



# Newsletter Number 22 June 2017

knowledge  
management  
section  
  
the voice of  
global KM

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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



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

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.

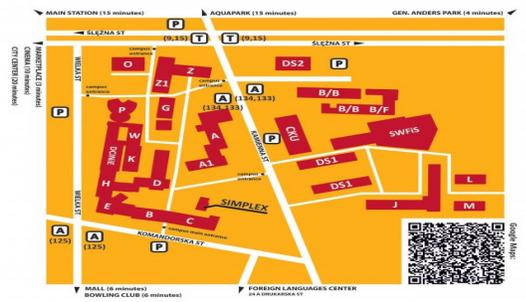
At the time I'm writing, after the kick-

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]

# New Directions: KM the future ... 18 August 2017



Venue for 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]



Theme: *New Directions in Knowledge Management*

Keynote Speaker: Dr. Joanna Paliszkievicz  
Professor, Warsaw University of Life Sciences

Topic: *The future of knowledge management*

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

This one-day conference will focus on the constantly evolved nature of knowledge management, which now encompasses many areas including business lectual capital and many others. theoretical approach of the direc- the first section and case studies ment in the second section. The audience during the panel discus-

intelligence, decision analysis, intel- The papers are intended to show the tions in knowledge management in on directions in knowledge manage- meeting will trigger interaction of the sion.



Click the graphic to find out more

See Full Program page 7

**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

# From the Chair (continued)

[continued from page 1] 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](http://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 Wrocław, 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. Registrations 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 Wrocław University of Economics. I wish to extend my heartfelt thanks for this opportunity, which allows us not to have a move from Wrocław 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 Paliszkiwicz, 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, page13)

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

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# From the Chair (continued from page 3)

together cheerfully.

We are working to renew our [wiki](http://iflakm.wikispaces.com/) (<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.ifa.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 Thomas, 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*



Leda Bultrini Chair, IFLA  
KM Section  
[leda.bultrini@gmail.com](mailto:leda.bultrini@gmail.com)

## Meet Keynote Speaker [Dr. Joanna Paliszkievicz](#) addressing the IFLA KM Satellite Meeting Professor, Warsaw University of Life Sciences on *The Future of Knowledge Management*



Internet page: <http://joanna.paliszkiewicz.pl>

Dr. Joanna Paliszkievicz 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 Paliszkievicz 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. Paliszkievicz 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 Paliszkievicz 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 Asso

continued on page 5

## Keynote Speaker Dr. Joanna Palisziewicz *(continued)*

[from page 4] ciation and International Institute for Applied Knowledge Management. Dr. Palisziewicz has successfully supervised Ph.D. students leading them to completion of their degrees. She has also served as an external reviewer for several Ph.D. students in Poland and Finland. She is actively involved in participating in scientific committees of many international conferences. Prof. Joanna Palisziewicz was named the 2013 Computer Educator of the Year by IACIS. She also achieved the awards: Fellow & Distinguished Scholar and Lifetime Academic Achievement Awards given by International Institute for Applied Knowledge Management. # # #



Eva Semertzaki, [ES] Co-Chair of the Satellite Program interviewed Dr. Palisziewicz [JP] - here is what she had to say:  
[The interview was conducted on May 11, 2017 by email]



**ES.** *Dr. Joanna Palisziewicz, 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. Palisziewicz for the thoughtful replies to my questions.

# IFLA KM Business Meetings Wroclaw, Poland AGENDA



## 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 Committee
  - ⇒ 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/Welcme>)  
*Liz Turner/Wilda Newman*

#### 13:40 – 14:00

10. Knowledge Management programs in Wroclaw

- a. KM Satellite Meeting: New directions in Knowledge Management and innovation (Fri. 18, Wroclaw, Wroclaw University of Economics, Komandorska 118/120) – *Eva Semertzaki-Elisabeth Freyre, programme co-chairs*

- b. KM, CPDWL and Library and Research Services for Parliaments joint session: Knowledge Café: “New Librarians for New Times: Continuous Learning to Become Change Agents in a Changing World” (Wed. 23, 11:45-12:45, IASE first floor) – *Monica Ertel, programme co-chair*

- c. KM Open Session: How Does Knowledge Management Inform Change Agency? (Thu. 24, 10:45-12:15, Main Court) (brief description) – *Liz Turner, programme chair*

- d. Digital Humanities/Digital Scholarships SIG report (Sun. 20 13:45 - 15:45, IASE 1st floor - *Xuemao Wang convener*

