Newsletter no 13 January 2012

knowledge management section

the voice of global KM

Inside this issue

For any comments on the newsletter, please contact newsletter editor Christel Mahnke mahnke@jakarta.goethe.org

From the Chair

Dear KM Members, greetings!

I hope you are all having a safe and happy New Year 2012

Though the 2012 IFLA World Conference is still many months away, the KM section is already busy preparing for our activities.

We are pleased to announce a satellite meeting on August 10, 2012 in Helsinki. This one day satellite meeting focuses on how to plan, put into practice, refine, and assess knowledge sharing systems.

We look forward to the discussions at this event, which is possible due to a sponsorship from Ex Libris and support from the Goethe-Institut.

For more information see

http://www.arpalazio.net/ifla2012/

Finnish National Library
Picture: Finnish National Library Website
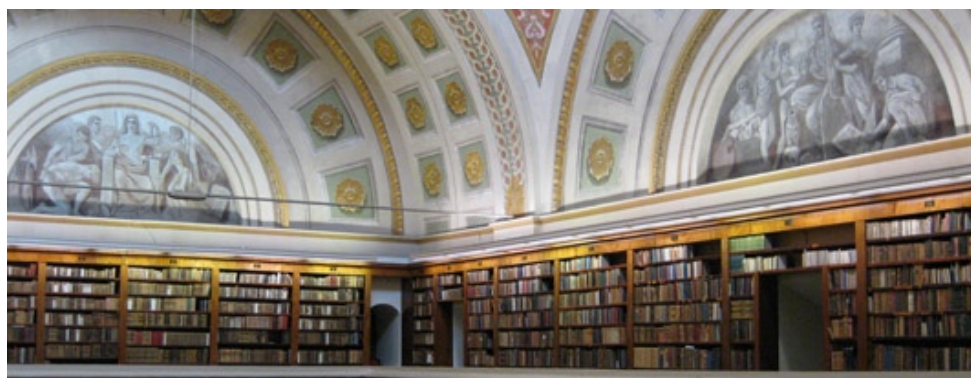
From the Chair

The KM section will also have a strong presence at the main IFLA conference.

The KM theme for 2012 is "Potential of Knowledge Management in Public Libraries." If you are interested in submitting a paper for consideration, please see pages 6 and 7 of this newsletter. You can also access all call for paper information on IFLA website at:

http://conference.ifla.org/ifla78/calls-for-papers

As always, I invite you to find more information about our section online at www.ifla.org/km, on Twitter at

#IFLA KM, and on Facebook or LinkedIn (currently 226 members) under

"IFLA KM: The Voice of Global KM."

Yours, Xuemao Wang

Chair of IFLA KM Section

KM goes Caribbean:
Puerto Rico Knowledge Management Sessions

IFLA KM Section # 184: Users driving access and services

Going to a Caribbean island makes you think of white, sandy beaches, coconut palms, sun and lazy afternoons. Puerto Rico has all this and more! But 2500 librarians and other information specialists had an even better reason to go to Puerto Rico. The World Library and Information Congress 2011 offered a great variety of sessions, meetings and networking opportunities.

San Juan City Beach. Picture: Wikitravel

The Knowledge Management Section's main session focused on 'Applied Knowledge Management: a panorama of success stories & case studies and lessons learned' from the Caribbean and North America.

Ardis Hanson (Research Library of the Louis de la Parte Florida Mental Health Institute) shared her experience in providing services for research teams, whose members come from various professional backgrounds and work in geographically different places.

In these teams, knowledge is generated through cooperation of all members. A reliable infrastructure is needed, and the team members have to rely on each other. As Ardis Hanson pointed out, the success factor is not the use of sophisticated software, but rather the spirit of trust and sharing.

Her position as 'research coordinator' combines the challenges of a librarian and a knowledge manager. She made her library a network hub for research and teaching purposes. For more details about her work and her professional background, see her interview in the last KM newsletter (No 12, July 2011).

Karen Lequay, the second speaker, helds the position of Campus Librarian of the Open Campus University of the West Indies. Her service area includes several Caribbean islands. The user groups come with a great variety of demands, whereas the technical equip-

ment, including internet access, is not always working properly.

