



IFLA Section Knowledge Management

ANNUAL REPORT 2017-2018

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Summary

After the WLIC 2017 in Wroclaw, the new officers took the lead of the Section for the term 2017-2019. From that time until August 2018 the KM Section worked intensively to accomplish and execute the programs it had planned for the WLIC 2018 in Kuala Lumpur:

- a satellite meeting at Xiamen University Campus Malaysia, under the topic: Is knowledge management the new library science?
- a joint open section with Session with Academic and Research Libraries Section and Rare Books & Special Collections under the topic: *Digital scholarship and knowledge management and: building confidence in the digital world*
- the *Knowledge Café 2018: continuous learning for successful info pros in the knowledge economy* with Continuing Professional Development and Workplace Learning (CPDWL) and Library and Research Services for Parliaments Sections
- an advocacy paper for knowledge management based on the UN SDGs.

The KM Section sponsored the SIG DH/DS (Digital Humanities/Digital Scholarship) which organized a session under the topic: *The transforming digital scholarship model: from service provider to interdisciplinary partner*.

The attendance to the sessions was very satisfactory because the conference rooms were full of delegates.

Regarding the communication and the expansion of the voice of knowledge management, the Section published two newsletters and wrote its new Communication Plan 2018-2019. The Section has a significant presence in the social media (Facebook, LinkedIn and Twitter) as proved by numbers.

For the WLIC 2019 the Section decided to organize a satellite meeting together with the SIG DH/DS, a joint open session with the IT Section and the Knowledge Café 2019 with CPDWL, Library and Research Services and Parliamentary Libraries sections as in previous years. The KM Section will work on the publication of a special issue on knowledge management for the IFLA Journal. The Section's activities are written on the Action Plan 2018-2019 which was submitted to IFLA on November 8, 2018. Its Annual report 2017-2018 depicts the course of its activities.

Introduction

Professional Units must prepare an Annual Report each year. It has been agreed by the Governing Board that this can cover the period September 2016 – August 2016 to correspond to the terms of the Standing Committee. The purpose is to inform the Professional Committee, the Section's Standing Committee, members of the Section and the profession around the world about achievements over the year. The Annual Report refers to the activities identified in the Unit's [Action Plan](#) and reports on the progress of these activities, the activities that have been completed and their impact.

The Annual Reports of all IFLA Sections provide important input to the fulfilment of IFLA's Professional Program, Strategic Plan and Key Initiatives, and also contribute to IFLA's Annual Report.

The Officers of the Section should return this form to the Division Chair and Professional Support Officer no later than October 31, 2018.

A summary should be provided to the membership of the Professional Unit.

Further guidance on Annual Reports can be found in the Officers corner: <http://www.ifla.org/officers-corner/annual-reports>

Report on progress and activities

Objectives <i>Identified in the Unit's Action Plan</i>	Project or activity <i>Identified in the Unit's Action Plan</i>	Progress <i>Please give brief details, including status (not started, in progress, near completion, completed)</i>	Risks <i>Please identify any problems or concerns (e.g. missed deadlines, lack of resource) and how you would propose to address them</i>
1. Provide information professionals and knowledge managers an open forum to access and share information on the developments, theories, practices and skills related to knowledge management.	1.1 Plan a Joint Open Session with Academic and Research Libraries Section and Rare Books & Special Collections for the Kuala Lumpur, Malaysia WLIC 2018 under the topic: <i>Digital scholarship and knowledge management and: building confidence in the digital world.</i>	Completed: Kuala Lumpur Joint Open Session <i>Digital scholarship and knowledge management and: building confidence in the digital world</i> , Session 206, Ballroom1, August 28, 2018	
	1.2 Execute the program in Kuala Lumpur, Malaysia, August 2018	Completed: see 1.1, 1.3, 1.4, 1.5	
	1.3 Work of KM Section with Continuing Professional Development and Workplace Learning (CPDWL) and Library and Research Services for Parliaments Sections in planning and execution of Knowledge Café program for Kuala Lumpur, Malaysia WLIC 2018	Completed: Kuala Lumpur <i>Knowledge Café 2018: continuous learning for successful info pros in the knowledge economy</i> , Session 196, Ballroom 2, August 28, 2018 (one-hour session). Rapporteurs' reports are being collected for submission to IFLA.	
	1.4 Plan and execute a one-day Satellite Preconference in Xiamen University Malaysia campus (XMUM), Salak Tinggi, Selangor, Malaysia. Theme: <i>Is knowledge management the new library science?</i>	Completed: Satellite meeting: <i>Is knowledge management the new library science?</i> SM hosted in Xiamen University Malaysia campus (XMUM), Salak Tinggi, Selangor, Malaysia, August 23, 2018.	

