

**IFLA Knowledge Management Standing Committee (SC) Meetings
Cape Town, SA**

KM I: August 15, 2015, Saturday, 15:15-17:45

KM II: August 20, 2015, Thursday, 13:15-14:45

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

List of Attendees:

Standing Committee members (2013-2017):

Leda Bultrini - I, II

Jane Dysart - I, II

K. Jane Burpee I, II

Sally McCallum - II

Wilda Newman - I, II

Eva Semertzaki - I, II

Julien Sempere - I, II

Mary Augusta Thomas I, II

Steffen Wawra I,

Xuemao (Shimo) Wang - I, II

Members sending regrets: Klaus Ceynowa (represented by Martin Hermann)

Corresponding members

Agnes Hajdu Barat - I, II

Corresponding Committee members sending regrets: Stuart Basefsky, Elisabeth Freyre, Christel Mahnke, Emily Thornton,

Incoming Members attending:

Jennifer Bartlett –I-II

Monica Ertel I

Spencer Acadia I-II

Elizabeth Turner I-II

Hannele Fabritius I-II

Frank Cervone I-II

Xiao Long I-II

Victor Allan Walusimbi I

Magdy Nagi I

Chair's report

Both meetings were opened by Leda Bultrini, the chair, who welcomed all. Current members, incoming members, and visitors were introduced, and invited to participate in the discussion.

Approval of the Agenda: Agenda for Meeting I was amended to add one item under new business.

Minutes: The minutes from the Lyon meetings, prepared by the KM SC Secretary, Mary Augusta Thomas, were approved by the SC and are posted on the KM web site.

KM Section Officers Election: Leda Bultrini, Chair, and Mary Augusta Thomas, Secretary, were elected for a second term. Wilda Newman was re-appointed as the Section Information Coordinator.

Renewal/retirement of corresponding members: Names were introduced and discussed in the first meeting. At the second meeting the committee endorsed Corresponding Membership invitations be sent to Jane Dysart, Agnes Barat Hadju, Emily Thornton, Xuemao Wang and Steffen Warra.

Warm membership applause for outgoing members Jane Dysart, Sally McCallum and Xuemao Wang.

Treasurer Report for 2014/2015 - no expenditures for the year.

Membership report

Mary Augusta reported that 14 new members were added to the committee for the term of 2016-2019.

Report from the Professional committee: Mary Augusta provided an overview of the Officers briefing which included the introduction of the [Strategic Initiatives for 2016-2021](#) and charged each committee and group to link to the SI in their action plans. IFLA is acquiring Basecamp for use by members and Survey Gizmo for use by committees. Incoming President Donna Scheeder spoke briefly about the Change Agenda she is introducing at the conference. The Standards manual is now in place and there have been 7 standards revised. The officers then broke into small groups to talk about improving communication with the PC and GB. They also identified several major concerns including procedures for removing members who are not participating in the work of the committees.

Standing Committee activities since the 2014 Lyon conference

Through its work this year, the Standing Committee met all of its goals for 2015 except for offering the committee brochure in all IFLA languages. Committee members worked with people who wished to be appointed and as a result, the Standing Committee now has 21 members, one more than usual, authorized by the GB. This increase will help to support the many activities that the KM SC is managing.

Newsletter and Social Networking, KM Wiki/Portal (<http://iflakm.wikispaces.com/Welcome>): Wilda Newman reported on Communications. The IFLA website page takes you to our social media. Facebook followers are close to 500, live links in newsletter to issues and activities. The KM Wiki is not on the IFLA website and is maintained by Emily Thornton. Emily wrote to the committee to lay out what is needed for the Wiki to be robust. This includes identifying more information in general on KM. As more is added the WIKI will be a hub that helps people to share information. Please send conference announcements to Emily. Other suggestions were setting some regular deadlines for contributors, and asking members to solicit content. Leda asked each member to contribute to the WIKI, Facebook, and Newsletter etc. She encouraged

members to write for the blog. The SC agreed to establish a roster for regular contributions to the blog and encourages more participation in gathering items for the Wiki. One issue of the Newsletter appeared before Cape Town and was a wonderful introduction to the work of the Standing Committee and to its new members. The second will appear shortly.