It needs a lot of creativity, and a profound knowledge of KM tools to build a seamless information environment under these circumstances. Social media is more and more important, especially for active networking. Informal communication via Facebook, twitter etc. helps to bridge technical gaps and brings people from different organizational levels together. Karen describes her working environment as 'sometimes messy', and she knows how to keep knowledge management adaptable.

Karen Lequay (l), Ardis Hanson (r)
Picture: Christel Mahnke

KM goes Caribbean:
Puerto Rico Knowledge Management Sessions

Stuart Basefsky (ILR School at Cornell University, Ithaca, N.Y. USA) gave two presentations about his long standing experience as information specialist and lecturer as well as editor of a KM-based strategic, global current awareness service.
He pointed out the new role of the librarian: Enhancing serendipity.

Stuart Basefsky
Picture: Christel Mahnke

His newsletter disseminates workplace-related studies, reports, and data issued by government bodies (international, federal, state, and local) so that they reach interested faculty, researchers, practitioners, students, journalists, and the general public while the content is still current.
Stuart sees the true role of the library and the librarian as a reporter or journalist, who actively informs users about things they would otherwise not discover. His highly successful KM university seminars follow the same ideas.
See his presentations on the IFLA conference IFLA Website

http://conference.ifla.org/past/ifla77/184-basefsky_1-en.pdf

http://conference.ifla.org/past/ifla77/184-basefsky_2-en.pdf

Knowledge Management Joint Sessions

The sesssions 193 and 194 were joined indeed: taking place at the very same time in the morning of August 18. Good to have all presentations online:
http://conference.ifla.org/past/ifla77/2011-08-18.htm

However, it was great to see the speakers in action. Pascal Sanz and Sophie Sepetjan presented the state of e-Legal deposit in France as a talkshow dialogue, fresh and witty. The sessions were well attended and showed once more Knowledge Management as a key feature of librarianship.

Session 193 - e-Legal deposit: from legislation to implementation; from ingest to access

The state of e-Legal deposit in France: looking back at five years of putting new legsilation into practice and envisioning the future
PETER STIRLING, GILDAS ILLIEN, PASCAL SANZ and SOPHIE SEPETJAN (France)
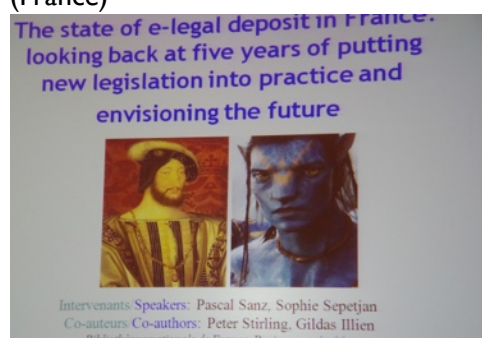
Legal deposit in France was created in 1537 by King Francis1st (left), and constantly modiefied to cover all media

Electronic legal deposit at the National Library of Chile
ROBERTO AGUIRRE BELLO (Chile)

Managing legal deposit for online publications in Germany
RENATE GÖMPEL and LARS G. SVENSSON (Germany)

The National Library of South Africa e-Legal deposit strategy: legislative and pilot study analysis
LESIBA STEVE LEDWABA, NARIOS MPHOLEFOLE and JOHN K. TSEBE (South Africa)

Electronic legal deposit: the New Zealand experience
ALISON ELLIOTT (New Zealand)

Tortoise or Hare? Learning from the development of e-legal deposit legislation in the UK
RICHARD GIBBY and CAROLINE BRAZIER (United Kingdom)

A survey by the British Libray found that 40 % of the National Libraries already have legislation which enables harvesting, whereas 58 % will have it by June 2012. However, only 27 % are actually collecting e-books or e-journals via legal deposit. This figure willl rise to 37 % by June 2012.
Obviously, IFLA WLIC 2011 was the right time to exchange experiences about strategies and lessons learned.