		Attendees: 66 (one of the most successful regarding number of attendees, organization, papers and hosting institution). SM report submitted to IFLA on November 1, 2018	
	1.5 Sponsor SIG on Digital Humanities / Digital Scholarship; topic: <i>The transforming digital scholarship model: from service provider to interdisciplinary partner</i>	Completed: SIG on Digital Humanities / Digital Scholarship: <i>The transforming digital scholarship model: from service provider to interdisciplinary partner</i> , Session 078, Conference Hall 1/2, August 25, 2018 (two-hour program). It featured lightning talks from speakers from five continents, with the intent to capture emerging global development trends on DH/DS practices in library and information services.	
	1.6 Plan for the WLIC 2019	In progress: Because IFLA announced the WLIC 2019 on December 13, 2017, plans began in 2018; Satellite Meeting program form submitted on time in July 2018; during the WLIC 2018 at the 2 Business Meetings the program for 2019 was decided: a joint open session with IT Section (<i>Artificial intelligence and knowledge management: which perspectives for librarians?</i>); a joint SM with DH/DS SIG; knowledge café 2019; special issue on KM for IFLA Journal;	

		create a toolkit in Global Vision program	
2. Continue the promotion of IFLA KM Section as the “Voice of Global KM” to all IFLA members implementing the Section’s Communication Plan.	2.1 Collect information about KM Section’s activities to regularly update the IFLA website	Ongoing: All pertinent information about KM Section is being loaded on IFLA website: call for papers, conference programs, annual reports, action plans, newsletters. The KM content was reviewed according to IFLA guidelines (Aug. 16, 2018) following the procedures for changing the IFLA website in summer 2019. The KM Communication Plan 2018-2019 was published in July 2018, modelled off the training for Information Coordinators during WLIC 2017.	
	2.2 Use social media to encourage participation in and awareness of KM activities. Particularly, enrich the KM wiki as a supplementary service to IFLA KM website.	Ongoing: The followers are growing on Twitter and Facebook. KM Section maintains its presence on Facebook, Twitter and LinkedIn. The mailing list IFLA KMDG-L is also updated after changing the moderator. The KM wiki closed upon decision of the company WikiSpaces in June 2018. KM Wiki content has been saved.	
	2.3 Publish the KM Newsletter as an official communications tool to host articles on KM and its value to organizations and to promote the activities of KM Section, twice a year (November and June)	Completed: Two issues of the Newsletter were published: no. 23, November / December 2017 and no.24, Summer 2018	

	2.4 Participate in other IFLA Sections' programs to add the perspective of "The Voice of Global KM"	Completed: contribution to IFLA's activities by completing the IFLA Survey (Dec. 2017)	
	2.5 Define the role of KM and KM Section in the context of IFLA Presidential theme in 2017-2019 "Libraries: motors for change" and in 2019	Completed: The theme was incorporated in the topics of the programs the KM Section organized for the WLIC 2018 (see activities under objective 1 above)	
3. Support information professionals on advocating the value of knowledge management in their organizations.	3.1 Develop an Advocacy Paper to be used to advocate the value of knowledge management in organizations	Completed: The advocacy paper 2018 was published on May 28, 2018. Title: IFLA KM, advocacy and the UN SDGs 2030 . It supplements the IFLA KM advocacy paper 2017 .	
	3.2 Establish the movement "Friends of the Section" to involve people from outside the KM Section to its mission and activities	Ongoing: The current number of SC members is 21 plus 4 corresponding members. The members of the Section are 58. Four (4) persons were considered as inactive according to the IFLA Rules of Procedure R18.26. The vacated places were filled by a corresponding member who was co-opted as SC member and 2 non-elected members who were co-opted too.	
4. Promote knowledge management literacy with raising awareness within KM Section members about the growing importance of knowledge management in libraries,	4.1 Examine the possibility to publish a special issue on KM with IFLA Journal	In progress: The issue is scheduled for publication in Summer 2019. Proposal submitted to the editor who gave guidelines about the schedule of the publication: call for papers, reviews. The editorial team	

knowledge management centers and organizations.		was finalized during the business meetings in August 2018.	
	4.2 Follow the activities of IFLA Global Vision program to adjust it to knowledge management	Completed: The officers of the KM Section were invited in the Global Vision meeting in March 2018 in Barcelona. Afterwards the KM Section submitted a report on Global Vision based on a survey. The Section participated also in the Ideas Box launched on August 26, 2018.	

