

IFLA KM Section News

Serving Knowledge Management Professionals Worldwide



IFLA Knowledge Management Standing Committee 2019-2021

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From the Chair

Dear KM Section members,

During the KM Business Meeting I of the 85th IFLA WLIC 2019 in Athens, the newly elected KM Standing Committee members convened to elect the new officers. Before that, Julien Sempéré, Secretary of our Section, had collected the nominations for the positions of the Chair and the Secretary. The results of the elections are: Eva Semertzaki was re-elected as Chair and Spencer Acadia was elected as Secretary for the period 2019-2021. Liz Turner was appointed as Information Coordinator.

I would like to express my sincere thankfulness to Julien Sempéré, outgoing Secretary and K. Jane Burpee, outgoing Information Coordinator for their effective contribution to the progress of the KM Section. I also wish to congratulate Spencer and Liz for their new positions. The three of us with the Standing Committee members will work for the next two years to fulfill the goals of the Section.

In this issue of the Newsletter, the reports of the program of the WLIC in Athens 2019 are presented. My appreciation goes to the program chairs and their teams for executing such a great program in 2019. The plan for the next WLIC in Dublin 2020 will be also presented in the next pages.

Eva Semertzaki
Chair, IFLA Knowledge Management Section
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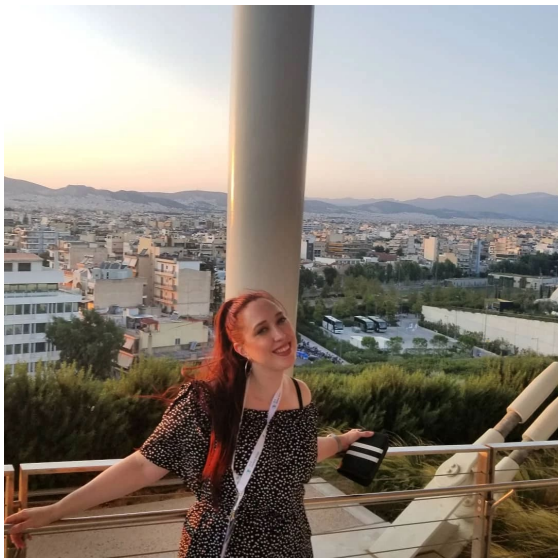
From the Editor

Welcome to a fresh start at the beginning of 2020. Traditionally, KM Section has relied on paper newsletters to distribute the updates of our Section and its activities, and broadcast them far and wide, first by postal mail, and later by email. We'd like to follow in the practice of our own profession and move beyond the concept of static, one-way, asynchronous messaging. We'd like to have a conversation and become involved in the community we created, whether online, on social media, at conferences or events, at work, school, or anywhere.

I decided in my incoming year as Information Coordinator to try a new concept, a new medium, and the inclusion of our collective messages from the front lines of our offices and institutions. We all bring to the table not just our practitioner knowledge but also our most helpful subscriptions, research and insights. Then there's the collective wisdom of the mentors and professional role models we stay connected to through our careers. [Please see our invitation](#) to share your thoughts and influences on the global KM community.

Whether you are celebrating a career milestone or looking to advance your learning, we hope this is a space where you can see what we are up to and share a little bit about yourself. Looking forward to what's to come in Dublin this summer and the chance to join everyone in person. We always seem to find the richest collaborative and deepen our friendship and partnership with each other when face to face.

Warmly,
Elizabeth Turner
Information Coordinator, IFLA Knowledge Management Section
Co-Chair, KM Satellite Meeting in Dublin, 2020



“Data Mining and Artificial Intelligence”: Open Session Report from IFLA WLIC Athens 2019

One of the highlights of the 85th IFLA Conference and Assembly was the joint section program “Data Mining and Artificial Intelligence: Artificial Intelligence and Data Mining to transform knowledge management and information services in libraries and information organizations.” The program was cosponsored by the KM and IT standing committees with support from the Big Data SIG. The co-chairs were Frank Cervone from the KM SC and Leda Bultrini from the IT SC. The program was so popular that people were standing in the aisles of one of the largest auditoriums at the conference center.

Exploring the topic of artificial intelligence (AI) and how it is having a pervasive impact on many aspects of our lives, the program featured presentations from libraries and information



organizations from around the globe. Cervone gave the opening talk which provided an overview of current topics related to data mining and AI. Additional speakers from Standard University, the Helsinki Central Library, the National Library Board of Singapore, and the National Diet Library in Japan discussed the real-world impact AI is already having to transform traditional knowledge management and information service practices in libraries and other information agencies.

