Inside this issue

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
See Multiple Translations of "From the Chair" Column in the Addendum

Leda Bultrini, Chair, IFLA KM Section
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Dear Members of the KM Section,

It's a pleasure to address you again after the exciting time spent together with some of you in Columbus for the 82nd IFLA Conference.

It was a very busy time: a satellite meeting in Cincinnati, our own open session, a joint session with Academic and Research Libraries Section, the traditional Knowledge Café organized in cooperation with Library and Research Services for Parliaments and Continuing Professional Development and Workplace Learning, the presentation of the volume issued in December, *"Knowledge management in libraries and organizations: theory, techniques and case studies"* (http://www.ifla.org/publications/ifla-publications-series-173) .

All our programs were very successful: the open session on social media *("Using social media at work: How to share knowledge, improve collaboration and create a mutual savoir-faire?")*, even if the very last session of the Conference, was held in a really packed room. The statistics from IFLA show that it was among the 10 most successful sessions, being the first one among those without simultaneous interpretation. I want to thank the organizing committee for the great work done, and especially the chair, Julien Sempéré, who was so strongly committed.

From the Chair (continued)

Access Photos from Business Meeting Two

The joint session with ARL on the provocative theme "*Brave new world - the future of collections in digital times: services without content or content in context?*" had an outstanding parterre of presenters. Steffen Wawra, chair of the program, made excellent choices and he offered us and to the over two hundred attendees a really stimulating panorama of best practices. The large number of questions from the floor confirmed how fruitful the session was.

Monica Ertel, who represented the KM Section in the joint organizing committee for the Knowledge Café on *"Continuous learning in libraries & their communities"*, did an excellent report immediately after the conference, that you can find on our blog (http://blogs.ifla.org/km/ 15 September). The discussions around the tables (all full) were amazing, as usual, and very pleasant, too. I invite you all to continue the conversation on the blog, expressing your opinion on the issues, the proposals, and the best practices described there.

I want to offer some words about the satellite meeting hosted by the University of Cincinnati, thanks to the Dean of University Libraries, Xuemao Wang, former chair

of the KM Standing Committee.

The meeting concretely demonstrated how conversations drive knowledge sharing and give birth to new ideas. Starting with excellent presentations on the theme *"Sharing Practices and Actions for Making Best Use of Organizational Knowledge in Libraries"*, all the attendees contributed - describing their experiences, successes and missteps. You can find all the presentations on the KM wiki (http://iflakm.wikispaces.com/Conferences). I want to thank Spencer Acadia for the great work he did, chairing and organizing the conference and all those who collaborated with him. A special thanks goes to the University of Cincinnati Libraries, which hosted us and to IASSIST (International Association for Social Science Information Services & Technology www.iassistdata.org), which generously provided us with lunch and support materials. We are very grateful to them.

You can have a more complete idea of our achievement in the past months by reviewing our Annual Report 2015-2016 published on the website of the Section. (http://www.ifla.org/publications/knowledge-management-section-annual-

report?og=85)

We hope to do even better next year, so we are already working on the IFLA Conference 2017 and the Satellite Meeting that will be held in Wrocław on the theme *"New Directions in Knowledge Management"*. The Action Plan 2016-2017 will give you the details about our activities (http://www.ifla.org/publications/node/1074?og=85).

As a reminder, you can follow the activities of the KM Standing Committee through the IFLA website (http://www.ifla.org/km) and our social media accounts: the blog (http://blogs.ifla.org/km/) and the wiki (http://iflakm.wikispaces.com/), that I have just mentioned, our LinkedIn and Facebook groups (IFLA KM https://www.linkedin.com/groups/2320876 https://www.facebook.com/pages/IFLA-KM/205423702842757) and the hashtag #IFLAKM on Twitter. I add now the Twitter account @IFLA_KM, active since last August.

In the past months the SC opened a wide discussion on how to really be *"The Voice of Global KM"* as we aim to, how to involve as many professionals as possible in

From the Chair (continued)

the activities of the Section and how to better spread information about those activities. The result was a Communication Plan, which is now accessible on the KM section of IFLA website. The Communication Plan integrates communication activities as a necessary part of each KM Section program and requires all the members of the Standing Committee to be actively involved.

Our efforts in this direction are encouraged by IFLA PC, which, while assigning the Communication Award to Public Libraries Section and New Professional Special Interest Group, *recognized that Knowledge Management Section "has made an effort to use different tools to strengthen the knowledge base of their professional sector and reach out to experts from outside the IFLA community through a wiki-style portal which they plan to develop and a completely renewed newsletter.* We'll be watching progress with this." We will not disappoint their expectations!

Before leaving you, I still have an important communication and a reminder.

Our Section is sponsoring the establishment of a new SIG: IFLA Digital Humanities (DH)/Digital Scholarship (DS) Special Interest Group. The proposal was approved in March 2015 and a successful ex-

ploratory meeting was held at WLIC 2016 in Columbus. We believe that DH/DS is a crucial issue for IFLA mission, therefore I hope that you all will follow and support the work of Xuemao Wang, proposed Convener of the SIG, to succeed in this feat.

Last but very important: 2017 is an election year for IFLA. I remind those members who can be re-nominated and who wish to continue to be part of the Standing Committee to take care of the deadlines. You find the procedure on IFLA website at http://www.ifla.org/officers-corner/sc-nomination. I also invite librarians interested in KM to grab the opportunity of the forthcoming call for nomination for the elections in Spring 2017. You can contact the secretary Mary Augusta Thomas, the information coordinator Wilda Newman, me or the other members of the SC if you need help with the nomination.

In greeting you, I invite you to support Wilda, among others, editor of this newsletter, and Mary Augusta in their invaluable work to support all the initiatives of the Section. The KM Section brochures in the IFLA official languages are available to you all on the web site as a tool to promote and spread our common work and KM in general among librarians and information workers from all over the world.

Leda

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Access Photos from Business Meeting One

Cape Town to Cincinnati: Sharing Practices & Actions @Satellite Meeting

Access Photos from Satellite Meeting 2016 Cincinnati, Ohio

Sharing Practices and Actions for Making Best Use of Organizational Knowledge in Libraries

by Spencer Acadia

On August 12, 2016, the IFLA 2016 Knowledge Management Satellite Conference was held at the Langsam Library of the University of Cincinnati, Ohio, USA.

As a full-day pre-conference to the 82nd IFLA World Library and Information Congress, the satellite meeting explored the sharing of practices and actions for making the best use of organizational knowledge in libraries.

The archive of the conference website, including five of the final papers, can be accessed here: https://sites.google.com/site/ifla2016km/. Five of the delivered presentations are available on the IFLA KM wiki in .PDF format here: https://iflakm.wikispaces.com/.

I would like to personally thank all presenters for their insightful contributions to the conference. I believe all attendees learned much from their presentations and discussions. I hope that they will all continue to support knowledge management in their field and at their institutions.

I'd also like to thank Xuemao Wang, Dean and University Librarian at the University of Cincinnati Libraries, and Jenny Mackiewicz, UC Library Program Coordinator, for their hospitality and hosting of the conference.

