*
   c. Joint session with Academic and Research Libraries *"Brave New World - the Future of Collections in Digital Times: Services without Content"* (Monday 15, 9:30-12: 45h, Session 094 - Room C112-115). (brief description) *Steffen Wawra, programme co-chair*
   d. KM, Library and Research Services for Parliaments, Continuing Professional Development and Workplace Learning SC joint session: Knowledge Café *"Continuous Learning in Libraries & their Communities"* (Thursday 8:30 to 10:30h, Session 204 - C213-215 Room) *Monica Ertel, programme co-chair*
   e. KM dinner at a restaurant to be decided.

Note: The dinner is open to all committee members. Guests are welcome (dinner will be on your own). Sign-up sheet will be passed around.

17:00 – 17.40
9. Action Plan first steps: KM programs – preliminary discussion for Wroclaw, Poland
   a. Satellite meeting opportunity (request was accepted by IFLA HQ)
      i. Alone or with other SC?
      ii. Theme and topic? (provisional topic: *"New directions in Knowledge Management").*
      iii. Program Committee appointment
   b. KM Open Session programme (2 hours)
      i. IFLA Columbus theme:
         "Libraries. Solidarity. Society" (http://2017.ifla.org/)
      ii. Alone or with another Standing Committee?
      iii. Candidate SC for joint session
      iv. Theme and topic
      v. Program Committee appointment

17.40 – 17.45
10. KM SC II meeting
11. Adjournment

See page 6 for Second IFLA KM Business Meeting Agenda

Photo by Emilio Sim

Taking us to our "Brave New World…"

Brave New World - the Future of Collections in Digital Times: Services without Content

Joint Session: IFLA Knowledge Management and Academic and Research Libraries
Monday 15 August 2016, 09.30 – 12.45h [Session 094 - Room C112-115]

1. Collaboration at Scale: How the Digital Public Library of America Unites Collections and Maximizes Use

Dan Cohen, Digital Public Library of America (DPLA), United States

2. Digitization and Aggregation

Mike Furlough, Hathi Trust, United States

3. Cooperative Collection Development in a Digital Age

Jeff Carroll, Columbia University, United States

4. Open-Access-Publishing and Repositories

Kathleen Shearer, Confederation of Open Access Repositories (COAR), Canada

5. The Collection and Archiving of Born Digital Content

James Neal, Columbia University, United States

6. Contextualizing and Decontextualizing: Adding Value to Collections in Digital Ecosystems

Klaus Ceynowa, Bavarian State Library, Munich, Germany

Mary Augusta Thomas

Steffen Wawra

> *Co-Chairs of the program are Ms. Mary Augusta Thomas,* Smithsonian Libraries, National Museum of Natural History, United States and Dr. Steffen Wawra, University Library Passau, Germany.

KM Agenda (Columbus, Ohio)

{ Previous Meeting Minutes }

KM Standing Committee Meeting II
Columbus, Ohio, Tuesday 16 August 2016
11.30 - 13.00h (Session 132 - Room C223)
Agenda

11:30-11:35
1. Call to order and welcome *Leda Bultrini, chair*
11:35-11:55
2. Report out on Cincinnati/Columbus events
   a. Satellite meeting *Spencer Acadia, program chair*
   b. Joint session with ARL *Steffen Wawra, program co-chair*
   c. KM dinner (?) *Leda Bultrini*
3. News about
   a. Open Session (Thu. 18) *Julien Sempéré, program chair*

   b. Knowledge café (Thu. 18) *Monica Ertel, program co-chair*
11:55-12:50
4. Action plan
   a. Review and decide preliminarily on KM programs for Wrocław, Poland (format, theme, programme chair and conference committee) *Leda Bultrini and Mary Augusta Thomas*
   b. Review and decide on Satellite meeting (theme, venue, programme chair and committee) *Leda Bultrini and Mary Augusta Thomas*
   C. Other actions and responsibilities (to-do lists) *Wilda Newman, Monica Ertel, Emily Thornton*
12:50-13:00
5. Other follow up actions, timeline and responsible parties
6. Adjournment

Photo Wikipedia

Photo: Ohio Tourism Division

Julien Sempere

Mary Augusta Thomas

IFLA World Library and Information Congress
82th IFLA General Conference and Assembly

Connections. Collaboration. Community.