Puerto Rico Conference Center
Pictures and text on this page: Christel Mahnke

KM goes Caribbean:
Puerto Rico Knowledge Management Sessions

The KM Section was lucky enough to be a co-sponsor of meeting **194 — Promoting global access to law: developing an open access index for official, authenticated legal information** at IFLA 2011 in Puerto Rico. Why lucky? It is because this program is being used as a showcase to solicit interest in the upcoming Helsinki program as it concerns the theme of Open Access and Digital Resources.

Conference Center Interior: empty, as everybody follows the sessions

Pictures: Christel Mahnke

See the following video produced for the purpose mentioned above:
Introducing one of the five different tracks at this year's IFLA World Library and Information Congress in San Juan, Puerto Rico. Claire Germain, Radu Popa and Teresa Miguel open up the track: Open access and digital resources.

http://vimeo.com/29249484

Reporter: Harri Annala
Filming and editing: Tuomas Lipponen /
Date of filming: 16.8.2011/
Source: Kirjastokaista.fi

Beyond the notoriety that this presentation provided, the program was extremely informative for reasons outlined in the abstract for this meeting:

"... the globalization of national economies and legal cultures is confronting us with an increased need to consult and become familiar with legislation other than one's own. When it comes to electronic legal resources, one of the major problems is their reliability. Often the terms official and authentic are used as synonyms, when in fact they mean different things.
As we will easily notice from our presentations, countries are at different level and stages of egovernment, depending on their social and political structure, commitment to the rule of law and, last but not least, available funding.

But, why mapping the world of digital legal information?

- First, because it is a totally new reality and someone has to try to organize it country by country, jurisdiction by jurisdiction, and region by region;

- Secondly, because in doing so we will be able to ascertain the level of transparency of the countries of the world when it comes to making available their legal materials; and

- finally because we are librarians and members of IFLA, which vigorously sustains the ideal of freedom of information in all possible fields.

Since our meeting is this year in Puerto Rico, we will start with the Central, South America, and the Caribbean. But the project is to be continued to encompass in the end the entire world!"

This certainly provided a case study in applying some practical aspects of KM. Hence, our sponsorship.

The full-text of each of the presentations is available at
http://conference.ifla.org/past/ifla77/2011-08-18.htm

Mapping the world of digital legal information

RADU D. POPA (USA)

The digital legal landscape in South America: government transparency and access to information

TERESA MIGUEL (USA)

Mapping the digital legal resources of Mexico, Central America, the Spanish speaking Caribbean and Haiti

MARISOL FLOREN (USA)

Access to digital legal information: focus on the English-speaking Caribbean countries

YEMISI DINA (Canada)

Text by Stuart Basefsky

Puerto Rico, Old Quarter

KM Knowledge Café: Nice talk, but where is the coffee?

Interactive Knowledge Cafe a Success!

More than 50 participants from the Knowledge Management, Library & Research Services for Parliaments, and other sections joined for discussion about knowledge management topics. Knowledge Cafés encourage knowledge sharing and the creation of a knowledge sharing culture through conversation. They connect people to people; people to ideas and ideas to ideas; they challenge people to reflect on their thinking; surface new ideas and make new connections. All agreed that the interactive format was refreshing and that by switching tables and topics they had an enriched program.

We will be doing a Knowledge Cafe in Helsinki at IFLA Congress 2012 (with real coffee, hopefully) and if you had ideas about a theme or topics, please let us know!

Jane Dysart,
Knowledge Cafe moderator

jane@dysartjones.com
Pictures: Ross Becker

I visited the knowledge café session, because I was curious about the format - you may have heard of it as "world café". I gained very much of the session, even though I neither work in a parliamentary library nor am actively involved in knowledge management.

The "café" consists of a set of banquet-style tables, each with a facilitator and a topic. In this case, the topics were e.g.:

- knowledge sharing techniques

- social media for km

- talking about the impact of knowledge management etc.

5-8 people gather round a table and talk about the topics for 15-20 minutes, then move on to another table and another topic etc.