Papers from the talks are available in the IFLA library at <https://library.ifla.org>.

- *Yewno: Transforming Data into Information, Transforming Information into Knowledge*. P. E. Schreur, Stanford University, Stanford, United States
- *Virtual information assistants on mobile app to serve visitors at Helsinki Central Library Oodi*, Hammis E., Ketamo H., Koivisto A.
- *Mining Text, Linking Entities - NLB's Journey*. Hoon E.M., National Library Board of Singapore, Singapore, Singapore
- *Future digital library prototype: Approaches by the National Diet Library of Japan for improving information discoverability*. Aoike T., Satomi W., Kawashima T., National Diet Library of Japan, Tokyo, Japan

Report from 2019 Satellite in Corfu, Greece

The 2019 Satellite Meeting theme was *"Artificial intelligence (AI) and its impact on libraries and librarianship"*, jointly presented by the KM Section and Digital Humanities/Digital Scholarship Special Interest Group. Co-chairs were Sylvia Piggott, Knowledge Management Standing Committee, and Xuemao Wang, DH/DS SIG programme co-chair. The Program team members included Spencer Acadia (webmaster), Elizabeth Turner (program management), Jane Dysart, Monica Ertel, Zheng (John) Wang, Long Xiao. Located at the Ionion University of Corfu, Greece.



36 people attended from 11 countries with 7 speakers. Co-chair Sylvia Piggott remarks that there was very good participation from local people as well.

The programme consisted of 20-minute talks then Q&A session. Questions were generally about the meaning of AI for library communities. All presentations and discussions focused on AI in the context of library and information services profession, potential AI applications to library and information service operations, ethics implications of AI adoption, as well as new opportunities for AI enabled future for library communities.

In general, the meeting was well received by the host university and their local colleagues including the library community, internationally. The meeting received good support from InterOptics, our sponsor in Greece, which paid the invoice directly to the catering company for food and water supply. KM and DH/DS SIG thank all those who participated in making this a successful event.

Knowledge Café - IFLA WLIC Athens 2019 Highlights and Dublin 2020

The 7th Knowledge Café was held at the 2019 WLIC in Athens, Greece. This year's theme was **"Change, Literacy: Digital, Collaborative, Creative."** This was an interactive session using twelve round tables and facilitators with a number of different topics such as "Developing new communication tools: keeping up with advances in technology"; "How library spaces affect learning"; "Managing staff in tough and uncertain times"; "Developing library leaders of the future"; and "Creative uses of social media in libraries." This is just a sample of the topics – there were many more. [A full report with summaries is available here.](#)

Please join us at the eighth Knowledge Café at the [IFLA World Library and Information Congress](#) in Dublin Ireland (August 15-21, 2020). The topic is "Continuous learning in a global, dynamic and ever-changing world." The world is constantly changing. Librarians and information professionals are facing disruptive change in their organizations and those they serve. How do we embrace and prepare for a constant state of learning new skills and tools? Join us to explore and share strategies, best practices and new ideas with colleagues from around the world.

[#knowledgemanagement](#) [#kmcafe](#) [#iflakm](#)



Review: Knowledge Café Summary from IFLA WLIC Athens 2019

Our member Clare Walker writes her impressions of the 2019 Knowledge Café summary - [available here](#) for your own perusal. Thank you, Clare, for your kind words! - ET

It's very early morning here in Johannesburg, almost the summer solstice, and I often wake with the cool dawn light and sit with my battered old iPad browsing emails. I don't read in depth many LIS ones these days, but the early morning is a good time for thinking! So I opened the link to the 16-page Cafe report just to see what was covered, and was immediately transported through place and time through 35 years of CPDWL. I felt I could hear each discussion topic, the voices in accents from all over the world around the tables as we have done since 1985, the older and the younger participants sharing, confirming, disagreeing, expanding, their views and experiences over decades where the technology has changed dramatically but the human element hardly at all in its strong emotions, convictions, anxieties and most of all, cultural differences which bring such insights and spurs to thinking and understanding differently. Perhaps all global politicians should first of all be knowledge managers and humble, powerful members of our often invisible profession! All these themes have been the core of our discussions at conferences since Day 1, and they are as hot as ever. I thought the shared insights into problems of and approaches to thinking about that elusive recurrent concept, change management, just to pick out one, were so interesting and I am forwarding the link for the report to my colleague. He is managing a third major change, since the 1980s introduction of ICT -- "reimagining the library" -- but for all the new buzz words, '*plus ça change, plus c'est la même chose*'! It is still all about the information resources ("the right book"), the users ("for the right person") and ourselves as the intermediaries ("at the right time"), and there's no other profession that focuses on this essential relationship. As I write, I realise that there are two newer dimensions to the old saying -- the right space, virtual as well as real, and the immediacy that internet technology has brought to the formula, with its own pressures and problems as well as immense advantages. This report makes me want to start my life in library education and staff management (such un-PC old fashioned words now!) all over again. We have made it so exciting! And truly CPD is at the heart of all this - little can be coherently achieved without this to keep professional practice constantly renewing itself with regard to the human factors, not just the very clever and "sexy" technology! This is what librarians really need to be doing.



