



## **IFLA Knowledge Management Standing Committee (SC) Meetings Milan, Italy**

**KM I: August 22, 2009, Saturday, 8:30-11:20**

**KM II: August 25, 2009, Tuesday, 16:45-18:15**

The first meeting was opened by Judy Fields, outgoing chair of KM, who welcomed all to the meeting.

The second meeting was opened by Shimo Wang, the incoming chair, who welcomed all to the meeting.

### **List of Attendees:**

Agnes Hajdu Barat\* - I, II

Stuart Basefsky\* - I, II

Ruth Pagell\* - I, II

Lois Mai Chan\* - I, II

Jane Dysart\* - I, II

Christel Mahnke\* - I, II

Theo J.D. Bothma\* - I, II

Elisabeth Freyre\* - I, II

Sally McCallum\* - I, II

Xuemao (Shimo) Wang\* - I, II

Karolien Selhorst\* - I, II

Judith J. Field\* - I

Claire McInerney\* - I

Olga Lavrik\* - II

Leda Bultrini\* - II

Robert Muzzi - I

Abdel Hamid, Boujdad Mkadem - I

Andras Kardos - II

Jackie Druery - II

Mohamed ElGohary - II

Gloria Matthew - II

Michael Koenig - I

Luciana Marulli - I

Manuela D'Urso - II

Tina Ison - II

Irene Kitimobo - II

Radu Popa - II

I - Saturday meeting

II - Tuesday meeting

\* - Standing Committee members

Standing Committee members sending regrets: Raju Buddharaju, Margaret Haines, Magdy Hussein Nagi, Ekaterina Nikonorova, and Irene Wormell, who were all completing their terms on the SC, and Jasper Lee Maenzanise, Zhigiang Zhang, and K.C. Sahoo.

### **Introductions**

New and current members were introduced, and any visitors were also invited to participate. The new SC members in attendance were: Leda Bultrini, Stuart Basefsky, Karolien Selhorst, Olga Lavik.

## **Treasurer report**

Judy Field, as Treasurer, reported that there are 324 EURO in the Section account.

### **Election of Officers for 2009**

Since Judy Field is completing her term as Chair of the Section, elections for new officers were held. Xuemao (Shimo) Wang was elected Chair and Sally McCallum was elected Secretary. Shimo Wang will also be Treasurer. Jane Dysart will continue as Information Officer and Christel Mahnke as Newsletter Editor.

Judy Field was recently elected chair of Division 3, the new division in which KM resides, and the SC congratulated her.

### **SC activities since the Quebec Conference**

#### *Newsletter*

Christel Mahnke reported that two issues had been distributed since Quebec. She has intentionally kept them short in order to capture readers with little time. She wants news from SC members but just short pieces. The readers have especially found the profiles interesting.

She also said that IFLA is discussing the future of the newsletters. Various possible configurations for KM are: newsletter as it is; no newsletter, just a blog; brief newsletter linked to a blog; KM as group on Facebook or LinkedIn instead.

#### *KM Discussion list*

This list is still at INIST but has very little activity.

#### *Web site*

The Official IFLA site has been redesigned and seems to work. Theo Bothma asked if it was now possible to take down the unofficial KM web site that he had maintained now that the IFLA site is renewed and KM can have much more flexibility in the use of its space there. The SC agreed to focus on the one IFLA official web presence for KM at the IFLA site and perhaps explore Facebook and/or LinkedIn. Theo was thanked by Christel Mahnke and the SC for his work on the unofficial site for the last few years while we waited for IFLA to finish the renewal of its site.

However, it was reported that the current IFLA KM site is out of date and links are broken so it must be worked on. Jane Dysart will have some special instruction on its maintenance and use at the Milan meeting.

Christel Mahnke suggested that IFLA prepare an e-tutorial on the maintenance of the Section portions of the IFLA website so that more than the web master can assist in

maintaining the site.

## **Milan meeting reports**

### *Milan Satellite meeting report*

Elisabeth Freyre reported on the satellite meeting, "Removing Barriers to Knowledge Sharing" that was held in Milan on August 21. Its content was excellent, but it was poorly attended. Attendees were mostly the Standing Committee members. Elisabeth questioned whether satellite meetings were needed as the conference was already long. She asked if there was a trend to daylong meetings within the conference period. (It was noted that the day long digital conference was an unusual event planned by the Italian hosts and was not intended by the Professional Committee to become a model.) Elisabeth thought that Friday was perhaps not a good day for the meeting. And finally that if a satellite meeting is held it needs better advertising.

Elisabeth Freyre was thanked by the SC for organizing the meeting and Christel Mahnke and the Goethe Institute for providing the venue.

### *Milan Open Sessions*

The SC was a contributor to a 4-hour Open Session joint with Library and Research Services for Parliaments and Information Technology on Tuesday and the Section had a 2-hour Open Session by itself on Thursday.

The Tuesday joint Open Session was on the topic "Social Computing Tools for Learning and Knowledge Sharing" and was well attended (around 400 attendees). Unfortunately none of the papers for this Session were available on the conference web site.