What I especially liked about this knowledge café was that the facilitators were very friendly and managed to include everybody in the discussion. Although the session was very active and fun, they managed to get across the theoretical background of the concept, eg. the function of "conversations" for knowledge management. This way I learned not only a new format, but also why it is valuable and part of a knowlegde management system.

I also got some interesting impressions, e.g. how the Chilean parliamentary library uses social media to overcome the issues of a multiple-site library structure. I learned that the knowledge café is a good way of activating and involving an audience into a knowledge exchange process. I will definitely try to apply this format to meetings and sessions in the future! Ulla Wimmer, German Library Association, Berlin

The Knowledge Cafe table addressing the value of Communities of Practice highlighted the fact that it was important to understand what a Community of Practice was before being able to determine if they might have value as a means of managing knowledge. Since communities of practice are generally informal in nature, specific standards cannot be applied. Management's role, if it has one, is to enable staff to build communities of practice rather than to direct them. Most participants could identify opportunities where employees benefitted by getting together to discuss a common interest or issue. The IFLA conference itself can be seen as facilitating many Communities of Practice. Lynn Brodie, Library of Parliament, Canada

Library representatives from different countries engaged in conversations about the nature and challenges of knowledge management. The discussion helped some differentiate the challenges arising from the need to manage information vs that of managing knowledge.

The latter being sometime a more abstract concept to integrate in daily library operations that are still struggling with managing information assets. Of course, the discussion could not avoid the added challenge of securing budgets for knowledge management activities in an environment of fiscal restraints.

Sonia L'Heureux, Assistant Parliamentary Librarian, Canada

KM Standing Commitee Meetings

The two Standing Comittee meetings were attended by SC members and guests. There were lively discussions about the current programs 2011 in San Juan/Puerto Rico and the preparation for the next WLIC in Helsinki.

The SC agreed upon the topic for the open session: Potential of Knowledge Management in Public Libraries (Call for papers see below). Agnes Hadju Barat was named Program Chair.

For the Sattelite Pre-Conference in Helsinki, Leda Bultrini was named Program Chair. The one-day conference focuses on how to plan, put into practice, refine, and assess knowledge sharing systems.

More about the meetings, the calls for papers, and the ongoing planning for WLIC 2012 on www.ifla.org/KM

and facebook

http://www.facebook.com/pages/IFLA-KM/205423702842757

Standing Committee members and guests (left to right): Jane Dysart, Judy Field, Magdy Hussein Nagi, Agnes Hadju Barat, Xuemao Wang, Elizabeth Freyre, Stuart Basefsky, Kadou Kadio Kambou, Steffen Wawra, Christel Mahnke, Theo Bothma, Leda Bultrini, Lois Mai Chan, Sally McCallum, Olga Lavrik Picture: Agnes Hadju Barat

Call for Papers KM Open Session at WLIC Helsinki 2012: Potential of Knowledge Management in Public Libraries

"Potential of Knowledge Management in Public Libraries" is the KM Section's theme for its 2 h Open Session Programme during the conference.

We are looking for speakers who can highlight use of KM, from a global and theoretical perspective but also with a practical aspect.

The focus should be on using KM in the public library setting, including reports from agencies whose tools support these KM initiatives.

Presentations should showcase:

- Knowledge creation and know-ledge sharing in public libraries particularly across boundaries of language, culture and technology

- Innovative use of technology to support knowledge sharing, joint research and learning (workplace learning, e-learning)

- Case studies in application of Knowledge Management tools that support the success of the library

Submission:
Please send an abstract of ca 500 words, in English, no later than **January 31, 2012** to:

Agnes Hajdu Barat, Programme Chair hajdu@jgypk.u-szeged.hu

Both abstracts and full papers should be submitted as a MS Word file by e-mail. The abstracts will be reviewed by Programme Committee members of the KM Section.

Call for Papers KM Sattelite Pre-Conference 2012 Knowledge Management Theory in Action: how to plan, apply, and assess knowledge management in libraries

Conference Theme:

Knowledge Management Theory in Action: how to plan, apply, and assess knowledge management in libraries

Date: 10 August 2012

Location: Goethe-Institut Helsinki, Salomonkatu 5b, Helsinki

www.goethe.de/helsinki

Picture: Goethe-Institut Helsinki

Knowledge Management (KM) in an institution is recognized by all to be of crucial importance. Whether the institution is a library or an organization that contains a library, librarians can and should play a major role in this regard because they have the skill and the tools to do it.

