Knowledge Management

Issue no. 2
June 2006

From the Chair

Join the Session and meet the Standing Committee Members at

Knowledge Management Session Meetings
 # 22   8.30 h – 11.20 h Saturday, 19 August 2006
 # 183 11.00 h– 13.50 h   Friday, 25 August 2006

...see you in Seoul !

Irene Wormell
IFLA KM Section Chair

Editorial

This second issue of KM Section Newsletter reaches your desk only one month before the WLIC 2006 in Seoul. Knowledge Management Section prepared a joint section with Statistics and Evaluation Session, the programme is included in this newsletter.
Another topic is WSIS (World Summit on the Information Society), and IFLA's contribution to the follow-up process. WSIS is a driving force for developing Information Societies. Knowledge Management is essential in this process.
Some links to KM resources and upcoming events are also part of this newsletter.

Christel Mahnke   mahnke@goethe.de
IFLA-KM Section Information Officer (Newsletter)

Inside this issue

KM Section Mission

Meeting the demand of librarians to maintain their competencies and skills in an ever changing working environment, the Section seeks to provide theoretical and practical knowledge in focused areas of KM
(such as, interactive communication in various types of information settings; using modern IT for the exchange of knowledge and experience in an organizational context).

www.ifla.org/VII/s47/index.htm

KM at WLIC 2006

WORLD LIBRARY AND INFORMATION CONGRESS: 72ND IFLA GENERAL CONFERENCE AND COUNCIL
"Libraries: Dynamic Engines for the Knowledge and Information Society"

#141 #146 13.45 h – 18 h Wednesday 23 August Knowledge Management with Statistics and Evaluation: Evidence-based knowledge management

(Simultaneous interpretation – Presentations available online)

Measuring the impacts of knowledge management
JONG-AE KIM (Dongbu Information Technology Co., Ltd., RTE Consulting Center, Seoul, Korea)

Transforming data to build knowledge for healthy libraries
JAN SUNG, ALLEN LANHAM and NACKIL SUNG (Eastern Ilinois University, Charleston, Ilinois, USA)

Knowledge sharing capabilities in today's university libraries
MEHRI PARIROKH (Ferdowsi Univeristy of Mashhad, Mashhad, Iran), FARHAD DANESHGAR (University of New South Wales, Sydney, Australia) and RAHMATOLLAH FATTAHI (Ferdowsi Unviersity of Mashhad, Mashhad, Iran)

Library administrators knowledge management practices and perceptions when conducting organizational performance assessment
LARRY WHITE (Institution: East Carolina University, City and Country: Greenville, North Carolina USA)

Building a culture of assessment in Lisbon public libraries: A knowledge management approach
LEONOR GASPAR PINTO (Library Management Division, Lisbon Municipality, Lisbon, Portugal)

Multi-faceted approach to citation-based quality assessment for knowledge management
LOKMAN I. MEHO and KIDUK YANG
(School of Library and Information Science, Indiana University, Bloomington, Indiana, USA)

K. M. and I. S. O. quality are meant for continual improvement
LUCIANA SACCHETTI (Department of Statistics, University of Bologna, City and Country: Bologna, Italy)

A study on introducing six sigma theory in the library for service competitiveness enhancement
DONG-SUK KIM (Hanyang University, Seoul, Korea)

A Choice of Poster Presentations

The Effective Librarian: Born or Bred / Ms Shin Freedman

atmitchell.com – digital journeys into collections / Ms Heather Mansell

Collaboration Analysis of World National Library Websites Webometric Methods / Mohen Haji Zeinolabedini and Ms Leila Maktabifard and Ms Farideh Osareh

Information across Boundaries: Goethe-Institut Seoul active in North Korea / Jürgen Keil and Ms Barbara Richter-Ngogang

Semi-Automatic Construction of a Faceted Scheme for Knowledge Discovery on the Web / Seungmin Lee

IFLA Success Stories: What do the Libraries around the world to make the information society a reality? (Que font des bibliothèques pour faire de la société de l'Information une réalité?) / Ms Danielle Mincio

Libraries in Africa – pivotal to knowledge and the information society / Ms Buhle Mbambo

KM and WSIS

The objective of the summit was to develop and foster a clear statement of political will and take concrete steps to establish the foundations for an Information Society for all, reflecting all the different interests at stake.

