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Comments, articles, and questions should be sent to newsletter editor, Wilda Newman (wildanewman@gmail.com)
[Photos in this issue by Emilio Sim, unless otherwise noted]

From the Chair

Dear Friends and Colleagues,

This Newsletter issue comes on the eve of the IFLA Annual Conference, but also in the midst of a great global discussion on the future of libraries and on the strategy to tackle the challenges that libraries face. I’m talking about the Global Vision Discussion launched by IFLA in April 2017 in Athens, which will continue throughout 2017 and whose results will be collected in a report to be published in January 2018.

At the time I’m writing, after the kick-off meeting in Europe, on 3-4 May IFLA held a successful Global Vision Regional Workshop in North America at the Library of Congress in Washington, DC. and a second one on 14-15 May in Yaoundé, Cameroon.

All IFLA units are committed to contributing to this great global reflection, including the KM Section and its components. And you all are invited to contribute to this discussion, organizing a vision meeting on your specific library service in your own country and reporting about them by Sep-

[continued on page 3]
This one-day conference will focus on the constantly evolved nature of knowledge management, which now encompasses many areas including business intelligence, decision analysis, intellectual capital and many others. The papers are intended to show the theoretical approach of the directions in knowledge management in the first section and case studies on directions in knowledge management in the second section. The audience during the panel discussion will trigger interaction of the participants.

Theme: **New Directions in Knowledge Management**

Keynote Speaker: Dr. Joanna Paliszkiewicz
Professor, Warsaw University of Life Sciences
Topic: **The future of knowledge management**

[See Dr. Paliszkiewicz bio and interview pages 4-5]

**VENUE**

IFLA Knowledge Management Satellite Meeting at the Library Wroclaw University of Economics, Wroclaw, Poland

**Date:** Friday 18 August 2017  **Duration:** 09.00 - 17.30h

[Click on the images above for links to additional information and printable map of the campus]

**Program Information and Registration**

Program Co-Chairs: Eva Semertzaki - Bank of Greece - esemertzaki@gmail.com and Elisabeth Freyre - Bibliotheque Nationale de France - Elisabeth.freyre@bnf.fr

**SPRINGER NATURE** is our sponsor! The conference is offered at no cost to attendees but registration is required and lunch is included.

This Satellite Meeting is presented by the IFLA Knowledge Management Section

Friday 18 August 2017 at the Wroclaw University of Economics, Wroclaw, Poland,
Address: Komandorska 118/120 Phone: +48 71 36-80-466
tember 2017. Face-to-face and online, future-oriented conversations will be taking place throughout the year.

We will publish more on this topic through our social media channels. For now, see the Global Vision discussion website: globalvision.ifla.org for more details, and join the conversation on Twitter and Instagram using the #iflaGlobalVision hashtag.

As usual, this issue of the Newsletter is also an introduction to the activities and opportunities for interaction and discussion that the SC has planned for and around the IFLA Conference, to be held in August (19-25) in Wroclaw, Poland, on the theme: Libraries. Solidarity. Society. http://2017.ifla.org/

 Needless to say, the IFLA Conference is an event not to be missed for anyone interested in the work and that’s why I’m sure you will attend it. Registration are always open - http://2017.ifla.org/registration.

This year too, as has become tradition for the KM Section, we will have the opportunity to meet, listen to and confront experiences for a whole day at the Satellite Meeting hosted by the Wroclaw University of Economics. I wish to extend my heartfelt thanks for this opportunity, which allows us not to have a move from Wroclaw and to make the most of our stay there.

And of course we have to thank Eva Semertzaki and Elisabeth Freyre, co-chairs of the organizing group, for the rich and interesting program they propose. Details and anticipations can be found on pages 2 & 7. You have the opportunity to know in advance the keynote speaker, Joanna Paliszkiewicz, Deputy Editor of the journal Management and Production Engineering Review, through the interview that Eva did with her and that you can read on pages 4-5.

If you have not registered for the Satellite Meeting yet, you can do so at the Meeting website. https://sites.google.com/site/ifla2017km/registration. Registration is free and thanks to the support of Springer-Nature we will have the pleasure of having a snack together and lunch.