Results

Please provide further information about the activities that were completed during the year. Ensure that details or a full report can be found online, the main outcomes have been shared with a wider audience and the impact of the work can be demonstrated.

Completed project or activity <i>Please list those projects/activities identified as completed in the table above</i>	Output <i>Please state what the output of the project/activity was (e.g. Report, Standard, Workshop etc) and provide a URL to it</i>	Communications <i>Please state how the output and outcomes of the project/activity have been communicated to the Unit, IFLA members and the wider profession</i>	Impact of the completed project or activity <i>Through the Measures of Success identified in your Action Plan, describe what difference the project or activity has made to the Unit, IFLA members, the wider profession or society at large</i>
1. Joint Open Session with Academic and Research Libraries Section and Rare Books & Special Collections for the Kuala Lumpur, Malaysia WLIC 2018 under the topic:	The session was held on Aug. 28, 2018. The papers are available at IFLA Library: http://library.ifla.org	IFLA KM website, WLIC website for CfP, social media (LinkedIn, Facebook, Twitter), KM Newsletter, KM list (KMDG-L)	Six speakers and a 30-minute panel discussion. More than 15 paper abstracts received for evaluation. The attendance and the discussion were considered very satisfactory.

<i>Digital scholarship and knowledge management and: building confidence in the digital world.</i>			
2. Work of KM Section with Continuing Professional Development and Workplace Learning (CPDWL) and Library and Research Services for Parliaments Sections for the <i>Knowledge Café 2018: continuous learning for successful info pros in the knowledge economy for the Kuala Lumpur, Malaysia WLIC 2018</i>	The session was held on August 28, 2018. The report compiled of the facilitators' reports is available at the KM Section website (https://www.ifla.org/files/assets/km/publications/ifla_2018_knowledge_cafe_summaryfinaldocx.pdf)	IFLA KM website, WLIC website for CfP, social media (LinkedIn, Facebook, Twitter), the KM Newsletter, KM list (KMDG-L)	Twelve (12) round tables with 12 facilitators and 12 rapporteurs discussed 12 different topics. Very well attended session.
3. One-day Satellite Preconference in Xiamen University Malaysia campus (XMUM), Salak Tinggi, Selangor, Malaysia. Theme: <i>Is knowledge management the new library science?</i>	The satellite preconference was held on August 23, 2018. The papers are available at IFLA Library: http://library.ifla.org . A dedicated website created at: https://sites.google.com/view/ifla2018km/ . A report was sent to IFLA on Nov. 1, 2018.	IFLA KM website, WLIC website for CfP, social media (LinkedIn, Facebook, Twitter), KM Newsletter, KM list (KMDG-L), Chinese library network in Chinese, interview of the keynote speaker for the Newsletter.	The preconference provided the opportunity to local librarians to attend an international event. The participation was higher than expected (66 delegates) and the discussion was interactive. Delegates from 10 countries, a keynote speaker and 7 speakers, 91 registrations. Certificates of attendance sent to delegates and speakers.
4. Sponsored SIG on Digital Humanities / Digital	The session was held on August 25, 2018.	DH/DS IFLA website, IFLA KM Section website, IFLA-L mailing	The session featured lighting talks from speakers from five

