



IFLA Section Knowledge Management

Agenda for Business Meeting via Zoom

Thursday, August 20th 14:00-16:30 (Eastern Time/New York)

Due to the cancellation of IFLA WLIC Dublin 2020 because of the Covid-19 outbreak

Agenda prepared by Eva Semertzaki

Minutes prepared by Spencer Acadia (**in bold**)

1. Call to order and welcome

Eva Semertzaki, Chair

2. Approval of the Agenda

Spencer Acadia, Secretary

The agenda was approved.

3. Introduction of attendees

Standing Committee members present, listed alphabetically by last name:

Spencer Acadia, KM Secretary

Leda Bultrini

Monica Ertel

Maggie Farrell

Sylvia Piggott

Eva Semertzaki, KM Chair

Julien Sempéré

Mary Augusta Thomas

Liz Turner, KM Information Coordinator

Tyler Walters

Xuemao Wang, DH/DS Convener

Zheng (John) Wang

Steffen Wawra

The full list of current Standing Committee members is here: <https://www.ifla.org/standing-committee/47>

4. Approval of Athens Minutes (already published on [IFLA KM website](#) and on [Basecamp](#))

The minutes were approved.

5. Announcements from the Professional Committee (latest posting on Basecamp on June 28, 2020)

Eva reminded that these are available on Basecamp for SC members to review.

6. Secretary's report on membership and other IFLA HQ and SC organizational matters, e.g. terms of service, elections and expanding KM membership *Spencer Acadia, Secretary*

Spencer mentioned that, despite repeated requests to IFLA by Eva, an updated membership list was not sent to us. UPDATE: Following the Business Meeting, Spencer reached out to Megan Price for help acquiring the list. An updated list was sent to us on 21 August. As of that date, the KM Section had 57 institutional members and 19 individual members. Eva reminded that elections take place at WLIC 2021 Rotterdam.

7. KM and DH/DS SIG Action plan 2019-2020: revised and updated after the cancellation of the IFLA WLIC Dublin 2020. Sent to IFLA and Division III on May 27, 2020 Division III: (available at: <https://3.basecamp.com/3833672/buckets/4944041/uploads/2095028193>)

Completed activities until the update:

- a. IFLA Journal Special issue: Knowledge Management and Library Innovation in a Changing World, v.46, no.1, March 2020 (available at: <https://www.ifla.org/node/93104>)
- b. IFLA KM Newsletter, [no.27](#), Winter 2019-2020 and at: <https://www.iflakmsectionnewsletter.com/>
- c. Survey on DH/DS activities across the world. Preliminary results have been collected
- d. Mid-term meeting organized on March 6, 2020 (minutes available on [Basecamp](#))
- e. Engagement in the IFLA Governance Review and Survey by completing the relevant survey and by participating in the Division III meeting and signing the Letter of Concern prepared by Division III

Regarding 7a, Leda mentioned that up to three other papers submitted for the KM Special Issue were accepted to appear in other single issues of the journal. These additional papers have not yet been published but are forthcoming. As the papers as KM related, we can advertise them on our KM social media channels when published. Leda has contacted editor Steve Witt to get an update on the progress of those papers.

Regarding 7c, Zheng and Xuemao are continuing analysis on the DH/DS survey data. Xuemao reminded that the SIG is up for review in 2021 with three options available: 1. SIG to become its own Section; 2. SIG to continue as SIG; or 3. SIG ceases to exist. The SIG plans to follow option 1 by applying to become its own official Section. Eva mentioned that the KM Section, as the SIG's sponsor, supports this decision.

Regarding 7e, Mary Augusta mentioned that her and Maggie participated in the US/Canada regional roundtable and reported that there seems to be a lack of understanding about how US/Canada is represented in terms of types of libraries and library groups. Maggie mentioned that the regional divisions must be able to reach more libraries and types of libraries, but it appears to be difficult, remarking that participating in IFLA is expensive and tends to be more

focused on academic and special libraries with noticeable less focus on and participation from other library types (i.e., school, public, etc.) Maggie also remarked that more diversity representation is needed in terms of geography, library position types, race/ethnicity, etc. Also, the US/Canada region is dominated by the US and more balance is needed so that Canada is better represented. Mary Augusta remarked that IFLA leaders are doing better to keep IFLA members informed about Governing Board governance, but there is not any clear way for members to communicate with Governing Board (i.e., the GB communicates downward to members, but members can't really communicate upward to GB). Mary Augusta emphasized that a two-way uniformity of communication must be ensured for transparency and open communication.