This year it was more difficult than usual to select papers for the KM Open Session that will be held within the IFLA Conference, Thursday, 24 August 2017 (10:45-12:15 Session 230) on “How Does Knowledge Management Inform Change Agency?”. The number of abstracts received and their quality is a strong indication of the growing attention around knowledge management in the world of libraries. We have to thank Liz Turner and all the organizing committee that worked to get this great participation through the call for papers and faced the difficult selection. (See page 10 for program)

The great attendance of recent years to the sessions on KM has lead IFLA, again this year, to ensure simultaneous interpretation of the Open Session, thus expanding the potential audience. (See Keynote Speaker Degkwitz, page 13)

In addition to the ordinary program, one could not fail to have, this year too, a session that is one of the most anticipated appointments. I'm talking about the Knowledge Café, organized by KM along with the CPDWL (Continuing Professional Development and Workplace Learning) and Library and Research Services for Parliaments Sections. The theme “New Librarians for New Times: Continuous Learning to Become Change Agents in a Changing World” will stimulate reflection around the many tables that will address the interesting topics about which Monica Ertel, Co-chair for the KM Section, provides you with details on page 11.

Conversation remains the best technology to share and create knowledge! And besides attending congress events, you are all invited to concur actively with the Standing Committee’s work offering your contributions and your proposals.

The right opportunity to get involved are our business meetings that will be held during the conference on Saturday, 19 August 2017, 12:30 - 14:30 (Session 043 of the Conference) and on Wednesday, 23 August 2017, 13:30 - 16:00 (Session 205 of the Conference). (See Agendas pages 6 & 8) Business meetings are open to everyone and we are very happy to welcome guests, who are also invited to join us at the social dinner that every year gives us the opportunity to spend a few hours.
From the Chair (continued from page 3)

together cheerfully.

We are working to renew our wiki (http://iflakm.wikispaces.com/), which collects information on publications, case studies, and conferences on KM. We want it to be richer in information, language diversity, easier to use and more than ever open to everyone. Liz Turner is the guest columnist for this issue, covering for Emily Thornton while on leave. See page 14 for the details and, I'm sure, this energetic renewal will push you to become active collaborators.

2017 is a year of renewal of the members of the Standing Committee. At the moment I write, the election results are not yet known. I can only say it is a source of great satisfaction that the nominations for the SC were higher than places available and that it was therefore necessary to hold an election. I thank all those who have submitted their applications. I am sure that even those who will not be elected will want to cooperate with the SC to help constantly improve our work.

I remind you all that the IFLA KM Section is present on many social networks. Choose the one you like best and follow us on Facebook (https://www.facebook.com/IFLAKM/), LinkedIn (IFLA KM: The Voice of Global KM), on the KM Blog (https://blogs.ifla.org/km/), or on Twitter (@IFLA_KM). And look at us on Flickr (https://www.flickr.com/groups/kmview/).

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Finally, with the next issue of the Newsletter a new chair will introduce you to the activities of the Standing Committee. I offer my warmest wishes for good work. My term will end this coming August. It was an extraordinary pleasure and a privilege to serve a Workgroup that has grown numerically in these four years, retaining a truly unusual passion and teamwork ability. I want to especially thank Mary Augusta Thom- as, who has been a Secretary for the last four years and a solid reference for all our activities, and Wilda Newman, Information Coordinator, editor of this Newsletter and tireless and passionate animator of our communication with the world of the librarians, and mainly responsible for our Communication Plan. I would like to thank all those who have been actively involved in these years by chairing the conference sessions and the Satellite Meetings or taking part in the organizing groups, editing or translating our publications, managing the wiki or contributing to it and to the social networks. I'm sure the future of the KM Section will be dotted with even better results.

Looking forward to meeting you all in Poland!

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

Meet Keynote Speaker Dr. Joanna Paliszkiewicz addressing the IFLA KM Satellite Meeting

Professor, Warsaw University of Life Sciences on The Future of Knowledge Management

Dr. Joanna Paliszkiewicz is a Professor of the Warsaw University of Life Sciences – SGGW and Polish Japanese Academy of Information Technology. She is also adj. professor at the University of Vaasa in Finland. Dr. Joanna Paliszkiewicz is well recognized in Poland and abroad for her expertise in management issues: knowledge management and trust management. She has published over 150 papers and five books.

She was a part of many scholarship endeavors in USA, Ireland, Slovakia, Taiwan, and Hungary. She was actively involved in participating and presenting research results at international conferences.