IFLA has been heavily involved in the preparations for the World Summit on the Information Society, the first phase of which was held in Geneva, December 2003 and the second phase in Tunis, 16-18 November 2005.

In 2006, the IFLA WSIS Contact group had meetings with UNESCO as leading agency for the implementation of WSIS Action Lines. The Information for All Programme (IFAP) takes a particular interest in the following Action Lines:

- Access to information and knowledge
- ICT Applications
- Cultural diversity and identity
- Linguistic diversity and local content
- Ethical dimensions of the Information Society

Knowledge Management experts should play a key role in the implementation of the WSIS Action Lines, by taking part in national and regional plans for the development of information societies. The issue of cultural diversity and identity is of special interest for IFLA KM Section: with its strong global aspect, it brings together different ways of organizing knowledge.
Participation in WSIS implementation activities will raise awareness for the impact of professional Knowledge Management and underline the core role of libraries in the development of democratic, inclusive knowledge societies.

WSIS at WLIC Seoul 2006
71   14.00 – 15.45 h Sunday, 20 August 2006
UNESCO Open Forum: International Digital Libraries

Related Links
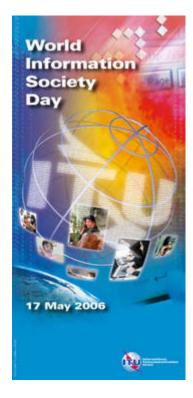
WSIS at IFLA
www.ifla.org/III/wsis.html

UNESCO / IFAP
The Information for All Programme is the only intergovernmental programme exclusively dedicated to promoting universal access to information and knowledge for development. This is a key plank in building Knowledge Societies.
www.unesco.org/webworld/ifap

17 May:
UN World Information Society Day
www.un.org/events/infoday/2006

Resources

The Inside Knowledge masterclass series

Over the past 12 months Inside Knowledge has published a number of multi-part practical masterclasses focusing on key subjects including social network analysis, taxonomy management, capturing knowledge and conducting knowledge audits. The pdf report is a collection of 5 multi-part masterclasses, totalling 57 pages of information, including:

- Conducting a Knowledge Audit by Danny Budzak
- A Cultured Approach by Richard miller and Tom Brannen
- Zen and the Art of Taxonomy Maintenance by Jan
- Capturing Knowledge by Chris Collison and Geoff
- Social Network Analysis by Patti

The Inside Knowledge masterclass series is available now and is worth £195.   http://www.ikmagazine.com

Next Generation Knowledge Management
Transforming theory into practice

A unique, uncompromising examination of the practical considerations that influence the success of knowledge management in a corporate context – from dealing with cultural issues and securing senior-management support, to selecting the most appropriate KM tools and maximising the return on your investment.

This indispensable new report separates KM myth (and hype) from the reality, detailing the thoughts of these leading KM gurus, and presenting their theories in a highly practical context.

Adam Scrimshire" publishing@marketing.ark-group.com

Word Matters / Enjeux des mots
Multicultural perspectives on information societies

Collective work by some thirty authors from civil societies all over the world, deciphers the central concepts of the information society.

This book subjects the concepts of the information age to critical perspectives from different sensibilities and cultures, thus introducing alternative visions. Fully multilingual, this work is a reference for anyone who aspires to decode these key issues, and is an invitation to pursue the debate.

Download the document in English:

www.vecam.org/article.php3?id_article=698&nemo=edm

Spanish, French and Portuguese text also available

Knowledge 2006: Map of Human Knowledge

www.success.co.il/knowledge/index.html

presented by Chaim Zins, PhD. / Knowledge Mapping Research

chaim.zins@gmail.com

at 9th International ISKO Conference, Vienna, Austria, 4-7 July 2006

isko.univie.ac.at/cms2/index.php

ISKO 2006, International Society for Knowledge Organization

Knowledge Organization for a Global Learning Society

"KM Cyberary" – a gateway to Knowledge Resources by Bhojaraju (India)

www.bhojarajug.freeservers.com/cyberary.html

Links to various useful e-resources on Knowledge Management, Librarianship, Philosophy, Health, Technology, ITES/BPO/ ITIL, Call Centers, Business Information etc.