Thanks, also, to our sponsor IASSIST (the International Association for Social Science Information Services and Technology) for providing an excellent lunch. Please visit their website here to learn more about their organization and consider becoming a member: http://www.iassistdata.org/. The next IASSIST conference will be held at the University of Kansas in Lawrence, KS, USA from May 23-26, 2017.

Additionally, many thanks are due to the entire Organizing Committee for assisting me in making this conference a success. The members of the Organizing Committee were as follows:

Jennifer Bartlett, University of Kentucky
K.-Jane Burpee, McGill University
Frank Cervone, University of Illinois at Chicago
Xiao Long, Peking University
Eva Semertzaki, Bank of Greece
Xuemao Wang, University of Cincinnati

Jennifer, K.-Jane, and Frank assisted with review of paper proposals, decisions of proposal acceptance, and finalization of program. Also, K.-Jane and Frank served as moderators for

KM Satellite Meeting (continued)

the panel session. Eva and Xiao assisted with feedback on the call for papers, website design and content, and program. In addition to hosting the conference, Xuemao provided a fun post-conference reception. I enjoyed working with everyone and look forward to what's in store for years to come!

Spencer Acadia Program Chair

Finally, I am grateful for our two keynote speakers, Valerie Forrestal and Jay Liebowitz. Please check out Valerie's book, *Knowledge Management in Libraries* (2015), published by Rowman & Littlefield, as well as Jay's latest book, *Successes and Failures in Knowledge Management* (2016), published by Elsevier. These books are available via Amazon.com and other online book retailers.

It was a pleasure for me to serve as Program Chair for this conference and I look forward to serving IFLA and the IFLA KM Section in the future.

Access Photo Coverage of IFLA KM Satellite Meeting 2016 Cincinnati, Ohio, USA.

KM Standing Committee Business & Meetings

IFLA KM Action Plan & Implementation 2015-2017

ACTION PLAN

The KM Section has planned a bunch of interesting activities for the next months. For the **IFLA Conference 2017**, besides our own **Open Session**, we are organizing a **Joint Knowledge Café** in cooperation with Library and Research Services for Parliaments Section and Continuing Professional Development and Workplace Learning Section. And we have also in preparation a Satellite meeting hosted by the Wrocław University of Economics, in Wrocław, (Poland) on the theme *"New Directions in Knowledge Management"*.

And to improve communication with librarians of different countries we now have at our disposal our **informative brochure** in all the IFLA official languages. You can find details about these and other activities of the Section in the **Action Plan 2016-2017** on the website of the Section .

IFLA KM Report

If you want to be informed about our past programs and achievements, take a look at the **Annual Report 2015-2016** on our **IFLA KM website**. You can find there the objectives identified by the KM Section in the **Action Plan 2015-2016**, the path to achieve them and the progress made till last August: projects and activities that were completed during the year, including outputs and weblinks to them, the communication initiatives and the impact that projects and activities had.

We have planned to work a lot on communication, using all the channels and tools at our disposal. We definitely want to grow the **"Knowledge Management Wiki"** so that it becomes a point of reference for the profession.

Minutes of those meetings can be accessed on the IFLA KM website. [**Extensive photo coverage**.]

IFLA KM "...a mutual savoir-faire?" in Columbus Open Session

Last but not least!
A première

by Julien Sempéré

"Using social media at work: How to share knowledge, improve collaboration and create a mutual savoir-faire?" (Issued as a CALL FOR DEMOS not papers – a first for IFLA).) [IFLA KM photos]

[See also photos posted by IFLA for this session.]

A special session

The IFLA KM Open Session took place at the very, very end of the WLIC and had the best audience of the Open Sessions! That is according to numbers released by IFLA Headquarters. In this session we tried something different and it seems we succeeded. Indeed, the format was a new one. The purpose of this approach was to test a new way of sharing experiences with colleagues. That's why from the beginning we decided to organize the communication through social media using a video and asked those proposing presentations to do so using a live demo, not a paper. We wanted to avoid showing dynamic uses of social media with static attitudes. Four librarians took the challenge and showed us their best!

Active speakers

First of all, Hanadi Buarki from the College of Basic Education (Kuwait) presented the use of hashtags as a tool to better understand the circulation of the information throug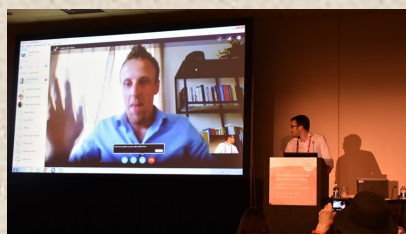h a working community. Then, Levien Den Boer from Koninklijke Library (Netherlands) gave a live demonstration from The Hague of Biebtobieb, a platform to share professional culture through all Netherlands library network.

Hua Liu from Shangaï University proposed the use of WeChat/Weixin, an 800,000,000 users social media, as a complete tool for the library (services, payment, social media). At last, KyungAh Kim from Daegu Gyeongbuk Institute of Science and Technology showed D-Curation, a way of sharing services and contents with our users in a really web way.

Content sharing, professional network or user uses, our colleagues acted as mediators, thanks to the format and they convinced our colleagues from all over the librarian world. This position of mediators instead of speakers permitted the public to be involved in the demonstration and to check if the service watched in live format was interesting enough for their own needs. We are hoping that future KM Section sessions will continue to make use of this model. We thank all the colleagues involved in the organization of this special OS and especially our information coordinator, secretary and chair for their trust and support for this first try!

IFLA KM Standing Committee planning and support

Brave New World: the Future of Collections in Digital Times – Services without Content OR Content in Context?

by Steffen Wawra

The Joint Session of IFLA Knowledge Management and Academic and Research Libraries on Monday 15 August 2016 was organized by the Co-Chairs of the program Ms. Mary Augusta Thomas, Smithsonian Libraries, National Museum of Natural History, United States and Dr. Steffen Wawra, University Library Passau, Germany - also moderator of the Session, addressed multiple questions.

- What about the impact of "Collection Development in Digital Times," – locally and globally?

- Should we "defend" books by increasing visibility, demonstrating quality, and transforming services placing in cooperation with publishers OR to build distributed virtual collections?

- What about the impact of Knowledge Management by moving the subject collections to "discipline-driven information provisioning"?

- What about the future of libraries – will we have libraries without collections but users who trust us for getting content in context?

- What about mass digitization? Should it be done in close cooperation with publishers or global players?

- What about Open Access? Fifteen years ago Researchers embraced Open Access. But how long does it take for an idea to turn into a movement for change? And how long before that movement achieves its goals? Do we have new models of OA by the market leaders in scholarly journal publishing?

Daniel J. Cohen, an American historian and the Founding Executive Director of the Digital Public Library of America (DPLA) gave a presentation titled **"Collaboration at Scale: How the Digital Public Library of America Unites Collections and Maximizes Use."** He described the development of DPLA: at its first anniversary in April 2014, DPLA contained over seven million digitized cultural heritage items from 1,200 contributing institutions across the United States—up significantly from 2.4 million items and 500 institutions at launch. DPLA has received widespread recognition and even acclaim in its first year from professional organizations (the American Association of School Librarians' Best Websites for Teaching & Learning) as well as popular media (TIME's 50 Best Websites of 2013). DPLA's large and growing community—now including an array of service hubs and content hubs, 200 energetic community reps drawn from all 50 states, four advisory committees, and an active board of directors, in addition to the DPLA staff—should be proud of this auspicious start.

