Revised Unit Action Plan –

Introduction

An action plan for your Professional Unit is essential. Your plan will identify your unit's Focus Areas for the next two-year period, as well as the activities you plan to carry out within each area. It will be used together with your Project Funding Request by the Professional Committee to assess funding needs.

 Your unit's Action Plan must:

- Identify 1 to 4 Focus Areas for your unit's work over the next two years
- Describe how at least one of these Focus Areas directly aligns with IFLA's Strategic Directions and Key Initiatives
- Plan specific activities/projects within each Focus Area for the coming year of work
- Propose opportunities for collaboration with other Unit(s) on your planned activities, and/or identify other Unit(s) which may be interested in your activities.
- Indicate which of these activities may need Professional Committee funding to be successful

Focus Areas

Your unit's work should help IFLA address issues related to its Strategic Direction at a global level. Identifying your Focus Areas are an opportunity to demonstrate the value you bring to IFLA within your unit's area of the profession. Instead of naming annual objectives, your unit is asked to identify a minimum of one and maximum of four Focus Areas within which your activities will aim to make an impact. At least one, but ideally all, of these focus areas must directly align with IFLA's Strategic Directions and Key Initiatives. You will be asked to describe how they align in your plan.

Note: do not feel obligated to fulfil the maximum number of Focus Areas. Even if you only identify one, it is more important that your unit determines achievable, dynamic activities within each Focus Area that are within your scope and expertise to successfully carry out.

Timeline

In order to reflect the two-year term of Officers and Standing Committee members, you are asked to plan your unit's Focus Areas for the next two years. Within each Focus Area, you will then identify the specific activities or programmes your unit will plan for the first year.

In the second year, you will be asked to use your Unit Action Plan to identify new activities which follow-up on or continue progress in each of the same Focus Areas.

Describe Activities, Create Task Lists and Determine Resource Needs

In describing your activities for each Focus Area, please determine the most important tasks associated with each action, which individuals will carry out these tasks, and what resources you will need in order to be successful. Every member of your Standing Committee should be involved in some capacity.

This portion of your Action Plan should include:

- Actions: what actions, projects and/or activities will you carry out within your Focus Area?
- Tasks: what specific things need to be done to carry out these actions?
- Responsibilities: who will carry out these tasks and by when?
- Resources: do you need specific skills, money or technology? If your activity will require Professional Committee funding in order to be successful, you will be asked to elaborate on it in the Project Funding Request portion of the document.
- Collaboration with other Units: are you planning activities that would be of interest to other Unit(s)? Is there work on which you would be able to collaborate with other Unit(s) to increase your impact? Identify the Unit(s) that may be interested in your work, or which may be interested in collaborating on your activities.

Measure and share your results

An equally important step to plan for is how you will share your unit's stories, spread information about the activities you are doing, and measure your success to determine result or next-steps. In this process, please consider a strategy to involve and engage with IFLA members who have joined your Section. A communications plan and set of key indicators to determine the success of your unit's action plan is a good way to begin thinking about how to share, grow and evolve your activities as a unit.

This portion of your Action Plan should include:

- A communications plan: how will you share information within your unit and beyond?
- Measurement: what are the key indicators you will use to determine impact?

Process

1. Discuss your proposed Action Plan with all members of your Standing Committee before August.
2. If you have identified work on which you can collaborate, or work that would be of interest to another Unit, contact a representative from the other Unit before August.
3. Confirm your plan and responsibilities of each Standing Committee members at your August meetings.
4. Send your completed action plan and resource requirements to: professionalsupport@ifla.org and your Division Chair by **31 October 2019.**
5. Share your Action Plan with your Unit's members, and upload to your Unit's webpage.
6. Plan to monitor process through regular Standing Committee emails or calls.

Questions?

If you have questions or would like help with your Action Plan, please contact Claire McGuire via professionalsupport@ifla.org or your Division Chair.

Action plan 2019 – 2020

Name of Professional Units: *Knowledge Management Section* **and sponsored** *Digital Humanities /Digital Scholarship SIG*

Focus Area 1 (as a two-year plan to be revised at the end of 1st year)			
Advance the profession through understanding best practices in knowledge management education, as well as best practices in Digital Humanities and Digital Scholarship in library and information services context. [The project has not started yet, except of Key Initiative #1 regarding the DH/DS SIG. The project is planned to be postponed for one more year]			
IFLA Strategic Direction			
SD 2. Key initiative 2.3 – Develop standards, guidelines, and other materials that foster best professional practice. *SD 4. Key initiative 4.2 – Effectively mobilise our human resources and networks.*			
Key Initiatives			
1	Survey and develop report of findings on knowledge management education programs		
2	Survey and develop report of findings on DH/DS initiatives across the world: Survey has been launched. Preliminary results have been collected. Report has not been written and presentation has not been done. Survey link: https://nd.qualtrics.com/jfe/form/SV_82IgUdwJD40LpcN)		
3	Hold a satellite conference as well as specially focused theme based WLIC conference open programs to present findings on the education project and hear from participants about their approaches, experiences, and feedback in 2022.		
Funding Needed	**Projects/Activities**	**Tasks & Responsibility**	**Timeframe**
☐	a.Form a subcommittee from SC members from 2 Sections (KM + SET). KM SC members: *Frank Cervone (co-chair), Agnes Hajdu Barat, Leda Bultrini, Monica Mooney Ertel, John Wang, Mary Augusta Thomas.* Members from the SET: *Howayda Kamel, Albina Krymskaya, Hiroyuku Tsunoda, Saif Al-Jabri, Jiming Ji* b. Compile a potential list of knowledge management education programs across the world c. Seek partners outside IFLA, such as ALISE or ARL d. Design an international survey for knowledge management education programs across the world e. Create the survey in Survey Gizmo f. Test the survey on volunteers from SC KM and SET and finalize it	**a. I**nvite a SET SC member to the BM I in WLIC 2019 b. Identify administrator of the survey c. Create it d. Test it e. Search for KM programs (all members) f. Invitation on social media **g.** Administrator opens it h. Administrator compiles it	a. 1 week (done) b. 2 months c. 1 month d. 1 month e. 1 month f. 2 weeks g. 2 months