13-19 August 2016, Columbus, Ohio, USA

IFLA Knowledge Management Section Open Session Thursday 18 August, 13.45 - 15.45h
<u>Demos</u>: Using social media at work: How to share knowledge, improve collaboration and create a mutual savoir-faire? [Session 222 - Rm. C112-115]

1. Biebtobieb
Levien den Boer, Koninklijke Bibliotheek – National Library of the Netherlands, Netherlands

2. D-Curation
KyungAh Kim, DGIST (Daegu Gyeongbuk Institute of Science and Technology), Korea, Republic of

3. Social Media: Adding New Wings for Promotion to Shanghai University Library
Hua LIU, Shanghai University Library

4. The Use of Hashtags to Boost and Retrieve posts
Hanadi Buarki, College of Basic Education, Kuwait Alkhateib Bashaer, College of Basic Education, Kuwait

5. The use of Web 2.0 applications for knowledge sharing among academic libraries in Uganda and Ghana
Caroline Ilako, Makerere University Library, Uganda

Program Co-chairs: Dr. Julien Sempéré - julien.sempere@universite-paris-saclay.fr
Ms. Mary Augusta Thomas - thomasm@si.edu

The following are posted for you to explore the area of Columbus, Ohio, USA and other sites in Ohio and surrounding areas:
IFLA provided: <u>Travel to Columbus, Ohio</u> - <u>Tours during Congress</u> - <u>Post Congress Tours</u> - <u>Tours for Accompanying Persons</u>
Other suggestions: <u>Top rated Columbus Sites</u> - <u>Cleveland, Ohio</u> - <u>Dayton, Ohio</u> - <u>Overall Ohio</u> - <u>More Ohio</u> - <u>Kentucky</u>

Continuous learning in libraries and their communities

Joint Session Sponsored by Knowledge Management with Library and Research Services for Parliaments and Continuing Professional Development and Workplace Learning
Session 204 Thursday 18 August 8.30 - 10.30h Room: C213 - 215

Monica Ertel
KM Program Chair

This interactive discussion focuses on a series of challenges/opportunities that libraries are facing in keeping their staff up to date as well as helping their communities to learn.
[Set up includes round tables and facilitators that encourage conversations that are interesting, insightful, and provide attendees with ideas that they can use back at work.]

1. Transforming the library with creativity

- Mary Augusta Thomas, Smithsonian Libraries, National Museum of Natural History, United States
Ellie Valentine, Freelance Librarian, United States

2. Developing an innovative culture in the workplace

- Karin Finer, European Parliamentary Research Service, Belgium
Liz Turner, PMO Project Manager, United States

3. Share your innovative programs

- Jane Burpee, McGill University, Canada
Loida Garcia-Febo, IFLA Governing Board Member, ALP Chair, United States/Puerto Rico

4. Team Building & Team leadership

- Catharina Isberg, Helsingborgs Library, Sweden
Steve Wise, House of Commons Library, United Kingdom

5. Learning from others: Peer training best practices

- Ida Kelemen, Information Service for MPs (Research Service), Hungary
Rebecca McGuire, University of Illinois, Mortenson Center for International Library Programs, United States

6. Learning Strategies for Staff

Jennifer Bartlett, University of Kentucky, United States

7. Learning within the constraints of limited staffing and budgets

- Jane Dysart, Dysart Jones, Canada
Aldolfo Furtado, Legislative Consultancy Department, Câmara dos Deputados, Brazil

8. Digital libraries – digital futures: how to develop and keep up skill sets

- Gert-Jan Lodder, House of Representatives of The Netherlands, Netherlands
Eva Semertzaki, Bank of Greece, Greece

9. Learning together: when experts from developed libraries work with developing countries, everyone learns and everyone teaches.

Susan Schnuer, University of Illinois, Mortensen Center, United States

10. Mentoring and coaching programmes

- Gillian Hallam, Queensland University of Technology, Australia
Ulrike Lang, State and University Library Hamburg, Germany

11. Developing strategies for communication with decision makers

- Julien Sempere, Universite Paris-Saclay, France
Felix Nsiimoomwe, Bank of Uganda, Uganda

What does Knowledge Management Mean to You?

Keynote Speaker Jay Liebowitz responds to the question with **"The Power of Knowledge Sharing"** (see also pages 2-3)

When Spencer asked me if I wanted to contribute a column to the "What Does KM Mean to You" section of the IFLA KM newsletter, I was thrilled to do so. As a professor for over 30 years, I have always been a "knowledge sharer". In fact, I probably picked the wrong profession if I didn't enjoy sharing knowledge, especially with my students, colleagues, and others. Whether it is emailing an article or link to a colleague who might enjoy a new research study that just appeared or simply having conversations with my students where we learn from each other, I feel that knowledge management and knowledge sharing is at the core of what I do and who I am.