Currently, Dr. J. Paliszkiewicz serves as the deputy editor in chief of the international journal Management and Production Engineering Review and editor of Issues in Information Systems. She is the Vice President of the Polish Association for Production Engineering and Information Technology & Supply Chain Management Association. She also serves as chair of the committee: International Cooperation in European Business Club and Chair of the Peer Court in Scientific Association for Business Informatics. Dr. Joanna Paliszkiewicz serves as the Secretary at the International Association for Computer Information Systems and she is on the board of two other organizations: Intellectual Capital Accreditation Ass
ES. Dr. Joanna Paliszkiewicz, what does knowledge management mean to you?

JP. According to me, knowledge management is the systematic and organized process of effectively managing the following processes: localization, knowledge acquisition and development, knowledge transfer, knowledge codification and usage of knowledge to increase organizational performance.

Knowledge localization includes all activities which indicate, where knowledge exists. Knowledge acquisition and development includes the knowledge acquired by an organization as well as that developed within it. Knowledge transfer is the transmission of knowledge (experience, lessons learned, know-how) and use of transmitted knowledge. Knowledge codification is the capture of knowledge so that it can be re-used either by an individual or by an organization. The aim of codification is to put organizational knowledge into a form that makes it accessible to those who need it. If knowledge management is to thrive, organizations must create a set of roles and skills to do the work of using knowledge.

ES. Do you think that information management and knowledge management can co-exist, are they related professions or will one of them supersede the other in the future?

JP. Knowledge and information management share similar concepts, which involves the collection and dissemination of information and knowledge to the benefit of an organization and its individuals. They not only dispose of similar tools and goals but are also based on similar methods and face similar problems. Knowledge is information in the context.

According to me, knowledge management is the natural continuation and simultaneous supplement of information management. Therefore, the knowledge management system is an extension of the information management system and will be more important in the future.

ES. How do you think knowledge management can be implemented in libraries to compete with Google, the Internet and possibly the social media?

JP. Libraries have had a long tradition of resources sharing and networking. Nowadays, they have to carefully analyze the needs of their users and seek to develop knowledge management strategies to meet these needs.

For example, libraries need to develop the access to their resources. A good example is a library in Tychy in Poland which implemented the possibility to borrow and return the books for 24 hours using special self-service machines (named book locker). Users can make a reservation of the book by the Internet and come, whenever it is comfortable to take it. In these machines, they can also return the book. The contact with a librarian is not necessary. Libraries need also to develop sharing strategies and focus more on electronic and digital resources.

ES. From your experience, could you share an example or a success story of the impact of knowledge management in an organization?

JP. The good example is Google as the technology leader in Internet business. Google perceives knowledge management as part of the mission of the company and empowers its employees to be creative, to share knowledge and to introduce innovation. From failures, the lessons learned apply to the next idea, which always appears.

ES. What makes a professional a successful knowledge manager?

JP. A successful knowledge manager has to be trustful and build trust in organizations by showing respect to others, listening and accepting advice from other people, giving and receiving support, showing interest and caring for others, providing information and knowledge – just in time, speaking openly about problems, being honest to others and telling the truth. Trust facilitates management, risk taking, effective use of knowledge resources.

ES. Is knowledge management a fad or a reality with a future?

JP. Knowledge management will be very important in the future, because it is related to innovation. In order to survive, an organization has to be competitive and needs to develop new ideas. People need to share knowledge and cooperate to build new ideas. Employees would like to develop themselves and increasing knowledge for some of them is a very important aspect in the work.

ES. Thank you, Dr. Paliszkiewicz for the thoughtful replies to my questions.
KM Standing Committee Meeting I
Wroclaw, Poland, Saturday 19 August 2017
12.30-14.30h (Session 043)
Where - IASE Conference Room

Agenda

12:30 – 12:40
1. Welcome and apologies  Leda Bultrini, Chair
2. Approval of the Agenda Mary Augusta Thomas,
   Secretary (sign-up)
3. Introduction of attendees

12:40 – 13:10
4. Standing Committee membership matters
   ⇒ Election of new officers of the KM SC Standing Com-
   mittee
   ⇒ SC roles and responsibilities
   ⇒ Identification of any inactive members who could be
   considered to have resigned
   ⇒ Co-option of replacement members for any members
   that have already resigned
   ⇒ Renewal/retirement of corresponding members

13:10 – 13:40
5. Approval of Columbus Minutes (already done by email)
6. Treasurer Report for 2016/2017
7. Announcement and report from the Professional
   committee  Leda Bultrini, Chair and Treasurer
8. Secretary’s report on membership and other IFLA HQ
   and SC organizational matters Mary Augusta Thomas
9. Action plan
   a. Standing Committee activities since the 2016
      Columbus conference
   b. Chair’s report on overall accomplishments of SC
      Leda Bultrini
   c. Information Coordinator report on KM website,
      Newsletter & Social Networking, etc. Wilda Newman
   d. Report on KM Wiki/Portal
      (http://iflakm.wikispaces.com/Welcome)
      Liz Turner/Wilda Newman

