



## **IFLA Knowledge Management Standing Committee (SC) Meetings**

**San Juan, Puerto Rico**

**KM I: August 13, 2011, Saturday, 14:45-17:15**

**KM II: August 17, 2011, Wednesday, 8:00-9:00**

[The following notes combine the discussions from the first and second SC meetings.]

### **List of Attendees:**

#### *Standing Committee members:*

Agnes Hajdu Barat - I, II  
Stuart Basefsky - I, II  
Theo J.D. Bothma - I, II  
Leda Bultrini - I, II  
Lois Mai Chan - I, II  
Jane Dysart - I, II  
Judith J. Field - I, II  
Elisabeth Freyre - I, II  
Vianou Francois Godonou - I  
Olga Lavrik - I, II  
Christel Mahnke - I, II  
Sally McCallum - I, II  
Xuemao (Shimo) Wang - I, II  
Steffen Wawra - I, II  
Zhigiang Zhang - I, II

Standing Committee member sending regrets: K.C. Sahoo, Karolien Selhorst.

#### *Guests:*

Fay Austin - I, II  
Shu Fang – I  
Laverne Page – I  
Pateka Matshaya – I  
Kabou Kambou Kadio – I, II  
Alice Sebunto - II  
Magdy Nagi - II  
Magdi Khalifam - II

I - Saturday meeting

II - Wednesday meeting

### **Chair's report**

Both meetings were opened by Xuemao (Shimo) Wang, the chair, who welcomed all to the meeting. New and current members were introduced, and he invited any visitors to also participate. Xuemao reported that three members of the SC had been approved for a second term in the SC and three new members had been nominated and approved for a first term. All three

new members were in attendance : Vianou Francois Godonou, Steffen Wawra, and Zhigiang Zhang.

Xuemaο announced that the Section now has 70 members. Several people had inquired at the conference about joining the SC. Since elections to Standing Committees were several months ago in early 2011, they can only join as corresponding members for the next two years but can then obtain a nomination as a member.

#### *Annual report*

Xuemaο reported on the successful year for the Standing Committee. He referred the members to the Annual Report that has been posted on the KM web site and also distributed to the members in his email with the agenda for the meeting.

#### **Secretary report**

##### *KM Budget*

Sally McCallum reported on the KM budget for 2011. KM was allocated 400 Euro and as of August 12 there were 400 Euros in the SC account at IFLA Headquarters as the SC had not spent any of those funds. Xuemaο proposed that we use the funds to pay for the dinner of the two speakers for the open session and that was approved.

##### *Minutes*

The minutes from the Gothenburg meetings were approved by the group via email and posted on the KM web site in 2010.

##### *Strategic Plan activities*

Sally reported to the group on the request from IFLA Headquarters in October 2010 for the Standing Committee to identify 1-3 actions to undertake in 2010-2011 that linked to Goals and associated Priority Activities in the IFLA Strategic Plan for 2010-2015. She and Shimo had taken the already approved KM Strategic Plan 2010-2012 (which is posted on the KM web site) and identified three activities to send forward along with how completion of the activities would be measured. The three activities were specified in a report that she distributed to the SC: *KM 2.1 - Gather, evaluate and exchange KM information relevant to librarians by using the features of the IFLA website to build an internationally recognized repository; KM 1.4 - Plan and carry out programs for the IFLA Puerto Rico Conference (2011) and Helsinki (2012) that involve other IFLA units; KM 3.1 - Encourage a diversity of gender, nationality, languages and professional backgrounds in the KM section membership.*

#### **SC activities since the Gothenburg Conference**

##### *Newsletter*

Christel Mahnke reported that two issues of the newsletter had been distributed since Gothenburg, in January 2011 and July 2011. She has been happy with the content supplied by the committee.

##### *Social networking tools*

Jane Dysart and Christel Mahnke reported that the Facebook, LinkedIn, Twitter and KM Blog continued to attract sporadic attention. Jane said that Facebook is now converted to a "page" rather than a "group", and 80 persons had already signed up. Christel reported that the Section LinkedIn has 208 members and hosted some good discussions. However she was discouraged

about the Section KM Blog that she had initiated. It has not attracted contributions, her occasional postings being the only ones. She suggested that either the group begin to develop the site with commentaries or that it be closed. She invited all to contribute! Members should contact Christel to make arrangements to blog.

Xuemao announced that he had nominated Jane and Christel jointly for the Communications award (the successor to the newsletter awards made at past conferences). Even if they did not receive the award, he wanted to make the nomination to show the appreciation of the SC for Jane's and Christel's social media and newsletter efforts. [The New Professionals Special Interest Group received the award at the closing ceremony.]\*\*\*\*\*

#### *KM Information Resource Center*

Elisabeth Freyre reported that she had not been able to work on this project the past year but reminded the committee of the objectives for the portal that she stated in a paper she handed out in Gothenburg. She wants the site to help new members become oriented. The information on the site could be the practical side of KM and analyses of what KM is. It would not try to be comprehensive but rather a first stop-type site for people interested in KM, a starting point, with links to other in depth sites. She is trying to narrow the focus a little to make the project doable. Elisabeth expects to be able to devote some attention to it this year so wanted to continue the project. Christel and Agnes offered to help Elisabeth.

#### *KM Brochure*

Copies of the KM brochure that was completely rewritten before the Gothenburg conference by Lois Chan, were brought to the meeting by Shimo and it was decided that they would be passed out at the KM open session.

