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# IFLA Section Knowledge Management

## Satellite Meeting Report

### *IS KNOWLEDGE MANAGEMENT THE NEW LIBRARY SCIENCE?*

**Chair: Prof. Long XIAO**

*Thursday, August 23, 2018, 09.00 – 17:30*

The IFLA Knowledge Management Section organized its Satellite Meeting under the title *IS KNOWLEDGE MANAGEMENT THE NEW LIBRARY SCIENCE?* at the Xiamen University Malaysia in Selangor, Malaysia, on Thursday, 23 August 2018.

Out of the 91 registrations, 66 attendees from 10 countries (Belgium, Canada, China, Estonia, France, Greece, India, Malaysia, New Zealand and USA ) participated in the Satellite Meeting. One keynote speaker and 7 speakers shared their ideas with the audience who participated very lively in the discussion. Additionally, a group discussion and one more speech took place before the closing remarks led the audience to the activities of the Knowledge Management Section during the WLIC 2018. Only one paper was not presented due to the absence of the speakers.

The program chair was Long XIAO (Peking University Library and China Academic Social Sciences & Humanities Library). The members of the organizing group were: Frank Cervone (author contact, paper collection and evaluation, University of Illinois at Chicago), Spencer Acadia (webmaster and paper evaluation, University of Kentucky), Élisabeth Freyre (paper evaluation and moderator, Bibliothèque nationale de France),

Sylvia Piggott (paper evaluation, moderator, McGill University), Yue Wu (chair secretary, webmaster of SM Chinese website, Peking University Library) and XMUM working group (Director Dehong Xiao + librarians + IT support).

In terms of financial expenses, since Xiamen University sponsored this conference (sponsorship includes round-trip transportation, coffee break, lunch and conference venues, conference reception), the satellite meeting was balanced.

The organizers are grateful to Eva Semertzaki, Chair, IFLA KM Section for her guidance and leadership; to Xiamen University Malaysia for the generous sponsorship. The organizers are especially thankful to Dehong Xiao (Director of Xiamen University Malaysia Library) and his staff, for the excellent hosting of the conference as well as for his efforts to organize the amazing catering services (two coffee breaks and lunch buffet) and the shuttle bus transportation. Moreover, special thanks are given to Benjun Zhu for capturing the memories of the conference with his beautiful photos.

## **Keynote speaker**

Embracing Knowledge Management as a New Perspective for Librarianship.

**Prof. Lihong Zhou** (Wuhan University– School of Information Management, China).

The emergence of Knowledge Management (KM) has raised an on-going debate on how it may relate to pre-existing fields and schools of thoughts. The main dispute focuses on whether Library and Information Science (LIS) and KM are distinct fields of specialisation. Whilst one school claims that KM is merely a new name for what librarians have been doing for years, or information science in new clothes; the other and more prevailing school believes that KM not only greatly overlaps with LIS, but also extends the scope of the field. The authors argue that KM can act as a vehicle for enhancing and transforming the professional image and role of librarianship. Information professionals should expand their traditional roles by actively engaging in KM initiatives in a variety of organisations. This progression and new perspective of librarianship elicit major challenges to the existing structure of LIS education and in particular how KM is represented and taught. This paper revisits the conceptual basis of KM, presents a survey of KM education provided by the member schools of the iSchools Caucus, as well as shares experiences of teaching KM in Chinese library schools. Moreover, this paper advocates that a KM education framework should be developed through the collaboration of LS and KM researchers and educators across international borders.