13:40 – 14:00
10. Knowledge Management programs in Wroclaw

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

14:00 – 14:20
11. Action Plan first steps: KM programs – preliminary dis-
    cussion for Kuala Lumpur, Malaysia
   a. Satellite meeting opportunity (request was accept-
      ed by IFLA HQ) Alone or with other SC? - Theme and
      topic? - Program Committee appointment
   b. KM Open Session programme (2 hours)
      IFLA Kuala Lumpur theme: “Transform Libraries,
      Transform Societies” (http://2018.ifla.org/) - Alone or
      with another Standing Committee? - Candidate SC for
      joint session - Theme and topic - Program Committee
      appointment

14:20 – 14:30
12. KM SC II meeting
13. Adjournment
14. Photo {All Attendees are invited - members and guests}
Theme: New directions in knowledge management

Venue: Library, Wrocław University of Economics, Komandorska 118/120, Wrocław, Poland tel.: +48 71 36-80-466

Keynote speaker: Dr. Joanna Paliszkiewicz, Professor, Warsaw University of Life Sciences; topic: The future of knowledge management

I. The papers of the first section are the following:

Dr. Kimiz Dalkir, Associate Professor and Director, School of Information Studies, McGill University, Canada: The academic discipline of knowledge management: a 15-year retrospective that can inform future directions

Jerzy Korczak, Professor; Helena Dudycz, Associate Professor; Bartłomiej Nita, Associate Professor; Piotr Oleksyk, Lecturer, Wrocław University of Economics, Poland: Design of financial assessment scenarios of small and medium enterprises

Li Yuke, Shanghai Publishing and Printing College, China; Du Pingping, China University of Mining and Technology Library, China; Deng Zhiwen, National Taiwan University of Science and Technology, Taiwan: Library new directions in knowledge management: recycling of technical design research of virtual and reality knowledge space

Wang Zheng, Lecturer, Northwest University, School of Public Management, China: Open knowledge management model in open innovation environment

José Miguel Baptista Nunes, Dean and Professor; Saima Kanwal, PhD Scholar; Muhammad Arif, Research Associate, School of Information Management, Sun Yat-Sen University, China: Knowledge management practices in higher education institutions: a systematic literature review

II. The papers of the second session are the following:

Dr. Sven Strobel, Project Manager and Knowledge Manager, German National Library of Science and Technology (TIB), Germany: Collaborative working and knowledge sharing in the Enterprise Wiki: how teams develop common concepts using Sprints

Christy Zlatos, Research and Liaison Librarian, Washington State University Libraries, US: How are they faring? A look at knowledge sharing and older “mature-age” librarians in the workplace in the United States

Tiffany Coulson, Associate Director, Programming, Northwest Learning and Achievement Group, US: One voice as a beacon: analyzing a crowd-sources qualitative data set using a feminist approach to knowledge management

Arshad Mahmood, Librarian, Deputy Director, State Bank of Pakistan; Salman Abid, Librarian, State Bank of Pakistan, Pakistan: The role of State Bank Library in achieving SBP Vision 2020 Goals through knowledge management

Lungile Elizabeth Dlamini, Librarian, Swaziland College of Technology, Swaziland: The role of librarians in knowledge management: a survey of public colleges in Swaziland

Liz Turner, IFLA Knowledge Management Section, Open Session Chair 2017, US: What’s ahead for knowledge management?

III. Panel discussion: Maggie Farrell, Dean of Libraries, Clemson University; Barbara Kawecki, Director, Collection Development and Workflow Solutions, YBP Library Services; Rick Branham, Vice President, Global Accounts and Alliances, SirsiDynix, US: Collaboration, communication, and partnerships for effective organizational transformation

For more information check the conference website. For registration visit the website, too.

Program co-chairs: Elisabeth Freyre, European Project Coordinator, Bibliotheque nationale de France, France, Elisabeth.freyre@bnf.fr; Eva Semertzaki, Head of Library, Bank of Greece, Greece, esemertzaki@gmail.com

Website developer: Spencer Acadia, Associate Librarian, Stephen A. Austin State University, US, AcadiaS1@gmail.com

Team member: Xiao Long, Professor and Deputy Director, Peking University Library, China, lxiao@ilb.pku.edu.cn
KM is at work within the section and its members!