Sylvia asked if anything was mentioned at the roundtable about simplifying the distinctions between professional and regional Divisions and governance. Not really, but the Governing Board is expected to be restructured and become more accessible. Moreover, Sections are not going away, but how they function may change, especially at Division level. It is possible that Sections may be reassigned to different Divisions.

Eva shared that she was invited to participate in a global roundtable where she learned that more Divisions will be created, including regional ones. The consensus at the roundtable was that the chain of communication will be confusing in the anticipated new structure and more information is needed. Eva learned also that regional Divisions will deal mostly with advocacy issues, working with national associations to promote IFLA and libraries. Eva has been invited to participate in an upcoming European regional roundtable.

Xuemao wondered how IFLA has defined the purpose of the regional vs. professional Divisions in the new structure. Will regional Divisions overlap or weaken what professional Divisions do? Leda mentioned that Xuemao's concern was, in fact, a main topic of

conversation in the IT Section, evidence that others in IFLA are also wondering about and asking the same question(s). It is also wondered if members can serve in a professional and regional Division simultaneously. We do not yet know as IFLA is still working out the details, but the Divisions should not be in competition with each other. IFLA is trying something new and it is good that they are reaching out to and soliciting members for input. Eva mentioned that IFLA may possibly begin reviewing Sections every five years.

8. Communication activities of KM Section *Liz Turner, Information Coordinator*
- a. [Communication Plan 2018-2019](https://www.ifla.org/files/assets/km/strategic-plan/Files/ifla_km_communication_plan2018-2019.pdf) (https://www.ifla.org/files/assets/km/strategic-plan/Files/ifla_km_communication_plan2018-2019.pdf)
 - b. Webpage *About KM* updated for the new IFLA website
 - c. KM Section on Facebook and Twitter

Liz remarked that she wanted to make sure the 2021 communication plan to be developed was realistic, especially given the ongoing global COVID-19 situation and continuing shifts in workplace demands worldwide.

Liz mentioned that she still has no new information from IFLA about their new forthcoming website, even though she provided them with information they requested many months ago. She recommends that no big changes be made to the current site; it is better to wait until the new site is up. Eva remarked that Gerald Leitner recently mentioned that the new IFLA website is not yet ready for launch as some technical issues were still being worked on.

According to Liz, social media posts on Twitter, Facebook, and LinkedIn are getting an average of 5 to 10 interactions. As of August 22, our Facebook page has 1,448 total likes and 1,508 total follows. As of August 22, our Twitter account has 714 followers and our LinkedIn account has 500 members. Liz gave credit to Jane Dysart who has been making a lot of KM posts on LinkedIn. Liz plans to publish the next newsletter this Winter. She plans to send out

a quick survey or internal poll to KM members about how their libraries and workplaces have responded to COVID-19.

9. Updates and insights on how libraries and institutions have handled the Covid-19 situation: learning experience from SC members.

This was moved to the end of the meeting. Participants discussed some of the challenges and opportunities of working in the COVID-19 pandemic.

10. Forthcoming activities towards WLIC 2021: decision was taken during the Zoom monthly Leaders' meeting to carry forward the program to 2021:

- a. Satellite meeting for WLIC 2021 jointly organized with DH/DS SIG; theme: *Human-centered knowledge management: connecting, inspiring, and engaging* (seven papers submitted plus a keynote speaker) program team: Liz Turner and Xuemao Wang: co-chairs, Monica Ertel, Maggie Farrell, Long Xiao, Sylvia Piggott, Victor Walusimbi, Jane Dysart)

Liz reported that all 2020 SM plans have been rolled over to 2021. All but one SM presenter was fine with this. So, SM 2021 will have the same planning team and presenters (-1).

Monthly planning meetings via Zoom will resume in December 2020 or January 2021. Maggie mentioned that EBSCO is still interested in being a SM sponsor. Xuemao suggested that we should have a contingency plan for a virtual SM should WLIC 2021 be canceled due to COVID-19. If the SM does happen in person, Julien has offered to host it on his campus in south Paris and can provide catering. There is a direct train from Paris to Rotterdam in less than 2 hours.