DPLA values are suffused through the three elements of DPLA: (A) a portal for discovery, featuring millions of items from collections from across the country, and containing materials from around the world; (B) a platform that serves those materials not only through our own website but through innovative and creative apps and other sites; (C) a public option for reading and research in the twenty-first century that continues a tradition of democratic access to knowledge in the United States.

Mike Furlough, the Executive Director of HathiTrust, described **"Digitization and Aggregation."** HathiTrust is a large-scale collaborative repository of digital content from research libraries including content digitized via the Google Books project and Internet Archive digitization initiatives, as well as content digitized locally by libraries. HathiTrust was founded in October 2008 by the 13 universities of the Committee on Institutional Cooperation and the University of California. The partnership includes over 60 research libraries across the United States, Canada, and Europe, and is based on a shared governance structure. Costs are shared by the participating libraries and library consortia. The repository is administered by Indiana University and the University of Michigan. HathiTrust comprises over 14 million volumes, including 5.3 million of which are in the public domain in the United States. HathiTrust provides a number of discovery and access services, notably, full-text search across the entire repository.

HathiTrust Digital Library is a digital preservation repository **AND** highly functional access platform. It provides long-term preservation and access services for public domain and in copyright content from a variety of sources, including Google, the Internet Archive, Microsoft, and in-house partner institution initiatives.

Jeff Carroll, Collection Department of Columbia University Libraries, dealt with the question, could **"Cooperative Collection Development in a Digital Age"** be successful?

The transition to a digital environment offers new opportunities for cooperative collection development but raises questions about models based on a print environment. He examined assumptions related to cooperative collection development and resource sharing, and discussed directions future cooperation in information resources might

take, and suggested expertise rather than collections may be the most important resource to share.

Martha Whitehead, Queen's University's Vice-Provost and University Librarian and President of the Canadian Association of Research Libraries (CARL) asked for a change in her presentation "Open Access: new models in a rapidly evolving ecosystem." She explained, that "Next Generation Repositories" are necessary: "To position repositories as the foundation for distributed, globally networked foundation for scholarly communication." To do this, we need to improve the functionality of repositories and develop layers of value added services on top, such as peer review and standard impact measures - eventually offering similar services as the publishers." And she asked:

- Shouldn't "publication" be considered "global research infrastructure" and treated as such?
- Our reliance on journal impact factors is a key issue that works against us.
- Libraries (and our values) are important and we should play a leadership role in shaping the future.
- Let's not put our eggs in one basket; we must be willing to take risks and fail along the way.
- This is an important aspect of innovation!

James Neal, Columbia University, dealt with **"The Collection and Archiving of Born Digital Content"** as the most im-

portant challenge of the digital age:

The world is producing vast amounts of born-digital material. The volume, complexity and dynamism of this information challenge us to think creatively about its capture, organization, and long-term preservation and usability. We are in trouble if we do not develop the technologies, tools, financial resources, and shared responsibilities that will address the risks to our cultural, scientific, societal and community records.

- The ability to consult the evidence and sources used by researchers and authors will be lost if these digital records are not available.
- The ability to research and investigate the history and current state of our world will be compromised if born-digital materials are gone or changed.
- The ability to access the sources of record will be difficult if they are deposited and dispersed into multiple and disparate sites, the challenge of repository chaos.

Born-digital content comes in an ever-expanding array of forms and formats, all growing in their intensity and intricacy. How does born-digital content fit into what libraries do? How will our roles and processes be extended to embrace these resources, or will the massive challenges spawn a new vision, purpose, method and system?

The scope, depth and cost of the threat mean that individual libraries cannot advance born-digital content preservation on their own. We need to radicalize cooperation, promoting new combinations among libraries, new public-private partnerships, and national and global systemic strategies. And it will mean new thinking about copyright and library exceptions, and the management of national copyright provisions in a global networked information context.

How many libraries have well-developed plans for born-digital content capture, description and preservation? How many libraries have put in place the funding to enable and sustain these plans? How are the

agencies and foundations which fund libraries responding to the challenge? Do we truly understand what user expectations are for digital content, and how it will be used? What digital content has persistent value, and how will we make sound decisions on what to collect and preserve? How will persistence and quality be assured? How will collaborative efforts be structured and good governance and sustainability assured? What is needed for operational, organizational and architectural scalability? Is the collective library the model for the preservation of born-digital content?

Klaus Ceynowa, Bavarian State Library, attracted a lot of attention for his presentation: **"Contextualizing and Decontextualizing: Adding Value to Collections in Digital Ecosystems."**

The word ecosystem has become a popular buzz word in the worlds of business and media. Digital ecosystem models are informed by knowledge of natural ecosystems, especially for aspects related to competition and collaboration among diverse entities.

Digital Ecosystems are using digital platforms to transform value chains into value networks.

Klaus Ceynowa gave a clear plea for the necessity to adding value to our digital collections – for a high visibility of the whole society and combating competition…..

Did we strike the Ball with our Joint Session? Yes, we did….

{Additional coverage of this session can be found at the ALA site.}

{See more IFLA KM photos here.}

on "Continuous Learning in Libraries and their Communities" …

at the 2016 World Library and Information Conference Knowledge Café Program, August 18, 2016: Columbus, Ohio, Sponsored by Continuous Professional Development and Workplace Learning, Knowledge Management and Library and Research Services for Parliaments

Report compiled by Program Chair Monica Ertel

The Knowledge Café at the 2016 IFLA World Conference was an interactive discussion focused on a series of challenges and opportunities that libraries are facing in keeping their staff up-to-date as well as helping their communities learn. Using round tables and facilitators, conversations were lively, insightful, and provided a great deal of practical ideas to take home. About 200 attendees gained insights for building their own learning strategies as well as shared their stories and experiences.

Table Topics
1. Learning Strategies for Staff
2. Team Building and Team Leadership
3. Learning within the Constraints of Limited Staff and Budgeting
4. Mentoring and Coaching
5. Transforming the Library with Creativity
6. Developing an Innovative Culture in the Workplace
7. Innovative Ideas
8. Digital libraries, Digital Futures: How to Develop and Keep Up Skill Sets

Learning Strategies for Staff Discussion Leader: Jennifer Bartlett (University of Kentucky, USA) Summary submitted by Ewa Stenberg, Rapporteur (Malmo University, Sweden)

New staff: Organize an orientation schedule and introduction visits to other parts of the library/other libraries in the system. Put together a "Document for basic skills." Hold both face-to-face and online introductions.

When staff retires: Train new people (at least two - three colleagues) before retiring. Write down knowledge and positions instead of names. It is better to hand over all of this information in a timely manner. Have a system of cross training and strategy for sharing. Documentation is important. The learner writes down the knowledge, makes a manual and the learner suggests updating. Working teams can promote shared knowledge and learning.