KM may not be employed because it is not fully understood or seems too complex or vague. It may also not be fully appreciated by the managers of the institution's budget.

Almost ten years after the official introduction of Knowledge Management within IFLA it is possible and appropriate

- to report on the state-of-the-art

- to examine the practical experiences that outline models of implementation that can encourage and guide the widespread application in different library contexts

The framing of the theory and state-of-the-art is entrusted to keynote speakers that have been selected.

Librarians, information scientists, professionals, researchers and other interested parties in knowledge management are invited to submit proposals for presentation at the meeting about use and implementation of KM by libraries or similar institutions which supply examples and models that can be applied and adapted to other situations.

The presentation proposals should contain a description of the KM system implemented, and

- how it was designed

- the implementation process followed

- organizational and technological choices made

- implementation timing and costs

- the organizational details of running the process

- the measurement of organizational and financial sustainability

- how the impact/the impact has been assessed

The KM Section welcomes examples from different contexts (libraries of different sizes, libraries within cultural/administrative institutions, community organizations, companies, etc.).

This satellite meeting will feature a state-of-the-art tutorial on the basics of Knowledge Management followed by case studies. The KM tutorial will explain the process of KM, the situations to which it is most usefully applied, and tools to implement and manage it. A panel discussion of speakers will explore the major and most critical issues.

Submissions

If you are interested in contributing, please send:
- An abstract of 300-500 words, in English and including a title.
- An outline of the presentation.
- Brief biographical information of the author(s)/presenter(s) with current employment information.
- Submitter's mailing address.

Send all this **by February 15, 2012** to Programme Chair Leda Bultrini

leda.bultrini@arpalazio.it

The submissions will be reviewed by a programme planning committee of the Knowledge Management Section Standing Committee. The selection will be based on the abstracts and rated on how well they fit the programme theme. Authors will be contacted by March 31, 2012.

See more about the pre-conference

http://www.arpalazio.net/ifla2012/

Picture: City Information Helsinki

City of Helsinki

Knowledge Management:
A revolution to embrace in developing countries?
from a paper by Cletus Kuunifaa

What is Knowledge Management? Is Knowledge Management (KM) another fad? What benefits do countries and/or organizations derive from it?

What does KM hold for the future? Should developing countries embrace this concept of KM?
Are there any limitations?

Read the complete paper at
www.ifla.org/en/publications/85

Information technology has come to stay, and the internet isn't going anywhere. This has provided the stage for internet connectivity, and the need to maximize the benefits of information, and by extension, knowledge through sharing to sustain groups, communities, and organizations. Scholars have argued the take off point for Knowledge Management to be information technology.

Indeed, and in the words of Koenig, "as the Internet emerged, the business world realized that the Internet could be used to link an organization together. This was the take off point for large scale recognition of KM as an important innovation, and it was the stimulus for its development" (1996, 1998). Putting this into context, it would be appropriate to state that if KM has emerged or yet emerging as a discipline in the information science today, then, it would have evolved through some stages. This brings to focus the development process of KM, and its definition.

Newman indicates, it is a collection of processes that govern the creation, dissemination, and utilization of knowledge in an organization (1991).
According to Davenport, it is the process of capturing, distributing, and effectively using knowledge (1994). Duhon states that it is a discipline that promotes an integrated approach to identifying, capturing, evaluating, retrieving, and sharing all of an enterprise's information assets. These assets may include databases, documents, policies, procedures, and previously uncaptured expertise and experience in individual workers (1998).

But a recent definition by Koenig & McInerney (2010) that "KM is an effort to increase useful knowledge within the organization. Ways to do this include encouraging communication, offering opportunities to learn, and promoting the sharing of appropriate knowledge objects or artifacts" appears to be a most embracing definition for the following reasons;

First, emphasis is placed on communication, which relates to the theme of collaboration, and secondly, focus is on sharing of knowledge objects. I argue further in support of this definition that human beings have a personal base of knowledge, skills, competencies, and habits, which they further develop through forms of education and training, and these resources could only be enhanced through the concept of KM to be of maximum benefits to organizations in particular, and to countries in general.