- e. *Communication activities during the conference (to do lists)*

- f. KM dinner at a restaurant to be decided

**Note:** *The dinner is open to all committee members. Guests are welcome (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 discussion for Kuala Lumpur, Malaysia

- a. Satellite meeting opportunity (request was accepted 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}*

*Business Meeting II Agenda  
page 8*



Photo by Emilio Sim

## 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 Paliszkievicz, 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*

**Jóse 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](mailto:Elisabeth.freyre@bnf.fr); Eva Semertzaki, Head of Library, Bank of Greece, Greece, [esemertzaki@gmail.com](mailto:esemertzaki@gmail.com)

Website developer: Spencer Acadia, Associate Librarian, Stephen A. Austin State University, US, [AcadiaS1@gmail.com](mailto:AcadiaS1@gmail.com)

Team member: Xiao Long, Professor and Deputy Director, Peking University Library, China, [lxiao@lib.pku.edu.cn](mailto:lxiao@lib.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.



Julien Sempéré

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

Submitted by Julien Sempéré  
Chef de Projet Learning Center -  
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**université**  
PARIS-SACLAY

professionnelle, le KM est à l'œuvre au sein de la section et de ses membres.



Leda Bultrini

## IFLA KM Business Meetings Wroclaw, Poland Agenda

### KM Standing Committee Meeting II Agenda

Wroclaw, 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 Wroclaw 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, pro-

gramme 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, re-*

*sponsibilities) 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**



Photo by Emilio Sim

# Digital Humanities (DH)/Digital Scholarship (DS) Sunday



Convener Xuemao Wang

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 Wroclaw 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.

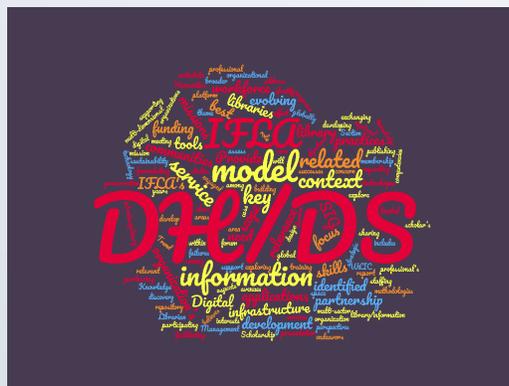
As users' information and knowledge seeking behavior are increasingly driven by digital innovations, academic, public, school, special and all types of libraries are facing tremendous new challenges. Today, libraries around the world have taken courageous steps to re-articulate their value propositions, 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 Xuemao 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 ide-

al 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. [Submitted by Spencer Acadia

\*Koenig, M. (2016). *Knowledge management: Where is it going?* In L. Bultrini, S. McCallum, W. Newman, & J. Sempéré (Eds.), **Knowledge management in libraries and organizations** (pp. 17-27). Berlin: de Gruyter Saur.

in collaboration with  
Eva Sempertzaki  
and Leda Bultrini]



Photo Conference Website

# KM and Change Agency? KM Open Session, Wrocław



Liz Turner  
Program  
Chair

## IFLA World Library and Information Congress 83rd IFLA General Conference and Assembly 19-25 August 2017, Wrocław, Poland **Libraries. Solidarity. Society.**

### 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, academe, 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!



K. Jane Burpee  
Program Team

- 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](#)
- 3. Agnotology and Knowledge Management in Parliamentary Research Services and Libraries** Iain Watt, European Parliament, Brussels, Belgium [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 Library, Sweden Karin Byström, Uppsala University Library, Sweden Petter Nerelius, Uppsala University Library, Sweden Linda Thorn, Uppsala University Library, Sweden [Paper in English](#)
- 6. Exploiting the Potential of Personal Networks to Support Knowledge Management** Abdus Sattar Chaudhry, Kuwait University, Kuwait [Paper in English](#)

We have included the links to their papers in English as published by IFLA.