Good learning environment: Have a holistic approach over time. Require mandatory training. Show that training is a basic skill. Make sure that other staff besides librarians also get training. Put together an annual business plan in addition to a personal development plan. Develop a knowledge bank. Include things like "You are supposed to go to conferences" in job descriptions. Hold monthly staff meetings to exchange training experiences. Also, hold face-to-face trainings once a year for all staff, closing the libraries during the meeting. Institute train-the-trainer programs.

CPD examples: OCLC Webinar "Self-Directed Achievement" http://www.webjunction.org/events/webjunction/Self_Directed_Achievement.html.

Look for our KM CAFÉ in Wrocław, Poland 2017

Cambridge University Library, 100 libraries, 300 staff – general basic training 10 hours during autumn, individualized advanced training in spring.

The 23 Things (2006) is a good tool for learning. Learning has evolved and has opened up another way of thinking.

…and an addition, not from the table discussions: IFLA Guidelines for Continuing Professional Development

For photo coverage go here

KM Café 2016 (continued)

Team Building and Team Leadership Discussion Leader: Catharina Isberg (Helsingborgs Library, Sweden) Summary submitted by Steve Wise, Rapporteur (House of Commons Library, U.K.)

Learning within the Constraints of Limited Staff and Budgeting Discussion Leader: Jane Dysart (Dysart and Jones, Canada) Summary submitted by Adolfo Furtado, Rapporteur (Legislative Consultancy Dept.,Brazil)

Catharina Isberg started the discussion by showing participants a set of skills that contribute to leadership It was agreed that trust is key, not just between staff and team leaders but across the team as a whole. Other important attributes and characteristics were thought to be: * Honest & open communications, speaking the truth * Empathy and self-awareness * Making oneself available and accessible * Mutual respect * Authentic leadership * Clarity & common understanding of vision, aims & objectives of the team * Celebrating success

Some of the questions & experiences raised at the table included:

- Are soft skills recognised sufficiently when often the focus is on hard skills and experience?
- It is important to remember that there may be people who are effective team leaders who may not be managers.
- We need to be aware that personal values can sometimes get in the way of or conflict with organisational values. However, it is important to keep the core values of the organisation in mind as staff represent these.
- Where there are cultural differences, these should be respected.
- We need to be aware of people's expectations and how these may vary (both between different members of the team and over time as jobs and organisations change).
- There can be a risk of spending too much time breaking down silos and encouraging collaboration between teams so that not enough time is spent on developing the team itself.
- Sometimes it can be the small things that help build teams and relationships (e.g. celebrating birthdays, flexibility with leave, etc).
- The problem of 'millennials' – if they don't like it, they will leave. We are now in a world of portfolio careers and long-term loyalty should not be expected.

Examples of approaches and techniques that had been successfully used included:

◊Team building events and retreats (these can vary considerably and success depends on the leadership, objectives, and the team having ownership of the event).

◊Away-days. These can bring out the individual personalities within the team and break down hierarchies. It is important to 'humanise' members of the team and leaders, to get a rounded picture of the individual and not just the professional face.

◊Providing opportunities for feedback within team meetings. *StrengthsFinder* from Gallup – a book and personal development toolkit (see http://strengths.gallup.com/110440/about-strengthsfinder-20.aspx)

◊Listening sessions with all team members to build up a picture of the team as a whole.

◊Annual/ongoing dialogue with team members on individual and team objectives & performance.

The table had three rounds of discussions. The facilitator started each round by asking people to introduce themselves, naming the institutions they represented and the reasons why they felt they related to the theme. The sample of libraries was vast, comprising all continents and library sizes, from a one-librarian-does-it-all scientific library in Italy to a public library in California with a staff of 800.

All libraries that showed up at the table suffer severe budget constraints, which deeply affect continuous learning activities and projects. Most people said that their libraries were far away from meeting CPDWL Guidelines of allocating 0.5% - 1.0% of their budgets to training activities. Librarians also do not meet the parameter of using at least 10% of their working hours in learning activities.
Many librarians who work for governmental institutions mentioned that there is a gap between tenure-track staff and other employees, as far as training opportunities are concerned. While the former generally have the opportunity to participate in conferences and seminars such as WLIC, with costs met by their employers, the latter are likely to receive no training at all.

The lack of resources forces libraries to be creative, though. Many participants reported that their institutions run some sort of peer-based knowledge transfer and/or training. It is common for librarians who are able to attend conferences and seminars to share their experiences and notes with colleagues The US Congressional Research Service, for instance, uses a variety of methods, such as organizing webinars, as well as internal coaching and mentoring programs. Many libraries also take advantage of free training resources and communities of practice, which are available on the internet. Other participants reported using social media closed groups and newsletters within their organizations to foster knowledge sharing. Finally, it was mentioned that job exchanges between libraries could be a very efficient way of promoting lifelong learning. The European Union, for example, has a specific program to promote the temporary exchange of librarians between different countries.

KM Café 2016 (continued)

Mentoring and Coaching Discussion Leader: Ulrike Lang (State & University Library, Hamburg, Germany) Summary submitted by Gillian Hallam, Rapporteur (Queensland University of Technology, Australia

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The contributions from the participants in the three rounds of discussion were very interesting. A good proportion of the participants had been involved in some form of mentoring or coaching as a development process, while others were ready to introduce a program at their workplace and were therefore keen to learn more.

To open the discussions, we explored the people's understandings of the notions of 'mentoring' and 'coaching' and how they might be used effectively in career development. Coaching tended to have a more direct skills focus, or indeed, in some situations a behavioral focus, with very specific objectives for the individual. Mentoring was viewed as having a much broader focus, with individual personal growth and maturity at its heart. While coaching was context-specific, mentoring was more holistic, even philosophical. The discussions then explored the opportunities for mentoring programs in greater detail.

Mentoring could either be an internal program within the organisation, or involve mentors from other institutions. There were also examples of peer mentoring programs, avoiding a hierarchical relationship. Some people felt it was important to have the mentoring relationship within a specific area of practice, e.g. academic libraries, public libraries, law libraries etc., while others felt that there was value in relating their development needs to working environments beyond their own.

These discussions took into consideration the career stages where mentoring might be beneficial, with examples of programs for students, interns, new librarians, middle management and senior management. Some universities ran career-mentoring programs to connect students with industry professionals who could provide guidance about the desired skills, attributes and attitudes required in a successful career. Specific attention was given to leadership development programs: both for grooming a person for a specific role, and for more general career development. Some concerns were expressed about situations where a senior managers may be trying to develop a clone of themselves, to step into their shoes; most participants felt it was important to adopt a more open process where the protégé's own personality and strengths were central.

In terms of geographical aspects, participants discussed the merits of local programs, where people could meet face-to-face, and regional, national and indeed international mentoring programs where the communication was virtual. Regardless of location, it was important to take into account the cultural differences of individuals, as well as wider cultural issues when designing a mentoring program. The value of mentoring was directly aligned with the contemporary understanding of multi-cultural, multi-generational workplaces. Participants provided rich examples of programs they had been involved in, highlighting some of the critical success factors, especially the need for good preparation for mentors and protégés and the clear articulation of people's expectations.

It was agreed that you could not adopt a one-size-fits-all approach to mentoring. All those involved needed to understand the philosophies and principles of mentoring. The benefits of mentoring were mutual and reciprocal for mentors and protégés, as identified in a number of research studies that had been conducted.