After all, does KM not create a knowledge society, which operates within the paradigm of human resources? Human capital is valued as the highest asset, and is seen as the prime input to production and innovation (Britz and Lor, 2007).
In this sense, the production of knowledge is a unique feature of a knowledge society. The two authors argued further that the concept of an information society, where the focus is mainly on Information and Communication Technologies (ICT) is too limited, and that a fuller and richer concept is denoted by the term knowledge society, where the emphasis is on content-creation, distribution and the use of information and knowledge in society and on the development of human capacity (2007).
Simply put, human capital is a prerequisite for economic development, and this can further be enhanced through technology, setting the stage for progressing toward a knowledge society.

The question then becomes, is KM another fad? If KM is just another Fad, then, there is no justification for countries to even embrace the concept. But, if on the other hand, it has emerged as a discipline, then it will be a formidable, and an enduring one, because there will be so much to gain from being a knowledge society.

Read the complete paper at
www.ifla.org/en/publications/85

Cletus D. Kuunifaa is pursuing a PhD in information studies at the Palmer School of Library and Information Studies, Long Island University, New York. He is the author of a recent book about the lack of transparency in government or public sector, especially in Ghana.

Picture: Cletus D.Kuunifaa

Knowledge Management Conferences 2012

ICKMKE 2012

8. International Conference on Knowledge Management and Knowledge Economy
Venice, Italy
April 11-13, 2012

Academic scientists, leading engineers, industry researchers and students will share their experiences and research results about all aspects of KM and Knowledge Economy, and discuss the practical challenges encountered.

http://www.waset.org/conferences/2012/italy/ickmke/
Paper submission by February 15, 2012

i-KNOW

12th International Conference on Knowledge Management and Knowledge Technologies
5 to 7 September 2012 Messe Congress Graz, Austria

http://i-know.tugraz.at/

i-KNOW 2012 brings together international researchers (in the English speaking i-Science Track) and practitioners (in the German speaking i-Praxis Track) from the fields of knowledge management and knowledge technologies. Opening and closing keynotes and a conference-wide i-Exhibition complete the i-KNOW conference program.

http://i-know.tugraz.at/i-science/call-for-papers

Abstract submission deadline:
2 April 2012
Notification of abstract acceptance:
7 Mai 2012

IFLA World Library and Information Congress

Libraries Now! - Inspiring, Surprising, Empowering

http://conference.ifla.org/ifla78

Registration now open

Calls for KM Papers for Open Session and Pre-Conference
www.ifla.org/km
see News

Poster Sessions
Are you involved in an interesting project or in an area of work that you would like to discuss with or show to other congress attendees? Why not present your work in the IFLA Poster Session?
Your topic could be described on a printed poster or by photographs, graphics and pieces of text that you attach to the presentation panel. All IFLA official languages—Arabic, Chinese, English, French, German, Russian and Spanish—are welcome.

http://conference.ifla.org/ifla78/news/poster-sessions

Deadline for posters 09 March, 2012

Knowledge Management Asia Pacific

24.-26.July 2012, Sydney

http://www.kmaustralia.com/

Putting the Pieces Together
social media
communication & collaboration
change management
content & information management
organisational capability
eLearning

ECKM 2012

13th European Conference on Knowledge Management
Universidad Politécnica de Cartagena, Spain
6-7 September 2012

How can organizations tailor, use, and extend techniques and tools from knowledge management for improving their business practices and processes? Building upon existing work on KM (knowledge management) and organizational learning, the conference will promote interdisciplinary approaches from computer science and information systems, business, management and organization science as well as cognitive science. Emphasis will be put on systematic learning from experience, KM tools and KM success factors.

http://academic-conferences.org/eckm/eckm2012/eckm12-call-papers.htm

Abstract submission deadline:
16 February 2012