In my current role as the Distinguished Chair of Applied Business and Finance at Harrisburg University of Science and Technology, I am applying my knowledge management background to educate our STEM students in financial literacy. Our students are all STEM majors, and in the past, they haven't been exposed to financial literacy concepts, such as differentiating between simple and compound interests, knowing about their credit and student loan management, and Roth IRAs, myRAs, and other types of financial instruments. Over the past two years when I joined Harrisburg University, I have applied various knowledge sharing approaches to help our students learn about financial literacy. These have ranged from a monthly series of talks, discussions, and networking with leading individuals and organizations in financial literacy to encouraging peer mentoring to having a personal financial plan and "What Does Financial Literacy Mean to Me" contests. We have also infused financial literacy education into the classroom through conversations and storytelling of what it means to be financially aware and secure.

Before joining Harrisburg University, I created the ShareFair for Faculty Research and Scholarship and SOARS (Student Opportunities for Advance Research and Scholarship) at University of Maryland University College. The ShareFair, borrowed from the World Bank's Knowledge Fair idea, allowed our faculty from across all disciplines to share their research through knowledge cafes (moderated round table discussions), poster sessions, and presentations. The goal was to cut across the functional silos in the university and encourage potential cross-collaboration—again, a key goal of knowledge management. The SOARS event did something similar but was focused on our doctoral students displaying their research and mentoring the junior doctoral students in the program. This enabled the junior-level doctoral students to learn from their peers who were completing the doctoral program.

I have always used the expression from one of our favorite musicals, "*Pippen*," as follows: "It's smarter to be lucky than it's lucky to be smart!" I have been very fortunate to have been lucky to evolve into the knowledge management field over the past 20 years. I published the first handbook on knowledge management in 1999 (the second edition focusing on collaboration and social networking came out years later in 2012). Now, as I am finishing my newest book, Successes and Failures of Knowledge Management (Morgan Kaufmann/Elsevier)—which should be published in time for our August 2016 IFLA KM Section conference—I reminisce on all the good times I have had through sharing knowledge and meeting new faces in the knowledge management field. I look forward to meeting you and making new acquaintances at the upcoming KM conference! **Email: jliebowitz@harrisburgu.edu** (continues on page 10 with Keynoter Valerie Forrestal's response)

KM Annual Report 2015

& IFLA KM Strategic Plan is available on our website

Check out the Poster Sessions for more discussion and networking opportunities. Two KM members participating, #12 J. Bartlett; #29 E. Freyre

IFLA Library Visits can be reviewed here!
Plan ahead and see where you want to visit!

IFLA KM Brochure available in IFLA Languages

Wiki this and wiki that for Knowledge Management

...a column by Emily Thorton, about

IFLA Knowledge Management Wiki

I hope you've had a chance to explore the IFLA KM wiki at iflakm.wikispaces.com. This wiki coordinates with and enhances the materials on the main IFLA KM site (ifla.org/km) while exposing the KM section's work to a larger audience.

Since 2015, the wiki has registered nearly 5500 views by over 3000 unique daily visitors. According to page view statistics, the Conferences page is the most viewed page by far. It's also the most frequently updated page. This underlines the idea that regularly updated pages are the most important and compelling for the global KM community. We can make the other pages of the wiki as valuable for the global KM community by updating them more frequently. Your contributions are necessary for the update process. Through your contributions, we can boost page views, share important knowledge, and start the process of making the wiki self-sustaining. If you have anything to add to the wiki, please contact Emily Thornton at emilythorn@gmail.com.

We welcome your input on any page of the wiki. You might consider sending an alternative definition for "What is KM." For the "Publications" and "Case Studies" pages, materials in non-English languages are especially needed, as well as materials from Asia, South America, and Africa. The "Conferences" page is fairly well-populated, but we can always add more.

The wiki needs publications, case studies, and other contributions at all levels. Even if a potential contribution seems too small or too localized to be relevant to this global community, we urge you to send it anyway. With sufficient coverage of small and localized KM work, we will build a rich and flexible resource to assist KM efforts of any size.

In addition to contributing new material, you can also help the wiki by contributing language critique. Each page on the KM wiki features a Google Translate widget. This allows us to share materials in multiple languages without delays or gaps in translation. Of course, like any automated system, Google Translate is not as nuanced as an expert human translation. If you see mistakes in a page's translation to your language, please notify emilythorn@gmail.com.

With your help, the wiki can grow into an increasingly valuable resource that shares and expands our global expertise in knowledge management. I look forward to your contributions!