La section IFLA Knowledge Management a donné une formation aux professionnels français.

Leda Bultrini, présidente de la section KM de l’IFLA, a introduit la formation qui a permis de présenter les apports potentiels du Knowledge Management pour la profession. La formation s’est poursuivie par des ateliers animés par Aurore Cartier, collègue française qui s’intéresse au Records Management et à l’apport de cette discipline au KM et Julien Sempéré, membre de la section et qui s’est penché sur les questions de gestion du changement. Les collègues formés, cadres des bibliothèques, ont reçu avec grand intérêt ces méthodologies pour les adapter à leur environnement de changement institutionnel très fort dans le contexte français. Cette formation a donné satisfaction et l’expérience sera vraisemblablement renouvelée. Les liens tissés à l’IFLA entre les membres de la section ont permis d’organiser donc ces journées et de faire profiter de l’expérience professionnelle de Leda Bultrini qui est knowledge manager et issue des métiers de la documentation. Ainsi, avec ce partage de culture professionnelle, le KM est à l’œuvre au sein de la section et de ses membres.

IFLA KM Business Meetings Wroclaw, Poland Agenda

KM Standing Committee Meeting II Agenda  
Wrocław, Poland, Wednesday 23 August 2017  
13:30-16:00 h (Session 205) Where - Conference Room D

13:30-13:40  
1. Call to order and welcome  New Chair

13:40-14:10  
2. Report about Wrocław events  
   a. Satellite meeting Eva Semertzaki/Elisabeth Freyre, program co-chairs  
   b. Knowledge Café Monica Ertel, program co-chair  
   c. Digital Humanities/Digital Scholarships SIG session Xuemao Wang convener  
   d. KM dinner (last information) Mary Augusta Thomas  

3. News about Open Session (Thu. 24)  
   Liz Turner, program chair

14:10-15:50

4. Action plan

a. Review and decide preliminarily on KM programs for Kuala Lumpur, Malaysia (format, theme, programme chair and conference committee) new officers  
b. Review and decide on Satellite meeting (theme, venue, programme chair and committee) new officers  
c. Communication Plan and application (actions, responsibilities) new officers  
d. Other actions and responsibilities (to-do lists) new officers  
e. Digital Humanities/Digital Scholarships SIG program report Xuemao Wang convener

5. Annual report (additions, corrections...) Leda Bultrini  
   15:50-16:00

6. Other follow up actions, timeline & responsible parties

7. Adjournment

8. Photo (All Attendees are invited - members and guests)

Business Meeting I Agenda page 6
Please join us for the official kick off of the Digital Humanities/Digital Scholarship SIG

Session 082 - Place IASE 1st Floor - Sunday, 20 August 13.45 – 15.45h

Come discover the IFLA community’s newest international platform for collaboration, open discussion and the assessment and adoption of innovative new approaches, as well as best practices to advancing digital scholarship. {The DH/DS SIG is Sponsored by the IFLA KM Section}

This inaugural meeting held at IFLA Wrocław will feature “lightning talks” with speakers from five continents (tentatively invited speakers from Africa, Asia, Europe and North America), and explore

The Global Digital Humanities and Digital Scholarship Best Practices - What is the Role of IFLA and the DH/DS?
SIG: Lightning Talks and Interactive Conversations

Libraries play a vital role in the 21st century scholarly ecosystem. As researchers increasingly pursue digital scholarship, particularly in digital humanities and humanistic social science areas (the design, creation, developmental editing, production, analysis, publishing, dissemination and long term preservation of new scholarship using digital and/or computational techniques), they often present different challenges and demands for academic and research libraries.

As users’ information and knowledge seeking behavior are increasingly driven by digital innovations, academic, public, school, special and all types of libraries are facing tremendous new challenges. Today, libraries around the world have taken courageous steps to re-articulate their value propositions, re-define their new roles, re-configure and re-train their workforce, re-assess their operational models and efficiency, and re-purpose their spaces and resources under the evolving and emerging digital scholarship landscape.

The IFLA Digital Humanities/Digital Scholarship Special Interest Group (SIG) is a new international platform for the IFLA community to engage in digital scholarship/digital humanities discussion on a continuous basis.