- b. Joint open session 2021 with IT Section; working theme: *The effect of library systems to the delivery of services to user communities* (six papers received and evaluated and authors contacted in 2020) program team: Steffen Wawra and Leda Bultrini: co-chairs, Frank Cervone, Elisabeth Freyre and IT

Leda and Steffen offered the following corrections:

- **The title of the Joint Open Session is “The future of the library and library systems: Outsourcing, cloud, and new tech impact of user communities”**
- **A total of 13 papers were received and evaluated**
- **The Joint Open Session is co-led by Leda from IT Section and Steffen from KM Section, along with:**
 - **Members from the IT Section: Edmund Balnaves and Peter Leinen**
 - **Members from the KM Section: Eva Semertzaki and Ágnes Hajdu Barát**

Steffen reported that out of the 13 received papers, only three were chosen. Geographic representation is: 1. Singapore; 2. Germany/Netherlands; and 3. Indonesia. Leda remarked that having only three papers is beneficial for a virtual open session in case WLIC 2021 is canceled.

- c. 7th Knowledge Café 2020: Joint session with CPDWL; theme: *The continuous learning in a global, dynamic and ever-changing world* (facilitators and rapporteurs confirmed for 2021) Monica Ertel, programme co-chair

Monica reported favorable response from people wanting to participate in the 2021 Knowledge Café and mentioned that if WLIC 2021 is cancelled she could foresee the Café taking place online via Zoom breakout rooms.

- d. Joint Open Session with Subject Analysis and Access session; theme: *Subject analysis and AI: ethics and competencies* (evaluation of 10 papers and notification to authors), Spencer Acadia on behalf of KM

Spencer reported that no further talks with the Subject Analysis and Access Section has happened. There are no plans to offer any 2020 virtual component and 2021 plans have not been discussed.

- e. Joint Open Session of DH/DS SIG with News Media session; theme: *a. How fake news impacts and engages the library mission and services; b. Deepfakes: manipulating realities* (evaluation of papers and notification of authors), Xuemao Wang and Spencer Acadia

Spencer reported that News Media Section has decided to hold four online sessions (October, November, January, and February) each with two presenters delivering their presentation with Q&A. These sessions will be held via Zoom. Exact dates and times are to be determined, but Spencer will announce these to KM and DH/DS in case members want to attend. Furthermore, Spencer mentioned that News Media Section is interested in “fake news” as a topic again in 2021, though this has not been officially decided. If this happens, it is possible that DH/DS and News Media could collaborate in 2021 with the combined topics of fake news and deepfakes. Julien mentioned that he wishes to be involved.

Julien reported that he is now a new father and showed his new baby son on screen.

11. Other plans and ideas from the members, e.g.

- a. Annual Report 2020

The original due date was 31 August, but Megan Price changed it to 1 October as IFLA members on the listserv said they did not have enough time to complete the Annual Report by then and some Sections were not having their Business Meetings until September.

- b. Re-scope and re-judge the KM and ET project on knowledge management programs in LIS when the global Covid-19 situation improves (KM & DH/DS Leadership Team 2020, #8 Zoom meeting minutes, 26 May 2020)

Eva remarked that this project has not started and is not sure that it will. No further updates are available at this time, but Eva will have a discussion with Frank about the project.

c. Sponsorship funding for Satellite Meeting

As mentioned earlier, Maggie reported that EBSCO remains interested in sponsoring KM activity in 2021, whether it is in person or virtual. We are not sure if our other 2020 sponsor (IOP, contact: Long) is still interested in sponsoring in 2021. Xuemao recommended waiting until 2021 to contact potential sponsors again. There are no plans to submit a funding request to IFLA.

12. AOB

Leda mentioned that IT Section is interested in collaborating with DH/DS at WLIC 2021 and plans to discuss it further with the IT Section at their forthcoming Business Meeting. Xuemao is open to this idea as long WLIC 2021 happen in person as usual; if it is canceled and/or moves virtually, he is less certain. The nature of the proposed collaboration has not been decided and remains up for discussion.

Eva gives thanks to all for attending the Business Meeting. Meeting is adjourned after participants share their COVID-19 workplace experiences and a virtual group photo is taken.