The attendance at the 2-hour KM Open Session on "Knowledge Advocacy" was also large (around 150), even with an 8:30 time slot. The three speakers who presented were well received. All three papers were available on the conference web site along with another paper whose presenter did not come to the conference. One comment from the audience pointed out that the lack of visuals for the third paper was a problem particularly for an international audience. Program evaluation forms were prepared by Sally McCallum and distributed and the SC looks forward to a summary of the comments by Agnes Hajdu Barat.

The Program Development Committee of Elisabeth Freyre, Jane Dysart, Agnes Hajdu Barat and Karolien Selhorst had many papers to review in selecting the program. They thought that the topic was perhaps too broad and having a more specifically defined topic might help to focus the submittals and make the selection process easier. Of the 6 papers selected and announced in the Final Program book, only 4 completed papers and 3 attended the meeting to give them. This was a problem encountered by other groups this year, especially, perhaps because of the uncertain economies. In the future fewer papers for the Session (3-4 for a 2 hour slot) so that speakers can expect to have 30 minutes each

and then personal follow-up with them as they write and submit the papers and plan for the presentation would yield better results. A speaker with only a 20 minute presentation time may feel less concerned about not carrying through.

The Program Development Committee led by Elizabeth Freyre did an excellent job and were thanked by the SC.

### **Goteborg Planning**

[The following notes combine the discussions from the first and second SC meetings.]

As a guide for possible topics: the general theme for Goteborg is "Open Access to Knowledge -- promoting sustainable progress". The new IFLA president's theme is "Libraries Driving Access to Knowledge".

Plans were underway for a satellite meeting in Brisbane. The SC decided not to try to transfer it to Sweden but to consider holding a satellite meeting in Puerto Rico instead.

Many ideas for the Open Sessions next year were discussed. Each Section is allowed one 2-hour Open Session slot. We can also collaborate with other Sections and provide speakers for part of their 2-hour slots as we did in Milan. We can also combine our slot with another Section's slot and have four hours for a collaborative Open Session.

- The Law Libraries SC and the Official and Government Publications SC are interested in collaborating with KM on a program concerning the saving of information from the Rwanda tribunal and other such events. How is the information maintained for the future? How is the oral part preserved? Does KM have a role? Stuart Basefsky has talked with them and will follow up. There was support in the SC for collaborating with Law but it would probably be part of their 2 hours slot, not KM's.

- Another idea was a joint session with Education and Training SC on how to teach knowledge management skills to new professionals. Agnes Hajdu Barat had spoken to that SC but they had not yet had their second meeting so their interest was not clear. [Note: Agnes reports that at its second meeting the Education and Training Section was interested and the Management and Marketing Section also.]

- For KM's 2-hour slot the general topic Global KM was suggested, but some felt that this was too general and would be an unfocused session. Another suggestion was the influence of UNESCO and other big NGOs on KM. Christel Mahnke also suggested a topic relating to Claudia Lux's Information Society Working Group.

- The Program Development Committee was appointed for Goteborg: Stuart Basefsky, Agnes Hajdu Barat (chair), Karolien Selhorst. (If any others want to join please contact Shimo Wang.)

### **Participation**

The incoming chair, Shimo Wang, stated that he would like to increase participation in the SC activities. Members should all take roles in the SC activities and be more involved. He wants to have more visibility for the Section also. The branding of the Section may help the latter. He would like for KM to become a model Section over the next 2 years.

[While the chair has proposed activities for SC members in the Action item list below, anyone else interested in a task should contact him and volunteer.]

### **Other Business**

The Section brochure needs to be updated. The chair will appoint an editor.

Branding the Section. There was a discussion about possibly developing a motto for the Section: "Voice of KM" and "Global KM" were suggested.

Future of *ICBC*. It is not clear whether that publication should continue as a print, an epub, or a special issue of *IFLA Journal*.

New member Karolien Selhorst is publishing a book on KM this fall, in both Dutch and English.

Since the SC Open Session was not until after the second SC meeting, Shimo Wang will solicit via email votes for the paper that might appear in *IFLA Journal*.

### **Action Items from the meeting**

- Chair to appoint member to update the KM brochure. (Proposed: Lois Chan)
- Chair to appoint subgroup to update Section strategic plan and have section review. (Proposed: Shimo Wang, Michael Koenig (founding chair of KM Section), Sally McCallum, Christel Mahnke, others?)
- Goteborg Program Development Committee (Appointed: Stuart Basefsky, Agnes Hajdu Barat (program chair), Karolien Selhorst) to plan Open Session and other collaborative sessions after confirmation of the themes by the SC.
- Chair to appoint a committee to report on how Facebook and LinkedIn might be used by the LM SC and Section. (Proposed: Jane Dysart, Theo Bothma, Christel Mahnke)
- Chair to appoint a member to report on the use, usefulness, and administration of the IFLA KM listserv. (Volunteers?)

- Chair to appoint a committee to draft brief guidelines for planning and Open Session (based on the IFLA Guidelines and the Milan experience and evaluations). (Proposed: Elizabeth Freyre, Ruth Pagell, Agnes Hajdu Barat)
- Chair to appoint a committee to consider branding motto and possible logo for the KM Section (Proposed: Theo Bothma, Lois Chan, Michael Koenig)
- Jane Dysart to update the KM web site.
- All SC members to send Jane Dysart comments and proposed information for the site.

*Sally McCallum*  
*Secretary for KM SC*  
*4 September 2009, rev. 30 September 2009*