KM volume: Leda and Julien and the other editors are close to finishing and meeting the September 30 publisher's deadline. The volume contains the best papers from meetings in past few years, 21 papers in all. There will be a preface by Leda, and a forward by Enrico Colaiacovo (General Manager of an international company of technological innovation). The papers set KM in its organizational context and offers essays on how KM Professionals assist users to manage knowledge. The editors, Leda, Sally, Wilda and Julien met twice to finalize the volume contents and set up a final timeline.

KM Satellite Meeting: Knowledge Management and innovation: the transformation of 21st century library services (Fry. 14, Cape Town, Goethe-Centre, 155 Buitenkant St. Gardens) – Keynote Speaker: Dr. Dave Snowden - KM, Innovation and transformation. Keynote Speaker: Prof. Adeline Du Toit - Your users are a priority: implementing customer knowledge management in your library to enhance innovation. Papers: Adeline van den Berg, Program Manager and Innovation Agenda, and Loes van Eijk, Knowledge Manager, National Library of the Netherlands: Knowledge management and innovation: a marriage made in heaven Nerisa Jepkorir Kamar, Knowledge Management Consultant and Africa Representative at SMR International, USA: Librarians? Or knowledge services professionals? Changing trends in the profession Elizabeth Turner, First Command, USA and Dr. Spencer Acadia, University of Texas at Tyler: Knowledge managers as the modern information professional: integrating the 12 tasks in an embedded position Felix Nsiimoomwe, Knowledge Management Centre, Bank of Uganda, Uganda: Knowledge capture and reuse in a corporate organization: initiatives and challenges for Bank of Uganda Li Ying Khoo, Project Manager, Technology and Innovation, National Library Board, Singapore: Cultivating ideas to drive innovation in libraries. Eva Semertzaki, programme chair. Eva summarized the successful satellite meeting. Thanks to Eva, Jane, Julien, and Xuemao for their work in selecting speakers. There were 34 participants which made for a lively discussion. Thanks to Innovative Interfaces who underwrote the day. There was a request to post slides on the wiki or start slide share. Eva will send list of attendees to Innovative. Lessons learned: Use the over solicit model in the scheduling of papers because a few drop out. Having more papers is a lure for some colleagues. Xuemao said he thought they selected the best quality papers. Dave Snowden was an attraction for attendees. Steffen mentioned the possibility of a two day conference to allow for discussion. Xuemao reminded the committee that costs are higher for two days. Limiting the presentations to 15 minutes will help and panel discussions are a good idea. It would be good to have a summary of the day presented at the end. This year, there wasn't enough time. The papers will go up on the IFLA site once that is available and the presentation PowerPoints will go on the KM Portal.

KM open session: Change and sustainability – Breaking paths for a world of balance (Wed. 19, 11:45-13:45, Auditorium 1) (brief description) –Keynote Speaker Walter Baets (University of Cape Town Graduate School of Business, South Africa) on “Full colour thinking – what the world wants from leaders today?” Papers: Leadership, Knowledge Management and Sustainable Decision Making: A case of Academic Libraries, Priti Jain, University of Botswana, Botswana. Promoting Public Library Sustainability through Data Mining with R and Excel, Sarah Bratt,

Syracuse University School of Information Studies, United States, Kusturie Moodley, University of Technology, South Africa. Utilization of Social Media Tools to Enhance Knowledge Sharing Practices Among Knowledge Workers at the Nelson Mandela African Institution of Science and Technology in Arusha, Tanzania, Neema Florence Mosha, Nelson Mandela African Institution of Science and Technology, Tanzania, United Republic of International Collaboration and Developing Sustainable and Open Solutions for Scholarly Communication, Kathleen Shearer, Canadian Association of Research Libraries, Canada, and Daisy Selematsela, Knowledge Management Corporate, National Research Foundation, South Africa . Steffen Wawra, programme chair. Leda reported that there were 130-140 attendees. Walter Baets was a great keynote speaker who really energized the discussion. Jane, Agnes and Klaus assisted Steffen in the planning for the session.