Emily

What does Knowledge Management Mean to You?

Keynote Speaker, Valerie Forrester, answers the question - her way! (see also pages 2-3)

A little over three years ago I made the transition from a small, private university, to a large, public one. Working with a relatively small staff of librarians definitely has its challenges, but one of the positives is that communication was usually not an issue. We all worked the same schedule, so calling a meeting or getting an immediate response from someone was as easy as making a phone call or sending an email. Now I work with a much larger staff, about half of whom work very different schedules than me in order to cover nights and weekends at the library. Finding ways to keep everyone informed has required a little creativity and quite a bit of trial and error.

I'm sure it would come as no surprise that technology does not always solve all our problems, no matter how great the software or the machine. I've set up countless wikis, blogs, and intranets for staff to keep in touch, report problems, and catch up on the latest library news and information, only to retire them months later due to inactivity. Knowledge Management is, at its core, a social issue and not a technological one. Whatever I need to do, I can find software to do it, but if people refuse to use the software, it is of no good to anyone.

I've quickly learned that anyone trying to implement Knowledge Management systems or practices needs to get to know the environment before they shell out the cash or put in the hours setting up a system. Sometimes, a binder at the reference desk really IS the best answer for your staff. Sometimes, you learn that your staff is actually a lot more amenable to change than you gave them credit for. And sometimes, as in my current situation, the good old, underrated, oft-mocked, email newsletter can be the solution for everyone's frustrations. **Email: vforrestal@gmail.com**

Are You Ready for 2016? 13—19 August

IFLA World Library and Information Congress
82th IFLA General Conference and Assembly
13-19 August 2016, Columbus, Ohio, USA
Congress theme: Connections. Collaboration. Community.

The Other Wes Moore: *One Name, Two Fates.* **New York Times Best Selling Author and Youth Advocate, Plenary Session, Tuesday 16 August 2016, 8.30 - 9.15h Session 121 Hall E (SI)**

David S. Ferriero, Archivist of the United States, Plenary Session, Wednesday 17 August 2016, 8.30 – 9.15h Session 163 Hall E (SI)

Photos from IFLA website

- **Newcomers Session, Sunday 14 August 2016, 8.30–10.00h Session 69 Union Station Ballrooms A/B/C (SI)**
- **Opening Session, Sunday 14 August, 10.30 - 12.00h Session 70 Hall E (SI)**
- **Closing Session, Thursday 18 August 2016, 16.15 - 17.30h Session 226 Hall E (SI)**
- **Convening Notice IFLA General Assembly Meeting Columbus, Ohio, USA Wednesday 17 August Session 194 16.15 - 18.00h & Thursday 18 August Session 226 (see above)**

Please bring this issue of the newsletter to the two business meetings of the Knowledge Management Standing Committee [see pages 5 & 6]. The KM Section has lots to offer, scan this issue for program details; this issue can be your guide to the events. Let's begin at the Satellite Meeting on Friday 12 August in Cincinnati!

83rd IFLA WLIC 2017 at Wrocław, Poland 19 – 25 August 2017 & 2018?

Photo and Map from Wikipedia

- **IFLA 2018 Regions: Latin America & the Caribbean; Africa; Asia & Oceania**
- **2019 - Europe (and page16 for new cycle)**

2017 Conference Theme: Libraries. Solidarity. Society.

IFLA 2016 Knowledge Management Section Program Cincinnati, Ohio, USA

Photo from Google Maps

- IFLA KM Satellite Meeting: Friday 12 August ● 9.00-16.30h ● Registration Required ● Lunch Included (see pages 2 & 3)
- IFLA KM Business Meetings: Saturday 13 August, 15.15-17.45h (Session 044 Room C113-114) (see Agenda pages 5 & 6) and Tuesday 16 August - 11.30-13.00h (Session 132 Room C223)
- IFLA KM Joint Meeting with Academic Research Libraries: Monday 15 August, 09.30-12.45h (Session 094 - C112-115) (see page 6)
- IFLA KM Knowledge Café: Thursday 18 August - 8.30-10.30h (Session 204 -Room C213-215) (see page 8)
- IFLA KM Open Session: Thursday 18 August 11.45-13.45h (Session 222 - Room C112-115) (see page 7)
- ● See this page (above) for Information on IFLA Plenary Sessions & Convening Notice

Bring this issue of the newsletter with you. In paper it can serve as a quick guide to the conference and to KM activities, and online on the IFLA KM website under our Publications List you have all of the links at your fingertips from one source!