<p>Scholarship; topic: <i>The transforming digital scholarship model: from service provider to interdisciplinary partner</i></p>		<p>list, social media (LinkedIn, Facebook, Twitter), KM Newsletter, KM list (KMDG-L)</p>	<p>continents, with the intent to capture emerging global development trends of DH/DS practices and particularly to new trends that elevate a library-based DH/DS center from a service unit to be recognized as an academic and research unit in a higher education environment. About 120-150 attendees.</p>
<p>5. The KM Newsletter as an official communications tool to host articles on KM and its value to organizations and to promote the activities of KM Section, twice a year (November and June)</p>	<p>Two issues of the Newsletter published: no.23 (Nov./Dec. 2017) and no.24 (Summer 2018). Available at: https://www.ifla.org/publications/knowledge-management-section-newsletter?og=85</p>	<p>IFLA KM website, social media (LinkedIn, Facebook, Twitter), KM list (KMDG-L)</p>	<p>The Newsletter is announced to the SC members, mentioned during the business meetings. The Newsletter is a means to engage several members of the KM SC. They are detailed about the program of the KM Section during the past WLIC and for the forthcoming one.</p>
<p>6. The KM Communication Plan 2018-2019</p>	<p>The KM Communication Plan 2018-2019 was modelled off the training for Information Coordinators during WLIC 2017. It was published in July 2018 with a new appearance and content.</p>	<p>Section website</p>	<p>It updated the KM Communication Plan 2016-2017 regarding the content and presented to the SC during the Business Meeting I in August 2018. Number of followers: Twitter 293, LinkedIn 498, Facebook 1,228 (see details in the Appendix: <i>IFLA KM social media in numbers</i>)</p>
<p>7. Engagement of the Section to the IFLA Global Vision program</p>	<p>The KM report on Global Vision was the result of the online survey among the SC members and the KM Section members. The report was</p>	<p>IFLA announced the results of the program during WLIC 2018.</p>	<p>The report is towards the unified library of the future.</p>

	submitted to IFLA on July 16, 2018 as a joint report with the SIG DH/DS. Participation in the Idea Store during the WLIC 2018.		
8. Advocacy Paper to be used to advocate the value of knowledge management in organizations	The IFLA KM, advocacy and the UN SDGs 2030 was published on the KM website on June 28, 2018. It supplements the IFLA KM advocacy paper 2017 .	Section website	The paper advocates the role of KM in organizations in line with the 2030 UN sustainable development goals.
9. Close of the KM Wiki	In June 2018 the KM wiki page closed as per the decision of WikiSpaces. The content was extracted and saved for future evaluation and possible reuse.	Announcement of the closure via email	Much of the content is available on the IFLA KM website. Other parts of the wiki content are regarded as outdated.
10. Evaluation of KM content on IFLA website	IFLA sent information on content analysis about the migration to the new website in summer 2018. The Section replied with comments on the evaluation of the content.	Update the KM website	The current website is being updated. The Section complies with the guidelines of IFLA about the migration of the website.

Professional Unit meetings or conference calls

Please show how the Standing Committee has conducted its business over the year.

Date <i>When the meeting was held</i>	Location or type of meeting <i>Physical or virtual meeting (telephone, skype etc)</i>	Main outcomes <i>Briefly summarise the main outcomes of the meeting and how these were communicated to the membership of the Professional Unit</i>
1. October 23, 2017	Zoom meeting	Monthly meetings with program leaders to coordinate the activities and program of the KM Section towards the WLIC 2018
2. November 17, 2017	Zoom meeting	
3. December 19, 2017	Zoom meeting	
4. January 29, 2018	Zoom meeting	
5. February 26, 2018	Zoom meeting	

6. March 26, 2018	Zoom meeting	-Cancelled due to President's meeting in Barcelona
7. April 30, 2018	Zoom meeting	-Discussion about the report for the Global vision
8. May 28, 2018	Zoom meeting	-Implementation of the activities written in the Action plan 2017-2018
9. June 25, 2018	Zoom meeting	
10. July 23, 2018	Zoom meeting	