KM and Research Services for Parliaments Joint Session: A Knowledge Café “Continuous innovation and transformation of libraries and their communities” (Tue. 18, 13:45-15:45, Ballroom East) – Jane Dysart, programme co-chaired the ever popular event. At least 120 people made 4 changes of tables to share their experience on a list of topics: Transforming the library with creativity ♦ Embracing library users as key stakeholders ♦ Designing user-centric services & programs ♦ Measuring and assessing library work ♦ Managing institutional knowledge with transparency ♦ Best practices for building confidentiality, trust, security and privacy into organizational systems ♦ Developing an innovative culture in the workplace ♦ Share your innovative programs ♦ Fostering makerspaces in libraries ♦ Using data visualization to present organizational evidence. ♦ Using storytelling to support knowledge retention & transfer ♦ Best practices for copyright and rights managements for organizational and user data ♦ Potential of big data to transform planning. Jane noted the high number of parliamentary folks who participated this year. Jane will send some follow up notes.

KM Dinner was held on Monday evening, August 17 at FORK. Members feel that the dinner is important in getting to know each other and improving/easing communication. Mary Augusta suggested that Wednesday be the default night for dinner in Columbus and offered to find the location.

Action Plan 2014-2016 update: The committee produced an activity plan 2013-2015 (http://www.ifla.org/files/assets/km/strategic-plan/Files/iflakm2013action_plan.pdf). The plan strengthened the emphasis on producing timely KM related topics, using social media, and a twice yearly newsletter and set out future activities related to the IFLA Conferences and to the IFLA Key Initiatives. For the 2016 update, IFLA leadership have urged all units to base more of their activities in supporting the Lyon Declaration and actively moving the new IFLA strategic initiatives (draft distributed at the meeting) forward. Part of the action plan will be developing a formal communications strategy –Jane D, Monica Ertel, and K. Jane B have volunteered to draft the plan.

Annual report. Mary Augusta and Leda will draft the report and circulate for comment.

KM Brochure translation: Committee members volunteered to translate the brochure by year end. Julien will prepare French, Spanish, and Russian translations, Martin Hermann (Guest), German, Long, Chinese and Magdi, Arabic.

KM programs for IFLA Columbus 2016. “Connections. Collaboration. Community.”
(<http://conference.ifla.org/ifla82/>)

Satellite meeting: The committee request for a satellite session was accepted by IFLA HQ. Since the title was very general, the committee discussed options and focused on questions of Leadership and Capacity Building. Spencer, will chair the planning group of Xuemao, K. Jane B, Jennifer, Frank, and Eva, and Long. Jane D will suggest speakers.

KM Joint programme (2 hours) Klaus and Steffen proposed a session on collections in a digital time. This included many aspects of KM, is a big questions for publishers, and the role of KM management in the future of libraries. At the Section’s request, Leda is approaching Academic and Research Libraries Section to be partners with KM. Broadening collaboration is one of the strategic initiatives. Klaus, Steffen, Jim Neal (Academic and Research Libraries), Eva and Agnes will be the planning group.

KM open session (2 hours) Julien stressed need for some programming on social media and KM at Columbus. Section members supported holding an Open Session on the topic with Julien, Victor, Felix, Liz, Anna and Jennifer. The use of social media might be done as demonstrations and interactive web sessions.

Knowledge café Monica Ertel is willing to organize the café with Parliamentary libraries. Jane D offered her assistance. Maybe someone tweeting from the tables?

New Business: Xuemao presented proposal for Special Interest Group (SIG) on digital scholarship/humanities. The proposal demonstrated that cross cutting sectors of all libraries need a forum for discussion which is missing from IFLA. Enthusiastically supported by standing committee.

The meetings finished with lots of cheers and pictures with our wonderful chair, Leda, and our official photographer, Emilio.

Mary Augusta Thomas
Secretary, Section on Knowledge Management
13 October, 2015