However, beyond the individual and organisational benefits, there were also immense benefits to the profession as a whole. There was support for the idea that professional associations could play a strong role in establishing and supporting mentoring programs and that this could be a positive benefit for members. There were many good resources on the topic of mentoring, within and beyond the LIS profession, and that it would be helpful to develop some ways of making people more aware of these. The participants felt encouraged by the discussions and hoped to take some of the ideas further after the conference..

Transforming the Library with Creativity Discussion Leader: Mary Augusta Thomas (Smithsonian Institution, USA) Summary submitted by Ellie Valentine, Rapporteur (Freelance Librarian, USA)

5

From Flying Squirrels to the Grey Goose (Vodka? Or Icelandic tale?)

The sessions were led by Mary Augusta Thomas who shared a recent staff innovation from the Smithsonian Institution – staffers' blogging on Tumblr to promote their digitized collection.

The Smithsonian Libraries is the world's largest museum library system, serving the Smithsonian Institution, the American people, and the world! It's collections have grown to support the curatorial and research needs of the Smithsonian, and cover subject areas from Art to Zoology. Most (99.9%) of the images posted here come from the SI Libraries' digitization programs and are in the public domain. Four staff contribute to this blog, mostly on their lunch breaks. They use Tumblr because it is the sassiest of all the social media platforms.

See: The Flying Squirrel GIF - http:// smithsonianlibraries.tumblr.com/post/108766082950/ one-more-for-squirrel-appreciation-day-then

The word "creativity" or "innovation" is very broad.
Everyone has creative potential but needs the opportunity to express it. This can happen in many ways:
Exhibits ● Meetings ● Events ● Committees of users ● Use of social media ● Staff committees and celebrations ● Strategic Planning Processes - and instilling ownership in new ideas ● Surveys of users or stakeholders
Essential elements to promote innovation and creativity include: Building Trust ● Getting to know people ● Flexibility – in time, and space and even equipment and furniture
Who needs to be creative? Everyone!: managers, staff, stakeholders – and ourselves!
Creativity doesn't have to be expensive or focused on technology: Old processes can be used for a new purpose. "It's what we do – we are good at inventory control, so why not check out $100,000 equipment in an engineering library?"
What are ways to foster creativity? Awards – for teams especially and encouraging them to submit for another level of recognition. Incorporating creative solutions into the annual performance process so that creative stories are captured.
Staff "Away Days" or weekends or even just an evening out in an informal setting can allow creative ideas to surface.

Developing an Innovative Culture in the Workplace   Discussion Leader: Karin Finer (European Parliamentary Research Service, Belgium) Summary submitted by Liz Turner, Rapporteur (TPG Global, USA)

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Formal Strategies

● Share a common definition of innovation and creativity around the organization
● Align new ideas to vision/strategy/goals and published metrics
● Publish job descriptions, duties, and skills so required employees can match roles to skill sets
● Consider means for project-based and operationalized (process-based) innovation
● Determine what dollar amount is available within the budget for employees to experiment. Is $100 or $1000 acceptable for your department/organization?
● Consider design structure for new proposals and prototyping/agile development methods to provide frequent feedback for new or experimental projects

Informal Strategies

● Innovation is open to all voices at all levels of the organization.
● All ideas are heard
● Allow for a culture where failure is permissible
●Debate and tension in the workplace is natural and normal. *●
● Toxicity is not acceptable.
● Create an open forum – physical space or visible web presence where ideas are captured and translated to action
● Remember that ideas can't be confined to a time boundary and could occur at any time.
● Expose employees to peer organizations and other areas of industry where possible to glean new ideas

Share Your Innovative Programs   Discussion Leader: K. Jane Burpee (McGill University, Canada) Summary submitted by Maria Ohlsson, Rapporteur (Lund University Libraries, Sweden)

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The following are ideas submitted by table attendees:

Heather Crozier, Ada, Ohio: AdaChat: "TedTalks light," where faculty and students talk about research in everyday language, open for all.

Jona, Iceland PL: Art gallery in the library, change exhibition every 3-4 weeks, shows local artists, free for the artist. Also cultural evening, different cultures and themes. Singing, talks, writers talk about their books. Refreshments served (vodka provided by embassy of Russia).

Adam, Library of Palm Beach, FLA: Lending librarians to government agencies/non-profit agencies. They work embedded and help with grant application writing, writing reports, finding sources etc.

Eileen Lewis, Legislative assembly of Canada: Trying to break down silos. How do we package our information?

Paola, Italy Parliament library: Gives IT courses to Italian MP's staff. Small lessons to explain databases etc.

Iain Watts, EU Parliament library: Focus on delivering docu-

ments with added value information, resource guides on different topics (a recent guide on the International Day of Happiness got a lot of attention). At first a bit uncomfortable for staff, being used to only find UN documents. Many lessons to be learned, some were enthusiastic, some more conservative. Another idea: Innovation hub as wiki, a way of getting ideas up to management,

Kristijane, Iceland, Independent Institution for Scholars: works to help Icelandic researchers/authors to get their books into Hathi trust and Google books. Contacts Icelandic authors, helps them with OA procedure. Negotiates rights for authors and monitors Icelandic publishing. Emails books to be scanned to Google.

Jane McGill: Staff created organizational citizen program, to promote positive attitude towards colleagues, to communicate respectfully. "Pay it forward".

Chicago PL: Mini grant project, first training staff in Design thinking, after that encourage staff to submit project ideas. Passes an advisory board of external people who give feedback on the ideas, if the ideas are not accepted they give suggestions for revision, feedback to improve proposals, and the idea can be re-submitted. Examples of successful ideas: Game committee, unconference sessions, lending out instruments plus library materials (scores etc.).

Helene Blowers, OCLC: "Mini-Fulbright", to foster innovation, development program for 6 months, budget from administration, to gather true passion

Grant Lynch, Washington PL: Post labour environment: trying to give staff a voice and to start creativity. Mentorship is the next step, to establish trust.

Someone told about a staff award that recognized failure, "cliff jumper award", to award stretching outside the comfort zone. "We need to fail forward, and fail fast".

University of Cape Town: Reconstructing the library, into library as a publisher, have published eight books, OA textbooks in LIS, three journals.

Qatar National Library: new library being built, forced to experiment, staff given freedom to be creative (staff 90 % expats). Lends out music instruments and has a silent music studio where people can have silent jams.

Jane Grace (Australia): Green screen in the library where people can get pictures of themselves from different "locations" as backdrop (Valentine´s day kissing in Paris, in the snow, in London etc.). Also working with maker space. Has an idea to create a "Myers-Briggs for reading"app that gives reading suggestions based on profile.

Cambridge: UX mini projects, investigating library spaces, method called "space finder", analyzes how people use the library space. Space finder app: helps to find place to study.

UK Gov´t Westminster: Creating a knowledge network. Using OPAC to organize knowledge to leaflets.

Congress library: Supporting Congress, consultancies partner. Collaborate with analysts, seeking resources and information. Supporting IT, HR, Knowledge network embedded.