### **San Juan meeting reports**

#### *San Juan Open Sessions*

The SC sponsored one program by itself and jointly participated in three others. The KM 2-hour Open Session on Wednesday was on the topic "Applied Knowledge Management: success Stories & Case Studies in Libraries & Lessons Learned" and was attended by over 60 participants. The three speakers who presented were well received (Stuart Besefsky had to stand in for an expected speaker from Brazil so he delivered two talks). The program had simultaneous translation. Evaluation forms were distributed. The Program Development Committee for this session was chaired by Stuart and included Agnes Hajdu Barat, Olga Lavrik, Leda Bultrini, and Fay Austin.

The SC was a co-sponsor of a session joint with Library and Research Services for Parliaments called a "KM Cafe". It was composed of a set of tables where discussion took place rather than having presentations by speakers. Each table had a different topic and facilitator, and participants changed tables three times to join discussions of different topics. Jane was the KM liaison for this program.

KM also contributed to a joint 4-hour program with Bibliography, IFLA/CDNL Alliance for Digital Strategies (ICADS), and National Libraries on "E-Legal deposit: from Legislation to Implementation; from Ingest to Access". Sally was the KM liaison for this program.

And finally, KM joined the Law Libraries, Government Libraries, and the Government Information and Official Publications sections on an open session on "Promoting Global Access to Law: Developing an Open Access Index for Official, Authenticated Legal Information" Stuart served as the KM liaison to this joint program.

### **Election of Officers**

Xuema had distributed with the agenda a draft document that outlined the roles and responsibilities of the Chair, Secretary, and others taking leadership roles in the SC such as program chairs and information officers. The SC elects the Chair and Secretary and the Chair fills the other roles with volunteers and appointees that are then approved by the SC members.

Xuema was reelected chair and Sally was reelected Secretary for final terms. Shimo asked the committee to approve the combination of the Information Coordinator/Newsletter and Information Coordinator/Web into a single Information Coordinator responsibility for the next 2 years, with Christel serving. For the Helsinki Conference Program Committee Chair, Agnes agreed to serve, and Leda was asked to be the Helsinki Satellite Program Committee Chair. Elisabeth agreed to continue with the Web Resource Center project. All of these nominations were approved by the SC.

### **Helsinki planning**

#### *KM Open Session in Helsinki*

As a guide for possible topics: the general theme for Puerto Rico is "Libraries Now! Inspiring, surprising, empowering." The new IFLA president's theme is "Libraries – A force for change".

Each SC discussed the need to advertise for speakers vs. inviting known experts. It was agreed that a mixture was perhaps the best approach so that previously unknown speakers could be found while the quality and attendance of speakers could also be assured. In the past, speakers resulting from a call for speakers have occasionally not been able to attend the conference. Judy Fields noted that it is IFLA policy to call for papers as much as possible. The Open Session will be a standard 2-hour program. It would be positive if there could be more interaction with the attendees during the session. Several ideas for the Open Sessions next year were discussed.

- KM in the public library?
- How to stimulate and support innovation?
- How can different cultures build KM teams?

The Program Development Committee was appointed for Helsinki: Agnes (Program Chair), Olga, Elisabeth. Others may participate by contacting Agnes.

KM can also collaborate with other Sections and provide speakers for part of their planned programs, thus extending KM's reach. One possibilities was the following:

- Joint with IT and Continuing Professional Development (KM liaison, Jane)

#### *Satellite meeting planning for Helsinki*

The Standing Committee has applied for permission to hold a satellite meeting in Helsinki and been approved. It will be a one day meeting.

The following points were made in the discussion. There is a need to determine the level of audience the meeting is pitched to, the amount of “theory/tutorial” vs. practical case studies, and the methods for getting interactions with the participants rather than just presentations to them. In Durbin, the Satellite meeting was elementary, so this one could be more advanced. It was suggested that the satellite be advertised by indicating *what a participant would go home with*. On the question of attracting participants, advertising would be the key.

Based on his experience in planning the Durban satellite meeting, Theo Bothma noted that it was lots of work but also *fun*. There was a need for an international planning committee to assist the program chair but also for a local arrangements "committee" or assistant. Jane noted that sponsorship for coffee and lunch and perhaps a speaker were important. It was noted that after the satellite meeting in Milan, which was not well advertised and not well attended, Elisabeth made a list of points to consider when planning one so that the content and attendance would be good.

The following ideas were expressed by members of the SC

- Morning: Theoretical

Target more advanced audience after a very brief elementary introduction? 2 speakers then break up into groups to discuss issues? Issues preassigned to groups? Use the KM café technique for breakouts? Unconference atmosphere for breakouts?

- Afternoon: Applications

Case studies, 3-4? After each, have a discussion of lessons learned from the case?

Overall “theme” ideas: How to develop a KM strategy for my library? What is KM about and what it does for you? Points that might be considered: How do mobile and cloud contribute to KM today? Special role of Librarians in KM?

Leda agreed to chair the program committee. It would include Jane, Christel (for advertising), Xuemao (for finding raising support), Lois Chen (for theoretical tutorial designing) and Agnes (for local arrangements and venue). Others may also volunteer to help by contacting Leda.

## **Other Business**

Shimo said that he will be holding monthly Skype calls with new KM Leaders Group including Christel, Agnes, Leda, Elisabeth, Jane and Sally over the year to move the programs and projects along. Xuemao also mentioned he may want to continue to seek advice via Skype meeting from past experienced KM leaders such of Stuart Basefsky, and Theo Bothma.

### *KM Dinner*

The SC had a successful group dinner at the Raices restaurant in Old Town San Juan. It was attended by 10 SC members, several spouses, and the open session speakers. Unfortunately, due to the lateness of the seating several of the group had to go to a neighboring restaurant for an earlier dinner.

**Sally McCallum**  
**Secretary, Section on Knowledge Management**  
**24 August 2011**