Appendix

IFLA KM social media in numbers

2017-2018

Summary

FOLLOWERS as of October 31, 2018

- Facebook 1228
- KMDG-L@infoserv Listserv 654
- LinkedIn 498
- Twitter 293

Details

Facebook

On October 31st, 2018: 1,228 followers

August 1, 2017 – October 31, 2018: 1,211 likes

Month with most views: July

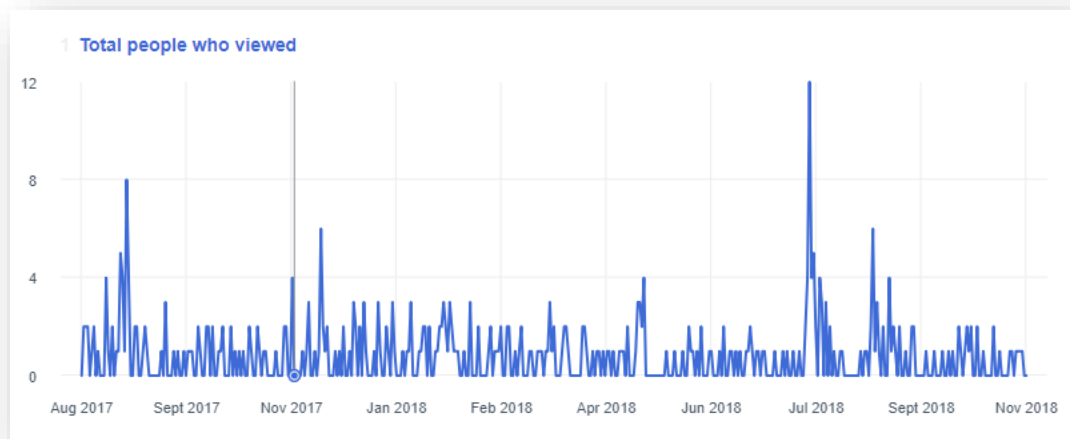
48% fans are women

50% fans are men

Top 5 countries: India, USA, Egypt, Canada, Indonesia

Top 5 cities: Cairo, Alexandria, Dhaka, Bangkok, Mexico City

Top 5 Languages: English (US), English (UK), Spanish, French, Arabic



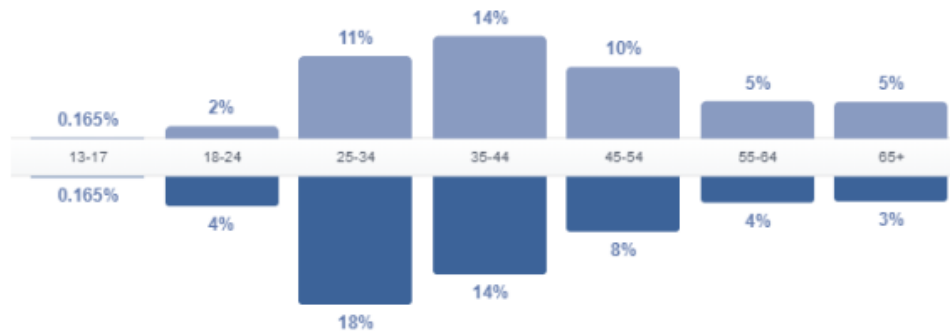
Aggregated demographic data about the people who like your Page based on the age and gender information they provide in their user profiles.

Women

48%
Your Fans

Men

50%
Your Fans



Country	Your Fans	City	Your Fans	Language	Your Fans
India	207	Cairo, Cairo Governorate	29	English (US)	594
United States of America	149	Alexandria, Alexandria ...	20	English (UK)	208
Egypt	73	Dhaka, Dhaka Division	14	Spanish	73
Canada	36	Bangkok, Bangkok	14	French (France)	67
Indonesia	36	Mexico City, Distrito Fe...	14	Arabic	46
Brazil	32	Bogotá, Distrito Especial	14	Portuguese (Brazil)	31
Malaysia	26	Delhi, Delhi	12	German	21
Nigeria	25	New York, New York	12	Indonesian	19
Philippines	24	Toronto, Ontario	12	Hungarian	18
Germany	23	Kolkata, West Bengal	11	Spanish (Spain)	17

KMDG-L@infoserv Listserv

654 subscribers

LinkedIn

498 members

KM Twitter

August 2017- October 2018 we gained 147 new followers

On October 31st, 2018: we had a total of 293 followers

Increased followership by 50%

- October 2018 - 2.7K impressions; 9 new followers
- September 2018 - 2.4K impressions; 4 new followers
- August 2018 - 11.3K impressions; 49 new followers
- July 2018 - 5.6K impressions; 16 new followers
- June 2018 - 5.3K impressions; 11 new followers
- May 2018 - 5.6K impressions; 2 new followers
- April 2018 - 2.4K impressions; 8 new followers
- Mar 2018 - 3.7K impressions; 11 new followers
- Feb 2018 - 1.7K impressions; 9 new followers
- Jan 2018 - 5.5K impressions; 7 new followers
- December 2018 - 17.1K impressions; 9 new followers
- November 2018 - 7.9K impressions; 5 new followers
- October 2018 - 2.7 K impressions; 4 new followers
- September 2018 - 9.6 K impressions; 3 new followers