Announcements

Nordic Research School in Library and Information Science

Knowledge Management/ Information Management

2006, 20-24 November

The course will introduce students to a number of different theories, methods and case studies in KM, and encourage them to explore ways in which these intersect with and differ from those of IM.

The course will be of particular value to doctoral students as it will extend the understanding of the contexts which are relevant to their own research projects.

Location:
Department of Information Studies
Åbo Akademi University
Åbo, Finland,

The application should be electronically submitted to Professor Mariam Ginman by September
mginman@abo.fi.

www.norslis.net

3rd Asia-Pacific International Conference on Knowledge Management
2006, 11th-13th December
Hong Kong

KMAP 2006 will attract scholars and practitioners from around the Asia-Pacific region with the conference theme, The Knowledge Powerhouse for the Future. The objective of KMAP is to explore these multi-dimensional issues among practitioners and academics. Papers that illustrate knowledge impact in social, organizational and governmental contexts bridging technological, behavioral and cognitive issues are particularly encouraged.

Prof. Karl-Erik Sveiby, Prof. Dave Snowden and Dr. Usama M. Fayyad kindly agreed to be the keynote speakers of the conference.

Submission of conference papers and abstracts for doctoral consortium are welcome.
www.kmap2006.com

Conference in Singapore
2007, 29-30 January

The Library Association of Singapore is planning a two-day conference to be held at the National Library in Singapore.

The Organising Committee has begun preparations for this conference and will feature highly qualified speakers from Singapore, Australia, Germany and the Philippines. The event promises to be a valuable experience for participants.

The topics covered will include various aspects of librarianship, such as professional development, cost management for libraries, performance measurement, marketing, legal aspects (copyright) and more. In conjunction with the conference, a one-day workshop on cost management for libraries will be held on 31 January 2007. More details will be available in the next newsletter. Alternatively, you will soon be able to view updates on the Library Association of Singapore website
www.las.org.sg

Webology is a scholarly journal in English devoted to the various fields of Library and Information Science. It serves as a forum for new research in information dissemination and communication processes in general, and in the context of the World Wide Web in particular. Concerns include the production, gathering, recording, processing, storing, representing, sharing, transmitting, retrieving, distribution, and dissemination of information, as well as its social and cultural impacts. There is a strong emphasis on the Web and new information technologies.

Volume **3**, Number **2** will publish papers that focus on the topics like Web information retrieval; Web crawling and indexing; Search engines and directories, Webometrics; Cybermetrics; Invisible Web; Web usage studies; Knowledge management; Knowledge organization; etc.

www.webology.ir

IFLA International Marketing Award

(sponsored by Sirsi Dynix)

The Award will honor organizations that have implemented creative, results-oriented marketing projects or campaigns.

The Award winner will receive airfare, lodging and registration for the 2007 IFLA General Conference and Council in Durban, South Africa, as well as a cash award of USD 1,000.

Application forms now available on http://www.ifla.org/III/grants/marketing-award.htm

Last date for applications: 30 November 2006

EUROPEAN CONFERENCE ON RESEARCH AND ADVANCED TECHNOLOGY FOR DIGITAL LIBRARIES
www.ecdl2006.org
2006, 17-22 September
Alicante (Spain)

The ECDL has become the major European conference on Digital Libraries, and associated technical, practical, and social issues, gathering researchers, developers, content providers and users in the field. The conference will include presentations and discussions about technical issues and other applications.
The special topic of this edition of the ECDL Conference is "Towards the European Digital Library", with the aim of emphasizing the contribution of the European Digital Library research community (and its liaisons with the international research community in general) to the current efforts of the European Commission in this direction.

Topics include (but are not limited to):
•Concepts of Digital Libraries / digital content.
•Collection building, management , integration.
•System architectures, integration, interoperability.
•Information organization, search and usage.
•Multilingual information Access and Multimedia Information Handling.
•User interfaces for Digital Libraries
•User studies and system evaluation.
•Digital archiving and preservation
•Digital Library applications in e-science, e-learning, e-government, etc.