KM Café in Wrocław, Poland - August 2017

"New librarians for new times: Continuous Learning to become change agents in a changing world"

Chaired by IFLA KM Member Monica Ertel (monicaertel@gmail.com)

Please join us for the fourth **Knowledge Café**. This year's interactive session will focus on the changing and challenging role of librarians in the ever-evolving information world. Past sessions have included learning strategies for staff, team building and team leadership, learning with the constraints of limited staff and budgeting, developing an innovative culture in the workplace, sharing of innovative programs and more. Using round tables and facilitators, conversations are 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. *(Contact Monica for details.)*

Join Xuemao Wang and the new **SIG: IFLA Digital Humanities (DH)/Digital Scholarship (DS),** under the sponsorship of the KM Section. Those interested in this group should contact **Xuemao (x.wang@uc.edu) f**or details on plans and meetings for the conference in **2017 in Wrocław, Poland.**

Xuemao Wang

KM Café 2016 (continued)

Digital Libraries, Digital Futures: How to Develop and Keep Up Skill Sets Discussion Leader: Gert-Jan Lodder (House of Representatives, Netherlands) Summary submitted by Clara Bessa da Costa, Rapporteur (Senate Digital Library, Brazil)

During the activity, we had all kinds of libraries, staff and situations presented at our table. Some topics were recurrent and we had good debates, but at the end, we were left with more questions than solutions about how to deal with the current fast changing environment that is pushing us towards a digital reality.

Considering staff, we notice that age is not a determinant on whether a person is willing to adopt new technologies or not, since some library professors identified the profile of their undergrads as "old fashioned". Digital literacy is very important today, since one needs be able to understand technical language to translate it for users, colleagues and suppliers. Training opportunities should be constantly available, in a safe environment so people can deal with change easily, and avoid that experienced teams fail to notice new trends and the need for new skills. When hiring, the challenge is to identify people who are willing to go the hard way to find solutions and can complement current teams, adding new skills and perspectives and avoid hiring people more focused on systems than users' needs.

From the institutional perspective, it was noticed that organizations could not react as fast as we would like. It may be because some-

times managers don't know how to ask for help when it comes to understanding new trends and innovations available which we considered important highlight since they are the ones responsible for identifying opportunities and providing training. The result of this late perception of ICT can lead to problems like systems that do not communicate with each other, online presence that does not focus on creating a single identity or brand for the institution, users having access to interfaces that librarians can't interact with, tablets that are locked or with access restricted to prevent damage to the equipment and doubts on how to deal with users who still want access to paper versions of materials that have been digitalized.

Among solutions presented were peer-to-peer training, the ample use of mobile technologies to reach our users more easily and change their perspective throughout access to library products and services, the creation of a Librarians' Cloud to share solutions, gadgets evaluations and look for peers in our communities to help you with new skills development.

There is no easy answer, but we need to be systematic with our teams and Institutions so we do not miss great opportunities to innovate and be ready to serve our users in this new digital world.

What does Knowledge Management Mean to You?

Photo supplied by author of the column

Mary Lee Kennedy partners with organizations to build strong communities that take full advantage of the information landscape today and for the future. She was director of Knowledge Networks at Microsoft, Senior Associate Provost at Harvard, and most recently, Chief Library Officer at the New York Public Library. Follow her on twitter at @mlkennedytw or contact her at kennedymlw@gmail.com. Below she responds to our question on what KM means to her.

In 1999 I was fortunate enough to be leading a team in high technology focused on providing access to the most relevant forms of externally created information to assist with setting strategy, ensuring breakthroughs in digital innovation (e.g. Search), and positioning the products for global market success. A lot of this depended on implementing an agile intranet, working to get the content into a relevant format, and curious people who wanted to use it to improve their decision-making. It was about bringing the external world in and using that knowledge to make decisions by an organization. That same year Peter Drucker coined the concept of knowledge management as "the coordination and exploitation of organizational knowledge resources, in order to create benefit and competitive advantage" (Drucker 1999). I was a fan!

The following year Tom Davenport and Larry Prusak expanded on that definition noting that knowledge management "is managing the corporation's knowledge through a systematically and organizationally specified process for acquiring, organizing, sustaining, applying, sharing and renewing both the tacit and explicit knowledge of employees to enhance organizational performance and create value." I was very fortunate to work with both of them while I was at Microsoft, Harvard, and working as a consultant with the United Nations. That work was primarily about bringing together external and internal knowledge and making sure organizational decisions were shared based on common understanding. So I am thankful for the opportunity to study their written work and pick their brains.

In my experience several fundamental changes have taken place since the phrase was coined and much of that is driven by digital innovations. These changes push towards a different understanding of KM. **We live in a hyper-connected world** - the world is our stage. Information creation, collection and sharing never stops - we find a lot of it in our inbox, on our apps, and in our browsers at all times of the day. Even more so, joint research and real-time global decision-making are pervasive and highly dependent on shared repositories and collaboration spaces. **Social and personal boundaries are dissolving** - whether one is in a for-profit, non-profit, governmental agency or an independent consultant our lives are a fluid mix of relationships drawn from within organizations, among friends and colleagues. At any point in time anyone of us is a potential customer/client/enduser/patron - whatever word best fits your culture. We have multiple roles at once, we are never one dimensional. For example, I am a librarian, a mother, and a reader. I'll choose one more significant change since the original definition - **information and informed use is more complex** - Big data is in our daily news yet requires an understanding of the underlying algorithms that few have; with huge increases in multi-media consumption and interactive gaming and learning it is unclear where explicit and tacit merge. Our need for digital information fluency is very high in order to actively participate in our world today.

So what do these three changes mean in terms of how I understand knowledge management now? To set expectations, I actually don't believe you can manage knowledge - I never have believed that. I'm also a huge believer in human behavior as a complex system. So, while I recognize that there are ways to pressure/manipulate people - I don't believe we can ultimately control our most human of behaviors - those of idea generation and knowledge sharing - both which depend on individual agency. However, I fundamentally believe, and have spent my whole career focused on it, that human knowledge is our biggest gift and how we use it to advance our society is our greatest responsibility to this and future generations. So, our communities, however we define them, are stronger, when we collaborate to define a shared vision or aspiration, set shared goals based on a common understanding, bring a diversity of experience and expertise in understanding how best to achieve that goal, and respectfully engage and achieve buy-in by everyone who together is focused on accomplishing and celebrating the accomplishment. Supporting this effort are systems - content management systems, broadband systems, policies, practices, reward and recognition systems, etc. They are designed to empower people to use their knowledge to contribute to a better world. In this day and age, digital is

Wiki this and wiki that for Knowledge Management

This is the landing page of the IFLA KM Wiki-When were you there last?

Select Language ▼
Powered by Google Translate

Search

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

IFLA Knowledge Management Wiki

Welcome to the Knowledge Management Wiki! This wiki is maintained by the Knowledge Management section of IFLA, the International Federation of Library Associations and Institutions. Our purpose is to increase understanding and awareness of the field of knowledge management (KM). This wiki contains background information about KM, updates about current events in the KM world, and contact information for active KM experts. If you're new to the concept of Knowledge Management, you may want to start by reviewing the various definitions of the term here.