## “New Librarians for New Times: Continuous Learning to become change agents in a changing world”

Session 200 - Place IASE 1st Floor 11.45 - 12.45h



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}

Table Topic	Discussion Leader	Rapporteur
Stimulating collaboration and social interaction: best uses of library spaces	Vivian Lewis	Eva Semertzaki Julien Sempéré
Librarians as mentors and coaches: supporting education, research and well-informed decision-making	Ulrike Lang	Eduardo Goldstein
Staff continuous learning: practices and techniques	Gillian Hallan	Juanita Jara de Sumar
Change management techniques: communication and leadership	Karin Finer	Ellie Valentine
What to expect from new grads	Sandy Hirsh	Mary Ellen Davis
Competencies for future success: Libraries and Librarians	Almuth Gastinger	Diane Heriot
Developing an innovative library culture in the workplace	Ewa Stenberg	Clara Bessa da Costa
Keeping up with our changing world: intelligence gathering strategies	Elizabeth Turner	Mary Augusta Thomas
Building leadership skills for individuals and teams	Lillian Gassie	Catharina Isberg
Focusing on the critical, not the urgent: practices and tips	Jane Dysart	Ida Kelemen
Crowdsourcing for library decision making: how to encourage diverse thoughts and ideas	K. Jane Burpee	Open
New skills for new roles: Integrating a wider range of public and commercial services in library offerings	Loida Garcia Febo	Steve Wise

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



# What does Knowledge Management Mean to You?



Elizabeth Turner

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 meet-up 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.



[KM Action Plan 2017](#)

[KM Annual Report 2016](#)

[KM Communication Plan 2017-2018](#)

*Check out the [Poster Sessions](#) for more discussion and networking opportunities. KM member E. Freyre # 147, on [Digitising historical documents in a better, faster and cheaper manner with the IMPACT Centre of competence](#), is Participating.*

**IFLA Library Visits can be reviewed [here!](#)  
Plan ahead and see where you want to visit!**



**[IFLA KM Brochure available in IFLA Languages](#)** (Arabic, Chinese, English, French, German, Russian, Spanish)



# Open Session Keynote Speaker Degkwitz Interviewed

... by K. Jane Burpee - she asked Prof. Dr.



Dr. Andreas Degkwitz

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 re-

search 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 1<sup>st</sup> Floor Session 082

**Sunday** 20 August 16.00 - 18.00h **Exhibit 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, CPDWL and

Library and Research Services for Parliaments **IASE 1<sup>st</sup> 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 Multifunctional Hall Session 212**

**Wednesday** 23 August - KM Dinner - Details at KM Business Mtgs

**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

# Wiki this and wiki that for Knowledge Management

... by guest columnist Liz Turner,

about



## • 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](mailto: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!

Wiki Home  
Recent Changes  
Pages and Files +  
Members  
Search

What is Knowledge Management?  
Case Studies  
Conferences  
Publications  
KM Newsletters & Brochures  
Contact KM Experts

### ★ What's New in KM

#### IFLA KM Twitter

Follow our [Twitter account](#) for live news and updates from the KM Section as well as trending topics in KM.

#### Dave Snowden - Cognitive Edge

Dave Snowden is a former guest and keynote speaker of the KM Section. His blog follows speaking events and current themes in KM with a unique philosophical approach.

**Cognitive Edge**

- [the right Promethean fire](#) May 12, 2017
- [...and nearer to the Dust](#) May 11, 2017
- [Coping with 'stress'](#) May 10, 2017
- [When to stick?](#) May 9, 2017
- [Random walk, but with coherence](#) May 8, 2017
- [False dichotomies, reality avoidance](#) May 7, 2017
- [The sounds of silence](#) May 6, 2017
- [A light touch on the tiller](#) May 5, 2017
- [The trust word](#) May 4, 2017
- [Pragmatism requires knowledge](#) May 2, 2017

◆ 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](mailto:lizturner0304@gmail.com)) to share.



**W**e bid you *a-dieu 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, Αντι σας (antio sas), 再见 (zài jiàn), Kwa herini, ع السلامة (ma' al-salāmah), Auf Wiedersehen, Goodbye, Ciao, *Wilda*

Are You Ready for 2017? 19—25 August



Libraries.  
Solidarity.  
Society.



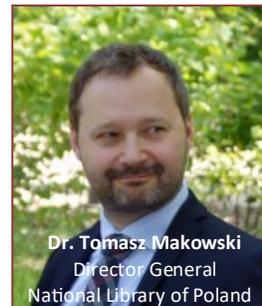
**IFLA World Library and Information Congress**  
**83th IFLA General Conference and Assembly**  
**19 - 25 August 2017, Wroclaw, Poland**



Rafał Dutkiewicz  
Mayor



Elżbieta Stefańczyk  
President Polish Librarians' Association



Dr. Tomasz Makowski  
Director General  
National Library of Poland



Modified Photo from Wikipedia

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



*Transform Libraries, Transform Societies*

**World Library and Information Congress**  
84th IFLA General Conference and Assembly  
**24–30 August 2018, Kuala Lumpur, Malaysia**



IFLA 2019 ????????

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



Website



Wikipedia

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 Wrocław, Poland!