## Speeches

1. Changing trends in knowledge management research from library and information science perspective

**Ashiya Ahmadi, Mohammad Nazim (Aligarh Muslim University [India])**

The main objective of this paper is to explore the changing dimension of KM by comparing the nature of research carried out in KM during 1986 to 2016. Bibliometric and citation analyses methods were applied for exploring the trends in KM research in the field of Library and Information Science (LIS). Data for analysing the outcome of published literature on KM is collected from Web of Science's Core Collection database. A total of 8,069 articles were identified and complete bibliographic and citation details of all the articles were imported to Microsoft Excel. Further, 1,696 articles were identified by refining "Information and Library Science" subject category to know the research trends specifically in the field of LIS. Then, 500 highly cited articles from 'Information and Library Science' subject category were selected for analysing the changing and emerging trends of KM in LIS. Authorship, keywords, references, page count, publication outlets and other contents of the selected articles were analysed to explore whether they have any relation with the number of citations. Findings revealed that the most cited articles are from United States and England. We also found a positive relationship between the number of publications, keywords and pages and the number of citations that they have received but there is no such relationship found between the references and the authors on citations. The Journal of Knowledge Management has the largest share in publishing the most cited articles in this field.

2. Examining the gap between skills needed for knowledge management and provision of its education in library and information science courses in India.

**Mohammad Nazim, Aligarh Muslim University [India]**

This study aims to examine the skills gap that exists between required skills for KM and the provision of KM education and training offered by LIS schools in India. The study is based on qualitative research design. Content analysis and comparative methods are used as strategies of investigation. Initially, a list of required KM skills and competencies was prepared based on an extensive review of literature. Data about curricula offerings was collected from selected library schools. Course outlines were analysed and comparative method was then used to match each competency with curricula offerings. The results of the study demonstrated that LIS curricula in India are not properly covering competencies those required for KM. From the study

results it may be concluded that traditional skills of knowledge organization and skills related to information technology application for managing different housekeeping operations and library services are properly covered in the curricula. But skills and competencies related to the management and interpersonal or cognitive as well as advanced information technology skills were either covered improperly or not covered at all. As no empirical study on the gap between required skills for KM and impartment of KM education and training by LIS Schools in India has been carried out before, this study fills this gap, and its findings can be considered as a reference point for restructuring courses and revision of curricula.

### 3. A Knowledge Management Service Framework in Academic Libraries

**Juan Chen [Xiamen University,China]; Haiqing Lin [East Asian Library of UC Berkeley, Berkeley,USA]**

Academic libraries are facing challenges of how to effectively engage in academic communities and better support and facilitate new paradigms of teaching, learning and research. Academic libraries shift their service model from information-centered to knowledge-centered services in order to be adapted to the challenged environment. This article proposes an embedded library research support service model based on knowledge management and explains how elements and process of the framework function through a case study in which knowledge management services were delivered by a subject librarian of Xiamen University. The new service model, called embedded service model, is based on a theoretical assumption that library services could be defined as the process of building a community of practice, in which group members, including librarians and researchers, are tied by common interests in a domain. In this model, librarians engage in knowledge sharing within the community and play special roles in knowledge acquisition, organization, sharing, creation and application. This article concludes that knowledge management provides an effective and concrete foundation for librarian to establish relationships among users, technologies and resources in the context of research community.

### 4. A study on emerging knowledge management librarians: The evolving competencies in knowledge capture and dissemination in a public university

**Basri B. Hassan, Sarifah binti Abdullah [International Islamic University, Malaysia]; Geeta Albert [ Taylor's University and Knowledge Connections Inc, Malaysia]; Nor Takrim Ibrahim [Knowledge Connections Inc, Malaysia] ; Goh See Kwong [Taylors's University, Malaysia]**

In the paper, we examine the roles and responsibilities of Knowledge Management (KM) librarians in a University and outline the skills and knowledge to illuminate and maximize the possibilities of the position, to provide new content in new mediums to an increasingly discerning user community. This relatively new position is being created as libraries strive to manage collaborative knowledge management technologies, upgrade the service model in reference, in particular enhancing the skills of 'liaison officers' when engaging with their patrons' point-of-need preferences at their site, quality of knowledge, device choice, and their knowledge sharing and seeking behaviour. We draw upon our own experiences in implementing a virtual knowledge sharing community in the International Islamic University Malaysia (IIUM) as well as referring to the latest literature on the topic. Our three-year implementation journey encompassing unforeseen problems and discussions in building workarounds, in how best to manage tacit knowledge amongst academic and non-academic staff, provided valuable insights, focusing in particular on KM training for all librarians, the development of an 'unofficial' knowledge management implementation curriculum (KMIC) and the formation of the IIUM KM Task Force to sustain KM initiatives in the academia. While many skills and experiences analyses have been conducted on other library positions, at the onset, the emerging KM librarian's roles and responsibilities remained vague, leaving librarians interested in the position, unsure of what knowledge and skills to obtain. Hence, the need of a clear and robust KMIC policy framework was first seen to be crucial to sustain an effective KM implementation. Special emphasis was made in building the skills in intra-organisational cooperation and academic engagement for meeting the challenge of 'capturing' and codifying tacit knowledge and ultimately the successful cultivation of communities of practice in promoting a new form of 'collective intelligence' in the university.