What KM Means to Me

Knowledge Management means something a bit different to everyone. As part of our 2019 member survey, here are some of the responses about how KM has been a purpose as well as a profession.



On the meaning of KM to one's career:

KM is about "adding value by capturing the most meaningful internal information and making it discoverable to support my company's business goals."

KM means "organizing information about our business processes and policies in ways that make it useful and accessible to our faculty, staff, and students with the goal of improving service and processes."

"KM, or organizational knowledge sharing, has been my passion from the period I worked as a librarian and director of information resources for the Royal Bank of Canada. I have been very lucky for the last years to be the program director for KMWorld [and] see the latest strategies, technologies, thought leaders and practitioners in the KM field. And that's what knowledge sharing is all about -- creating a network for sharing, learning, innovating, succeeding."

"I teach graduate students who seek certification as school library media specialists. These educators will be the information specialists in their schools, collaborations with other educators to teach information literacy, technology, and library program management."

Toast to Our Accomplishments

We asked and you answered! Celebrate with us some of 2019's accomplishments and career highlights from our members. Got something to share? Send it in for a future feature.

"Design Thinking Framework is a new area of interest for me! I presented a workshop here at William Paterson University, USA. I am planning to research it more to find ways to incorporate it into school librarianship."

"KMWorld 2019, for which I am the program director, exceeded my expectations around new technologies & KM, and definitely opened my eyes to the future of KM. Here's [my blog](#) about that, and here is [my chat with Pepper, Deloitte's humanoid robot](#). I am definitely on board with the human centered approaches to KM in the future!"



"I co-sponsored Knowledge Cafe with KM, CPDWL and Parliamentary Libraries in Athens 2019 and published a summary of 12 discussion groups afterwards!"

"A paper of mine was included in the ALA Library Futures Series 3 monograph: Blockchain (Eds. Hirsh and Alman). My paper is titled Electronic Health Records, by Frank Cervone"

Connect with us

We'd love to get to know you better. Check out the below to submit content or KM reviews, and please share us with your colleagues.

Let's Celebrate

Let us know about your recent career moves and highlights! Job promotions, new positions, publications, grants awarded, etc. We want to feature your accomplishments and recognize the hard work our members have achieved. Email lizturner0304@gmail.com to share your good news.

What are You Reading Lately?

Submit your timely reviews of professional KM resources (e.g., professional websites, books, journal articles, etc.) Share a KM-relevant YouTube video or tweet thread with your comments. What did you think? [Tell Us About It](#)

Get Social

- Twitter: https://twitter.com/ifla_km
- Facebook: <https://www.facebook.com/IFLAKM/>
- LinkedIn: <https://www.linkedin.com/groups/2320876/>

What's ahead for IFLA WLIC Dublin 2020?

Please stay tuned in the coming weeks as Calls for Papers and other materials come available.

Our events, schedule TBD, are as follows:

- **14 August, 2020 Satellite Meeting** presented jointly by the Knowledge Management Section and the Digital Humanities/Digital Scholarship Special Interest Group - theme: "*Human-Centered KM: Connecting, Inspiring & Engaging*"
- **Joint Open Session: KM and Subject Analysis and Access**; theme: "*Subject Access and Artificial Intelligence: Enhancing competencies and safeguarding ethics*"
- **Joint Open Session: Digital Humanities–Digital Scholarship with News Media, FAIFE (Freedom of Access to Information and Freedom of Expression Advisory Committee), and CLM (Copyright and Other Legal Matters Advisory Committee)**, "*How Fake News Impacts and Engages the Library Mission and Services* "
- **Joint Open Session: KM and IT Sections**, theme: "*The effect of library systems to the delivery of services to user communities: perceptions and expectations*"
- **Eighth Annual Knowledge Café 2020**, theme: "*Continuous learning in a global, dynamic and everchanging world*"

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