Convener Xue Mao Wang
Dean and University Librarian
University of Cincinnati United States

COMING SOON! IFLA KM Satellite Conference
Kuala Lumpur, Malaysia Friday 23 August 2018

Knowledge management guru Michael Koenig* (2016, p. 26) recently wrote that "[KM] is really librarianship extended." Join us in Kuala Lumpur, Malaysia for the 2018 IFLA Knowledge Management Satellite Conference where we will explore Koenig’s position via our official theme: Is knowledge management the new library science? [Call for papers and website coming soon!]

Indeed, global emerging literature is beginning to explicitly connect the principles of knowledge management with those of librarianship. Moreover, libraries are increasingly viewed as ideal physical and virtual social spaces for knowledge creation and transfer. Via presentations and discussions, our conference will provide the theory and application to pull together a deeper understanding of how and why KM and librarianship may be seen as more alike than different. To this end, we will emphasize the utility of KM within the broad scope that is librarianship for all types of library spaces.

Knowledge management in libraries and organizations (pp. 17-27). Berlin: de Gruyter Saur.


Submitted by Spencer Acadia in collaboration with Eva Semertzaki and Leda Bultrini
IFLA World Library and Information Congress
83rd IFLA General Conference and Assembly
19-25 August 2017, Wroclaw, Poland

IFLA WLIC Knowledge Management Open Session

How Does Knowledge Management Inform Change Agency?
Thursday 24 August 2017 10.45 – 12.45h
Session 230 Place - Main Court at the Congress Centre

[Simultaneous interpretation will be available in all seven official IFLA languages. Special thanks to K. Jane Burpee for assisting with session coordination and organization of selected papers. Other program team members include Ágnes Hajdu Barát and Klaus Ceynowa.]

This session’s theme will focus on the role of knowledge managers and information professionals in organizational change management. Our call for proposals invited exploration of methods for communication and training, establishing solidarity with those affected by change, as well as case studies on adoption of innovation in the library, workplace, academy, and society. We are pleased to showcase six examples of Knowledge Management at work preparing, facilitating, and augmenting change. Even more exciting, we are planning to engage our audience with a social media Q&A session to create a lasting conversation outside of the session and create connections with KMers not able to attend WLIC 2017. Watch @IFLA_KM on Twitter for the official Open Session hashtag as we get closer to the date!

1. Keynote: Future Knowledge Management - the Library as a Virtual Makerspace Andreas Degkwitz, Humboldt University, Germany [See interview with Degkwitz on page 13]

2. Lean Knowledge Management at Vantaa City Library Ritva Nyberg, Vantaa City Library, Finland Paper in English


4. The Application of Knowledge Management in Organizational Restructuring of Academic Libraries: A Case Study of Peking University Library Xiao Long, Peking University Library, China Paper in English

5. Organizing for Change at Uppsala University Library Satu Bohm, Uppsala University Libray, Sweden Karin Byström, Uppsala University Library, Sweden Petter Nerelius, Uppsala University Libray, Sweden Linda Thorn, Uppsala University Libray, Sweden Paper in English

6. Exploiting the Potential of Personal Networks to Support Knowledge Management Abdus Sattar Cháudhry, Kuwait University, Kuwait Paper in English

We have included the links to their papers in English as published by IFLA.
Please join us for the fourth Knowledge Café at the IFLA Conference in Wroclaw (August 20-24) This year’s interactive session will focus on the changing and challenging role of librarians in the ever-evolving information world. There will be 12 different table topics as noted below. Using round tables and facilitators, conversations will be interesting, insightful, and provide a great deal of practical ideas to take home. Please join us to hear what your colleagues are doing and gain insights for surviving and thriving in the information world as well as share your stories and experiences.  

**Brought to you by Knowledge Management, CPDWL (Continuing Professional Development and Workplace Learning), and Library and Research Services for Parliaments**

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Program Committee - Monica Ertel, Bain & Company, US; Jane Dysart, Dysart & Jones Associates, Canada; Karen Finer, European Parliamentary Research Services, Belgium; Leda Bultrini, ARPA Lazio (Regional Agency for Environmental Protection) Italy
I have recently attended a couple of events that cast a gloomy pall over the knowledge management landscape. A current Chief Knowledge Officer (CKO) for one of the “Big 5” American financial consultancies remarked at a local KM meetup this past March that the numbers of his peers are dwindling, as organizations phase out the CKO role and sometimes the entire KM capacity altogether.

An esteemed colleague and friend of the KM Section, Stan Garfield, recently co-hosted a meeting of KM Professionals and asked the question, “Is KM Dead?”—referring to such catalysts as industry trends, declining positions, attention, and funding granted to KM programming and personnel.