5. Investigating the relationship between the success of knowledge management process and psychological empowerment of librarians in libraries of Iran University Medical Sciences

**Marjan Arabrahmatipour, Islamic Azad University Tehran [Iran]**

Knowledge management as an effective organizational issue and strategic tool, can improve library services, enhance its organizational structure and increase their competitiveness. Knowledge management is in effort to control the intellectual and intangible capacities as well as the skills and experience of employees in achieving their goals, and empowerment based on knowledge. Considering the importance of knowledge management and the empowerment of librarians, this study investigated

the relationship between the success of knowledge management and psychological empowerment in librarians of Iran University of Medical Sciences libraries. The results of the data analysis showed that there is a positive and significant relationship between the success of knowledge management process and psychological empowerment of librarians of Iran University of Medical Sciences libraries. Also, there is a significant relationship between the success of knowledge management and psychological empowerment dimensions (perceived competence, purpose internalization, perceived control).

6. Finding rabbits on Ruapehu: the merging of roles of librarian and knowledge manager

**Ailsa Parker[Information Centre, Ministry for the Environment, New Zealand]**

The nexus between the disciplines of knowledge management and library science has been discussed for many years but the literature shows it is still unresolved. In an attempt to find out what is happening in a real-life situation, the role of a librarian in a New Zealand government library was examined by using a number of case studies. These related to a digitisation project, a query for unpublished material, the building of a body of knowledge around a key act, and routine requests. It was found that all the examples aligned with the organisation's strategic goals but that library skills were required to source much of the information. Thus, library science meshed with knowledge management in a positive way and the role of the librarian expanded to meet the needs of the organisation.

7. *Research on semantic publishing model based on knowledge management ecosystem*

**Yongjuan Zhang, Shanghai University and Shanghai Information Center for Life Sciences [China]**

The knowledge management system is the foundation of knowledge service. The new technologies such as semantic web, artificial intelligence and knowledge mapping etc. also provide support and possibility for evolution of the knowledge management system. On basis of the above new technologies, a semantic publishing model is built in this study based on the knowledge management ecosystem. The knowledge management ecosystem using the machine readable RDF triple model as the metadata structure surpasses the restriction of the system or platform, makes it possible to understand each other between machines, and builds a cross-domain linking relationship which can be understood by the machine based on linked data and knowledge mapping so as to support and drive the transformation of science & technology publication into knowledge service, finally forming a machine-readable,

data-driven, multidisciplinary collaboration, demand-oriented, resource deconstruction granularity, and gradually growing semantic publishing model.

## Conclusions

The KM Satellite Meeting 2018 presented not only the trends of Knowledge Management in LIS and academic libraries but also the successes and failures of KM in libraries and information organizations. In the final open session, Professor Xuemao Wang invited everyone to join the discussion about the theme of the conference: Is knowledge management a new library science? Many attendees shared the same opinion that KM is a new library science and by getting deep in knowledge management, libraries can provide more customized and targeted services to readers.

Moreover, 2/3 attendees were from local this year. They were very thankful to KM satellite meeting, which provided a chance for them to take part in IFLA and they thought the whole meeting was a great success that enhanced their knowledge in KM and broaden their horizon about the new trends in KM.

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Submitted on September 10, 2018 by Long Xiao and Yue Wu, IFLA Knowledge Management Section.