Photo supplied by Emily Thornton

Manager of the IFLA KM Wiki

As you may have heard, the **KM section wiki** (iflakm.wikispaces.com) was **mentioned in a commendation for the KM section's overall communication at the 2016 WLIC.** This wiki coordinates with and enhances the materials on the main IFLA KM site (ifla.org/km), and it also brings the KM section's work to a larger audience.

We are pleased at the recognition and determined to make the wiki even more useful over the next year. We are working on a **strategic plan** to determine the **wiki's long-term goals**, improve the user experience, and

make it easier for members of the KM community to **contribute information**. If you have feedback about the wiki or would like to be involved in the strategic planning process, please **contact Emily Thornton at emilythorn@gmail.com.**

In 2016, we added **additional language features** to the wiki. KM section newsletters and brochures are now available for Google Translate to capture, while the original layout and photos are visible in PDFs on the same page. This makes the KM section publications more open to speakers of various languages.

Since the beginning of 2016, the wiki has been **viewed nearly 2,000 times** by **over 1,200 unique visitors**. The most popular content page is the "**Conferences**" page. "**Publications**" and "**Contact KM Experts**" are also popular. These are three of the most frequently updated pages on the wiki site. The wiki is a living document, and regular updates are vital to keeping the wiki useful to the larger KM com-

munity. This usefulness, in turn, encourages more frequent updates.

As always, we welcome contributions to the wiki. If you know of a helpful KM conference, publication, or case study, please email emilythorn@gmail.com. **No material is too localized or too small to include**. We are especially **looking for materials in non-English languages and from geographic regions in Africa, Asia, and South/Central America.**

Editor's Note: The wiki has a new look with new faces and some we've seen here before. The photo, taken by Xiao Long at our 2nd IFLA KM Business Meeting, 2016 Columbus, Ohio, WLIC, is this year's "brand." Look for us on the IFLA KM social media.

A challenge to our committee members - see what non-English language can increase it's wiki reference numbers the most before the next issue of the newsletter - that's in June 2017! Are you up to it?
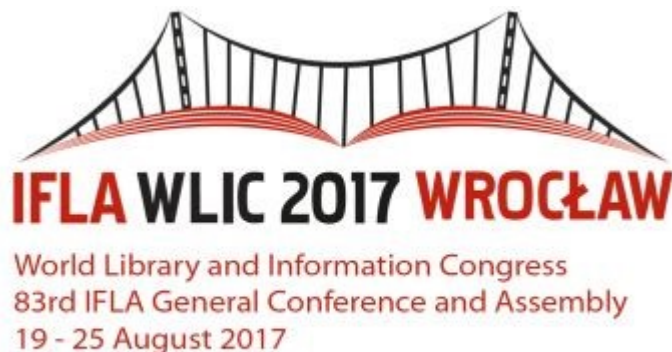
Call for papers

Theme: *New directions in Knowledge Management*

IFLA Knowledge Management Section Satellite Conference, Friday, August 18, 2017

Venue: Wrocław University of Economics, Wrocław, Poland
Conference website: https://sites.google.com/site/ifla2017km/home

The one-day Satellite Conference at the Wrocław University of Economics in Wrocław, Poland will focus on KM in all varieties of libraries and information centres with attention particularly to new directions and the future of KM. With a global interest in mind, this Satellite Conference will aim to provide a thoughtful and engaging discussion about an array of worldwide issues regarding KM within library and information settings.

The deadline for submitting paper proposals is February 1, 2017. Please send proposals in Word or PDF formats at: Elisabeth Freyre (Elisabeth.freyre@bnf.fr) and Eva Semertzaki (esemertzaki@bankofgreece.gr), Program Co-Chairs

key but it alone does not create a knowledge economy. It takes all kinds of skills, competencies and expertise to do so well - it is a team effort requiring significant discipline, commitment and respect.

Doing this well now and going forward is more challenging - our knowledge flows within an ever more complex context and there are significant differences. There is the complex nature of connections to local and global communities whether we talk about privacy principles or socioeconomic or cultural differences. There is the responsibility for a digitally fluent and informed society ranging from those who are illiterate or perceived to be lacking 21st century skills to those discovering new universes and everyone in-between. There is the unpredictable nature and certainty of digital innovation and equally unpredictable application of it such as with beacon technologies and virtual reality. Some of us work where these differences are substantial and some work where they are less so. Happily for us the technological advances have made it easier for all of us to imagine a world where knowledge flows ubiquitously to deliver tangible human benefits. Still too many countries and organizations have yet to fully realize the digital dividends. As a member of the team that believes knowledge is our greatest gift I believe we must work smart and hard to ensure the human and social implications of this technology are positive ones. In other words- in a knowledge economy (which I believe is the economy we are in) - what you know matters and how you move ahead is all about how you make use of it for the betterment of the world we live in together. I believe my purpose is to help make this possible - and that is what knowledge "management" means to me now.

What does Knowledge Management Mean to You?

Photo provided by Hannele Naveri-Ranta author of this column and IFLA KM Standing Committee Member

Prior to her current position, Hannele was Director Kumpula Science Library for 11 years at Helsinki University Library. Before that she was Library Director in Joensuu University Library in Eastern Finland. She holds a master degree in Library Science and also in Journalism and Mass Communication. In 1990-2000 she was a lecturer and researcher at the Department of Information Studies and Interactive Media, at the University of Tempere, Finland. Her research interests include digitalization and management of learning.

Her current contact information is: Director, Competence Development, Helsinki University Library, P.O.Box 53, 00014 University of Helsinki, Finland.

Knowledge is power - *Scientia potentia est* - the popular proverb is commonly attributed to Sir Francis Bacon. Knowledge is an effective force, which empowers people to achieve great results. The more knowledge one gains, the more resourceful and skilled she/he becomes. Knowledge is important and learning is important as well. There is no end to knowledge, and there is no limit to what we can learn. We should not impose artificial boundaries on what we can know and learn.

Knowledge management is the systematic management of an organization's knowledge assets for the purpose of creating value and meeting strategic and tactical requirements. It consists of the initiatives, processes, strategies, and systems that sustain and enhance the storage, assessment, sharing, refinement, and creation of knowledge.

KM implies a strong tie to organizational goals and strategy, and it involves the management of knowledge that is useful for some purpose and which creates value for the organization. Therefore, not only individuals but organizations are able to learn, too. The concept of human intellectual capital refers to the whole value of the knowledge of an organization's employees.

KM is not only directed by explicit strategies and goals but organizational culture has a direct effect on learning processes as well. Organizational culture influences the way people interact, the context within which knowledge is created, the employees´ resistance towards changes and, ultimately, the way they share or do not share their knowledge.

Our grand challenge is how to create the ideal organizational learning environment. We need to be aware of how and why something has been learned. We must try to ensure that the outcomes of learning that takes place is useful for the organization. Our environment is changing rapidly. It is becoming more and more difficult to predict the future. That is why we need an agile workplace learning more than ever before.

Workplace learning can be divided roughly into three general categories. Firstly, most of professional development will be based on "on-the-job" experiences, tackling challenges and solving problems in the course of work tasks; secondly, learning from others, e.g., receiving feedback, sharing experiences or following a colleague at work; and thirdly, a minor part will be based on formal training like courses and seminars.