What are we to take from this? Is there hope for those still making their careers in KM or related information professions? It is my opinion that yes, KM has a place and a purpose in the future of industry and the future of libraries, and rather than an emphasis on technology and tools, people and process should become the centerpiece. Opportunities to embed knowledge capture, transfer, retention, and sharing in standard procedural activities can provide a means for KM practitioners to become closer to Business Process Management (BPM) or Organizational Change Management (OCM). These types of initiatives are gaining traction with executives and leadership as valid, necessary efforts to keep the organization focused on priority projects and continue to evolve and learn in a state of constant change.

In 2015 I shared with the attendees of the Knowledge Management Section Satellite Meeting that project management provides a promising avenue for embedding KM activities in a seemingly permanent vehicle in the organization. It’s not likely that corporations, libraries, and academic institutions are going to stop doing projects altogether, and riding alongside these change vehicles and capturing the components for knowledge transfer are certainly a way to contribute—but I would contend that KMers should be driving the project and managing them from a knowledge-centric view. Demonstrating value by embedding KM in the documentation, requirements gathering, scoping, building, testing, and certainly also deployment of projects is a way to show leadership, colleagues, and peers that KM has a place in the everyday rather than a separate (possibly expensive) system, tool, or area.

Does this mean that we should hide who we are or rebrand KM entirely so it is indistinguishable from these other accepted business initiatives? Not necessarily. It makes sense for KM to live in the Project Management Organization (PMO), or in another type of shared services department rather than IT. Knowledge Management should be business-centric and focused on the people and processes that make the business work, whether that business is revenue-building, non-profit, public, private, etc. Allowing KM as a static label to recede just enough to let KM as a supportive function shine through will help to assure its place in the organization for years to come. This will do much more to ensure the future of KM as integral to the future of industry, and not simply a line item on the expenses list.

Elizabeth Turner, M.I.S., M.L.S. is a Standing Committee member of the KM Section (2015-2019). She has been a member of IFLA since 2012 and writes and speaks about knowledge management as an intersection to project management and corporate change management. Elizabeth is chairing this year’s KM Open Session during the 2017 WLIC in Wroclaw, Poland, and will present at the KM Section Satellite and host a table at the Knowledge Café. Currently employed in the private equity industry, Elizabeth also performs with a non-profit ballet company in her community near Dallas, Texas.
Open Session Keynote Speaker Degkwitz Interviewed

…… by K. Jane Burpee - she asked Prof. Dr. Andreas Degkwitz to discuss his upcoming keynote presentation at the WLIC KM Open Session in Wroclaw.

1. Tell us a little bit about what inspires you about virtual makerspaces?

Librarians have to adjust their services to the demands of the many users, whose information behavior is heavily influenced by the internet. From that background a new business model for academic libraries must be established. The approach of the virtual makerspaces will support this strongly needed re-design. Because the capabilities of the internet are available in such working environments.

2. Can you share with us a way makerspaces are becoming important work for libraries and knowledge management?

The internet and the digital media are challenging the traditional business model of academic libraries and enable new capabilities of information provisioning and new patterns of the collaboration between librarians and users. These emerging developments have to be taken up. Otherwise libraries run the risk to being outside of their research and education communities.

3. What actions would you like attendees to take away from your keynote presentation, "Future knowledge management - the library as a virtual makerspace?"

From their background libraries provide information by the digital and printed materials collected by them. Since the internet and the tools for processing and sharing digital content have been raised significantly, the libraries are more and more in the situation to offer services for managing the researchers work and working environments. This ongoing transformation includes a number of new challenges for libraries knowledge management.

The KM Open session takes place Thursday, 24 August 2017 at 10.45 - 12.45h. This Session number 230 will convene in the Main Court at the Congress Centre. See page 10 in this issue for other details of the program.

Prof. Dr. Andreas Degkwitz (born 1956 in Frankfurt/Main) is the Chief Librarian of the Humboldt University of Berlin and Honorary Professor for Information Science of Potsdam University for Applied Sciences. He held the position of the Chief-Information-Officer of the Brandenburg Technical University of Cottbus between 2004 - 2011, was the deputy-director of the library of Potsdam University between 1998 – 2003 and from 1991- 1998 he worked as a consultant for library affairs at the German Research Foundation.

