Knowledge Management

Issue no. 6
July 2008

From the Chair

Greeting to all KM Members!

It does not seem possible that it is almost time for the 2008 IFLA meeting. The Knowledge Management has not been standing still as you will see when you visit our web site www.ifla-km.org which has information on our preconference one day program being held Friday August 8 at Laval University in Quebec with a registration form.

You will also find information regarding our two sessions that we have planned for the conference. These programs are being underwritten by Serials Solution, Cedrom SNI and Dow Jones.

Knowledge Management which has been a popular field of study for engineers, businessmen and computer systems people has now achieved formal recognition in the information science field by schools offering either Master's degrees in KM and certificate programs in KM.

This is not just a North American phenomenon but there are programs being developed in other countries such as India and South Africa. I think we can safely say that KM is no longer a fad but is seen as creating the framework for successful human collaboration models that is facilitated by complex technology systems. At the SLA Conference in June there was a session discussing the degree programs at four schools and the KM certificate program that SLA offers online.

I look forward to seeing all of you in Quebec.
Our Section meetings are Saturday, August 9, 8:30-11:20 and Friday, August 15, 11:00-13.50.
Our two conference programs are Wednesday, August 13, 10:45-12:45 and Thursday August 14, 10:45-12:45.

So mark your calendars and join your fellow KM members.
Judy
Judith J. Field
Chair / Treasurer

Inside this issue

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KM Section Workshop in Quebec

Knowledge Sharing Strategies & Initiatives

IFLA KM Section Workshop
Friday August 8, 2008
Université Laval, Quebec City
Registration required, no cost

Start networking with your colleagues over breakfast. Enjoy an interactive morning discussing social tools and knowledge sharing with KM thought leader, Dave Pollard, VP, Knowledge Development, Canadian Institute of Chartered Accountants, author of the "How to Save the World" web log http://blogs.salon.com/0002007/ and former CKO, Ernst & Young Canada.

Pictures from blogs.salon.com/0002007/

The afternoon focuses on international knowledge sharing initiatives. Frank Tulus, Senior Program Officer, Telecentre.org leads the discussion about the Joint Gates Foundation/IDRC global research project that is investigating the social and economic impact of public access to information and communication technologies.

Related Links

Telecentre.org Community

http://www.telecentre.org/

Bill and Melinda Gates Foundation/Libraries

www.gatesfoundation.org/GlobalDevelopment/GlobalLibraries/

IDRC
International Development Research Centre/Canada

www.idrc.ca

Khaled Fourati, Program Officer, IDRC ACACIA Initiative (Communities and the Information Society in Africa), discusses the second the second initiative, which focuses on access to knowledge in Southern African universities and open approaches to research in the Internet age.

It explores approaches to open access for research and how they can facilitate the availability of academic and other relevant research publications to the benefit of students and researchers.

The project is collaboration between the Southern African Regional Universities Association (SARUA) and the LINK Centre.

Knowledge Management Open Session 1

Knowledge Management: Towards Understanding in the Multi-Cultural World

Wednesday, August 13, 10:45 – 12:45

For a knowledge management trip from the U.S. to India, we start at the Library of Congress, go to Harvard Business School, and make a brief stop at United Nations before heading for Kolkata (the city formerly known as Calcutta). Q&A will follow all speeches including the keynote.

Wednesday keynote speaker **Donna Scheeder** is currently the Director, Law Library Services, at the Library of Congress. See her profile at http://wiki.sla.org/display/~dsch@loc.gov She provides leadership for the provision of information and collection services for the U.S. Congress, the Courts, the Executive Branch agencies and the public.

Her speech is followed by three presentations of 'Knowledge Sharing and Practice'. First speaker is **Mary Lee Kennedy**, Executive Director of Knowledge and Library Services (KLS) at Harvard Business School. She will give us an insight on the strategic and organizational work currently being done at KLS.

Read an interview with Mary Lee Kennedy on http://hul.harvard.edu/publications/hul_notes_1330/mlk.html and see her presentation on http://www.ifla.org/IV/ifla74/papers/138-Kennedy-en.pdf

Related Links

www.idrc.ca/acacia

See the full text of the KM Workshop and the KM Section program on www.ifla-km.org

Meet the KM Section

What does the Magyar Könyvtárosok Egyesülete (Association of Hungarian Librarians), the Zimbabwe Open University and Dubai Public Libraries do have in common?

They (and 67 others) are members of the KM Section! If you want to meet your KM fellows, please come to the section meetings.

Saturday, August 9, 8:30-11:20 and Friday, August 15, 11:00-13.50.

Linda Stoddart is Head of the United Nations Library in New York, (Dag Hammarskjöld Library) and the Chair of the UN Task Force on Knowledge Sharing. She highlights some new ways of working that have had an impact on the use of information and decision-making in the UN and shares her experience in rethinking library services and skills set. See her profile on
http://www.online-information.co.uk/biog_detail.shtml?id=16
and her presentation on
http://www.ifla.org/IV/ifla74/papers/138-Stoddart-en.pdf

Ratna Bandyopadhyay from the University of Calcutta, Department of Library and Information Science, is active in the field of public libraries. Her presentation will discuss, how public libraries as part of a network help to preserve and share traditional knowledge and culture in West Bengal, a multi-lingual and multi-cultural environment.
See the website of her department on
http://www.caluniv.ac.in/academic/library.htm
and have a look at her presentation
http://www.ifla.org/IV/ifla74/papers/138-Bandyopadhyay-en.pdf

The second part of the session shows KM tools in practice, with examples from the business environment.