Workplace is not just a physical space in an office. It can be a website or a home. Learning and knowledge creation can take place anywhere. In the ideal workplace learning situation, workplace learning is directed to increase innovative capacity and work capability in organizations. Organizational culture supports and values workplace learning and workplace learning is an integral part of organizational strategic planning. Workplace learning in all forms is valued and employed; workplace learning is tailored to individuals, networks, partnerships, and supply chains are used to facilitate workplace learning.

Visionary leadership and excellent management are both required in all KM. When it comes to talent and competence management, one needs to develop capacities both individual and organizational levels. It goes without saying that occupational well-being is the most important prerequisite for all organizational development.

According to my experience, conducting development discussions dialogically and promoting both individual and group learning are successful. Active engagement and motivation to learn are a key element for upgrading library services and making sure that the library will survive and be relevant in the future.

Emilio Sim continues to capture the IFLA Knowledge Management Section's conference activities. The IFLA WLIC 2016 was no exception. His expert photography assures our coverage and one less item the editor of this newsletter needs to cover. Thank you Emilio for all you do in making our Section so visible. Click to the view his IFLA 2016 albums.

Do you Remember IFLA 2016?
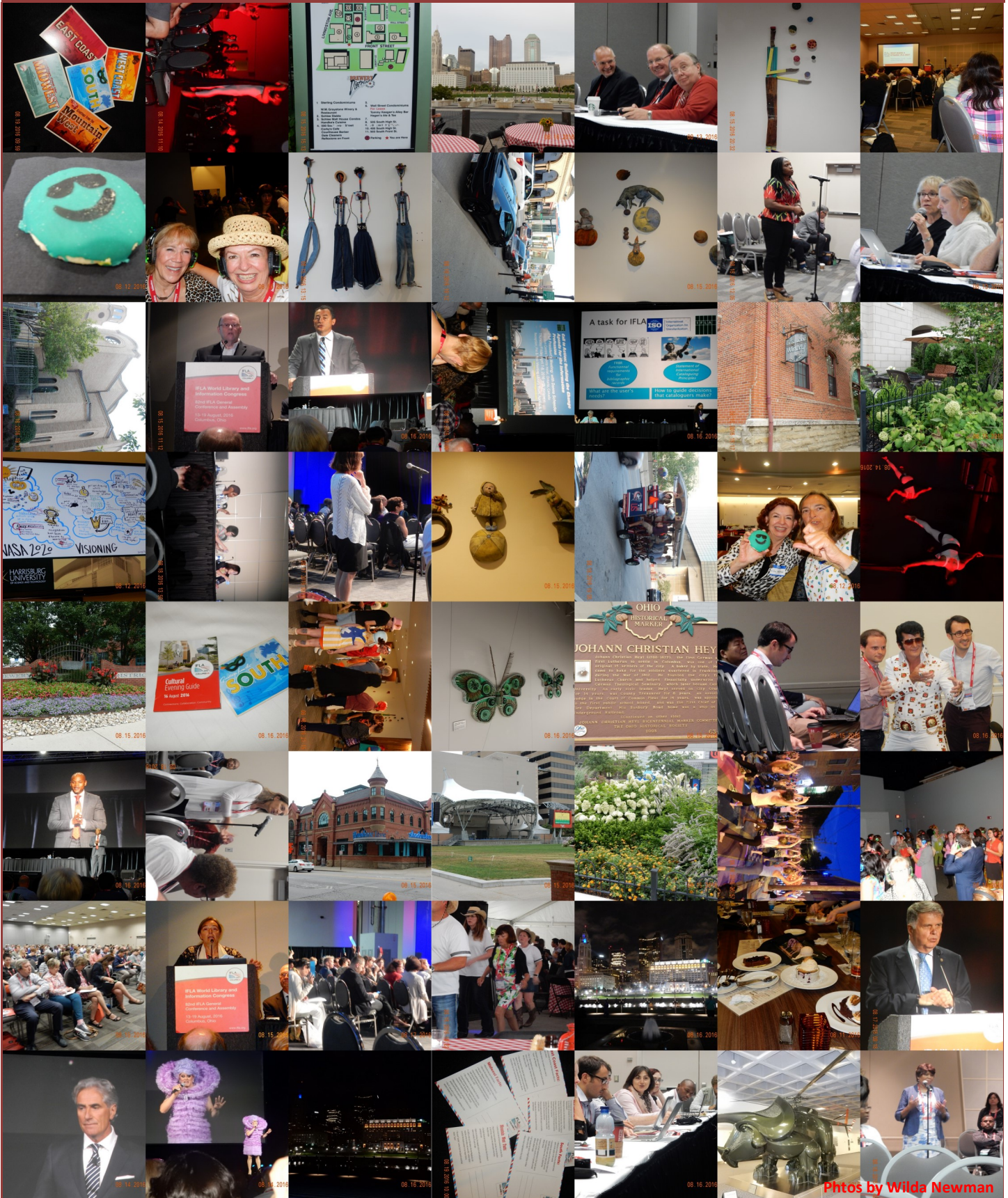
Phtos by Wilda Newman

Call for Papers

IFLA WLIC 2017 WROCŁAW

World Library and Information Congress
83rd IFLA General Conference and Assembly
19 - 25 August 2017

"Are you ready to make a change? We want to know! 2017 IFLA Knowledge Management Open Session call for papers welcomes your abstracts and proposals regarding the role of KM and information professionals in organizational change management. Share with us the methods, tools, techniques, and strategies that have worked in your organization, workplace, university, or community for training and communicating change with others. How did you facilitate adoption of the change? How did you prepare?

See our call for papers at http:// 2017.ifla.org/cfp-calls/ knowledge-management-section and email lizturner0304@gmail.com with your submission to present at the KM Section Open Session at WLIC 2017 in Wrocław, Poland, 19 - 25 August 2017."

It's customary for the officers and program planners of the satellite meeting to host a dinner for keynote speakers. In 2016 in Cincinnati, Ohio, USA we did just that. Spencer Acadia hosted a delightful dinner (sponsored by IASSIST). Lunch, and a reception following the meeting, were hosted by University of Cincinnati, Dean Xuemao Wang.

Photo by Wilda Click for More

We were an international group in Barcelona (a Spanish restaurant) in the German Village of a section of the city of Columbus, Ohio, USA. for our Section Dinner, Have a look! Thanks to Xuemao, KM Standing Committee former Chair.

Xuemao Wang convened an exploratory meeting of a **new SIG: IFLA Digital Humanities (DH)/Digital Scholarship (DS),** approved in March 2015, under the sponsorship of the KM Section, at the WLIC 2016 in Columbus. The meeting was a tremendous success and the interest was energetic & pleased at the prospect of this SIG and the need for work by IFLA in this area of interest to the members. Contact Xuemao (**x.wang@uc.edu)** for 2017 programs and meetings.

IFLA WLIC 2017 WROCŁAW

World Library and Information Congress
83rd IFLA General Conference and Assembly
19 - 25 August 2017

IFLA World Library and Information Congress

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Libraries. Solidarity. Society.

Wrocław, (pronounced VRAHTS-wahv) **Poland 2017**

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