IFLA KM Schedule Wroclaw, Poland 2017

Saturday 19 August 12:30- 14:30h SC I IASE Conference Room Session 043
Sunday 20 August 8.30 – 10.00h Newcomers Session Auditorium Hall (SI) Session 070
Sunday 20 August 10.30 – 12.00h IFLA Opening Session (SI) Main Court Session 071
Sunday 20 August 13.45 – 15.45h DH/DS KM SIG Program The Global Digital Humanities and Digital Scholarship Best Practices - What is the Role of IFLA and the DH/DS SIG: Lightning Talks and Interactive Conversations IASE 1st Floor Session 082
Sunday 20 August 16.00 – 18.00h Exhibiting Opening Party (SI) Main Court Session 071
Monday 21 August 09.30 – 12.45h Libraries: A Call to Action: The President's Session Main Court (SI) Session 095
Monday 21 August 13.45 – 15.45h IFLA Global Vision Discussion Multifunctional Hall Session 118

Tuesday 22 August 19.00 – 23.59h Cultural Evening Session 078
Wednesday 23 August 11.45 – 12.45h Knowledge Café New Librarians for New Times: Continuous Learning to Become Change Agents in a Changing World - Knowledge Management, CDPWL and Library and Research Services for Parliaments IASE 1st Floor Session 200
Wednesday 23 August 13.30 – 16.00h SC II Conference Room D Session 205
Wednesday 23 August 13.45 – 15.45h Division III Open Session (KM’s Division) Disruptions in Library Services: Addressing Challenges, Finding Solutions - Division III - Library Services with New Session Professionals Special Interest Group Multi-functional Hall Session 212
Wednesday 23 August - KM Dinner - Details at KM Business Migs
Thursday 24 August 10.45 – 12.45h KM Open Session: How does KM Inform Change Agency Main Court at Congress Centre Session 230
◊ - KM Section Programs ◊ - IFLA Programs ◊ - Other
Check us out at http://iflakm.wikispaces.com

- Congratulations to our Wiki Coordinator, Emily Thornton, on a new addition to the family! Emily returns in July and will continue accepting your submissions to the wiki: emilythorn@gmail.com

- Under Construction - We are incorporating RSS feeds and prolific voices in the KM Community as part of a “What’s New in KM” – see the photo example for a live feed from former KM Section Satellite Keynote (2015) Dave Snowden’s blog. Do you follow a particular blog, newsfeed, or write your own? Let us share it!

- Coming soon – in 2017 we have a couple of activities coming up to strengthen the focus and reach of the wiki. Watch this space for a survey link and more details – we want your feedback!

- Extra, extra! If you plan on attending or presenting at any IFLA KM events this August we want to share your presentations, notes, highlights, and photos with our community – please contact Emily Thornton (above) or Elizabeth Turner (lizturner0304@gmail.com) to share.

We bid you adieu and bienvenue to those reelected and newly elected to the IFLA Knowledge Management Standing Committee. Leda finishes eight years with the committee and the last four as our outstanding Chair and leader; Mary Augusta, Secretary, incredibly kept everyone on schedule with myriad processes and directions making sure all was timely and complete with good humor and patience. I complete my four year term with KM as Information Coordinator and Editor with amazing collaboration and enjoyment with the members and thank you for the wonderful work we accomplished together. It has been my great pleasure to be part of a team with Leda and Mary Augusta.

Eva Semertzaki (Greece), Julien Sempere (France), and Mary Augusta Thomas (USA) were reelected; joining the committee are Ágnes Hajdu Barát (Hungary) and Sylvia Piggott (Canada). The next years will bring more new faces and new places and I wish all a healthy and peaceful life with continued good work. Buon giorno, Au revoir, Adiós, Αντί σας (antio sas), 再见 (zài jiàn), Kwa herini, غ السلام (ma’ al-salāmah), Auf Wiedersehen, Goodbye, Ciao, Wilda.
IFLA World Library and Information Congress
83rd IFLA General Conference and Assembly
19 - 25 August 2017, Wroclaw, Poland

84th IFLA WLIC 2018 at 19 – 25 August 2018 & 2019?

Transform Libraries, Transform Societies

IFLA 2019 ????????
The selection for 2019 will be a WORLDWIDE search not regional!
Will you be there?

Please bring this issue of the newsletter to the two business meetings of the Knowledge Management Standing Committee [see pages 6 & 8]. The KM Section has lots to offer, scan this issue for program details; this issue can be your index guide to the events. Let's begin at the Satellite Meeting on Friday 18 August in Wroclaw, Poland!