Lynette Simpson developed a Knowledge Center based on Microsoft sharepoint for a business consulting firm connecting 700 employees dispersed globally.
She is Information/Knowledge Architect at Robbins-Gioia, LLC

Kathryn Breininger and Mary. S. Whittaker share best practices and practical tips about developing, validating and maintaining a taxonomy in the business environment.
They are working at Boeing Reports Management Services.

Éric Bergeron (VP Technology, CEDROM-Sni & President) and **Graydon Saunders** (Advanced Micro Devices) discuss content management in a multi-lingual environment. Their company is a leading publisher and distributor of electronic Information in Canada and a leader in the field of Information Management and Distribution Software.

Moderator of the session is **Xuemao Wang**, Head, Systems, Sheridan Libraries, John Hopkins University

Libraries in Canada

Goethe-Institut offers an overview of the library landscape in Canada

www.goethe.de/ins/ca/lp/prj/bik/enindex.htm

Bibliothèque et archives nationales du Québec

Articles from North America library journals describe various types of libraries and demonstrate innovative work in Canadian libraries, e.g. multicultural services, digitization projects and Web 2.0 services.

Toronto Public Library

University of Western Ontario

Knowledge Management Open Session 2

Social Computing Tools and Knowledge Sharing

Co-sponsored program by Library and Research Services for Parliaments, Information Technology and Knowledge Management

Thursday, August 14, 10:45 – 12:45

Social software tools shape our environment: blogs, wikis, social tagging, social networks etc. They already have a huge impact on knowledge sharing. But the social tools might also change the internal structures of the enterprises, as they give power in the hands of the users. The future may belong to flatter, more fluid networked organizations. Hear our experts discuss the new developments.

David Gurteen in his own words: I am an independent knowledge advisor and facilitator. I help people to share their knowledge; to learn from each other; to innovate and to work together effectively to make a difference! I am the founder of the Gurteen Knowledge Community. http://www.gurteen.com/
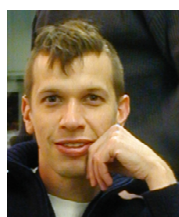
He leads a panel discussion with the following experts:
Mary Lee Kennedy (Harvard Business School, Knowledge and Library Services, USA), see profile page 3

Moira Fraser (Information and Knowledge, New Zealand Parliament, New Zealand) leads a team of 70 staff in delivering research and information services to the members of parliament and their staff. See her profile on http://wiki.sla.org/display/~moira.fraser@parliament.govt.nz

Patrick Danowski (Staatsbibliothek zu Berlin, Germany) is a leading Web 2.0 expert and activist in Germany. As librarian, his aim is to make libraries use the Web 2.0 in a meaningful way. He started the IFLA Discussion Group Libraries at web 2.0 www.ifla.org/VII/dg/lwdg/ See his blog www.bibliothek2null.de/ (in German)

More WLIC highlights

The Hollywood Librarian
How are librarians depicted in the movies? Sit back in a real theatre, with popcorn and soda... after the movie, a short forum discussion, chaired by IFLA President Claudia Lux and Ann Seidl, the autor of the movie
Monday, Aug 11, 18.30 h

President-Elect's Session: Libraries for Access to Knowledge
In 2009, Ellen Tise will become IFLA President. In this brainstorming session, the focus of her presidency will be discussed.
Tuesday, Aug 12, 8.30 h – 12.30 h

Libraries and Web 2.0 Discussion Group: First meeting
Should bibliographic data as a 'product' of libraries be free for use? The Open Knowledge Foundation just published a petition to support free access.
Wednesday, Aug. 13, 8.30 h – 18.30 h

Platforms for real-time collaborative learning for practicing librarians: using blogs, wikis and emailing
Ms Chow Wun Han (Senior Manager) shares the experience of the National Library of Singapore
Wednesday, Aug. 13, 16.00 h –18.00 h

KM Events 2008

Publications

www.online-information.co.uk/online08/index.html
2-4 December 2008 London, UK

The 2007 conference attracted 900 delegates from 48 countries, providing a forum dedicated to learning, debate and professional development.

2008 Conference Theme: 'Information at the heart of Business'

- Understanding enterprise 2.0
- Impact of web 2.0 in organizations
- Information dynamics and information logistics (managing bulk information over time)
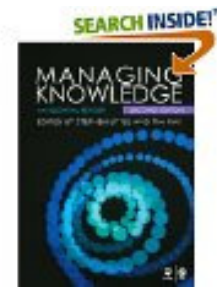- ......and more (see homepage)

ICKM International Conference on Knowledge Management   www.ickm2008.org/
23-24 October 2008 Columbus, Ohio

Some highlights from the program:

- Using KM to tackle the toughest environmental challenges, a CEO Perspective (Pete Regan, CEO)
- KM in Higher Education: Current and Future Developments (Michael Koenig, Professor)
- Ethics and Professionalism: The Importance of Ethics in KM (Taverekere (Kanti) Srikantaiah, Director and Professor, Center for Knowledge Management)
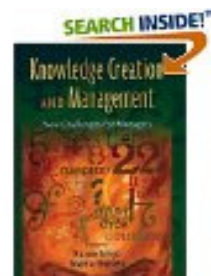

Managing Knowledge:
An Essential Reader
Published in association with The Open University, UK. 2nd Edition.
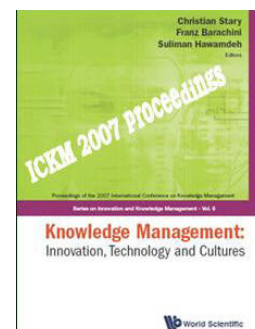Sage Publications Ltd, 2005

Knowledge Creation and Management / by Kazuo Ichijo and Ikujiro Nonaka
Oxford Univ. Press USA, 2006

http://www.worldscibooks.com/business/6573.html