g. Identify and invite targeted programs to participate in the survey h. Identify and invite members of targeted discussion lists and other social media for participating in the survey i. Open the survey for 2 months and send a reminder after one month from the opening of the survey j. Compile the results of the survey and distribute to subcommittee members k. Review results and write a draft summary of the findings l. Meet during WLIC 2020 to discuss mid-term results and review the project plan m. Decide on specific actions: recommendations, best practices, models of KM education programs o. Work on the decided actions p. Present recommendations to the participating KM and SET programs q. Pursue feedback from targeted KM programs r. Evaluate the project to be presented at a KM and SET SM 2021 and IFLA	i. Subcommittee collaborates j. Collaborate with KM + SET program teams k. KM + SET l. Team decides m. Subcommittee works on it n. Publication on sections' websites, social media, and/or newsletters o. Collaboration with KM programs	h. 1 month i. 2 months j. 2 months k. 1 month l. 1 month m. 3 months n. 1 month o. 1 month p. 2 months

How will you communicate your activities and results?

Via official Sections' websites, social media of Sections, emails to participants, Basecamp and Zoom as communication tools, KM communication plan updated, Business Meetings at WLIC 2020 and 2021, Satellite Meeting in 2021, Standing Committee Mid-Term Meetings in 2020 (done in March) and 2021.

How will you measure the impact of your activities?

Contact the KM targeted programs to gather survey data for the subcommittee to analyze for making recommendations on new KM education models, if possible

Identify other Unit(s) which may be interested in this Focus Area, or with which you could collaborate on projects/activities.

Section Education and Training

Focus Area 2
Provide education, training and resources in the area of human-centric knowledge management *(the program will be carried over to IFLA 2022 with updates where necessary, due to the cancellation of IFLA 2020)*

IFLA Strategic Direction
SD 3. Key Initiative 3.4 Provide targeted learning and professional development *SD 4. Key initiative 4.4 Increase our visibility through excellent and innovative communications*

Key Initiatives	
1	*Organize a one-day Satellite Meeting for WLIC 2021*
2	*Prepare a Joint Open Session for WLIC 2021*
3	*Prepare the 6th Knowledge Café for WLIC 2021 co-sponsored by CPDWL*
4	*Sponsor the program of the DH/DS SIG:* a. Evaluate and assess the trends and directions of global Digital Humanities/Digital Scholarship practices in the library profession. b. Hold a conference program by the DH/DS SIG to reflect and present findings from the above assessment, and engage the IFLA community on the future of SIG. *(After the cancellation of IFLA 2020 due to the pandemic, this will be delayed to IFLA2021)*
5	*Publish the special issue on Knowledge Management for the IFLA Journal (Issue published in April 2020)*
6	*Communicate the activities of the KM Section at the official website, by publishing 2 newsletters and by promoting KM Section in the social media (Issue no.27, Winter 2019-2020 was published* https://www.ifla.org/publications/knowledge-management-section-newsletter?og=85*)*
7	*Revise the KM program for WLIC 2021*
8	*In name, KM will tentatively sponsor the WLIC 2021 open session of the Subject Analysis and Access Section, pending further discussion with the Section about their 2020 and 2021 plans.*
9	*In name, DH/DS will tentatively sponsor the WLIC 2021 open session of the News Media Section, pending further discussion with the Section about their 2020 and 2021 plans*

Funding Needed	Projects/Activities	Tasks & Responsibility	Timeframe
☐1	a. SM 2021 jointly organized with the DH/DS SIG b. It will focus on practice and human-centric KM presentations c. Find and determine the conference venue in Dublin or Limerick d. Submit the SM form to IFLA e. Prepare the call for papers and the SM website f. Look for a keynote speaker g. Receive and evaluate paper abstracts under criteria h. Notification of authors and preparation of the program i. Receive full text of papers in IFLA's paper template j. Submit formatted papers to IFLA k. Prepare the SM (list of attendees, certificates of attendance etc.)	Program team: Liz Turner and Xuemao Wang (co-chairs); members: Jane Dysart, Monica Ertel, Maggie Farrell, Xiao Long, Sylvia Piggott, Victor Walusimbi	-By Nov. 15, 2019 (d) -Dec. 2019: IFLA approval -Jan. 2020 (e) -Mar. 15, 2020 (g) -June 1, 2020 (i) -Nov. 2020 (l) Activities a,b,d,e,f,g,h have been accomplished. The rest ones will be

	l. Execute the SM m. Submit a report to IFLA HQ		completed according to the Plan.
2	a. Joint Open Session 2021 with Information Technology Section b. Working theme: The effect of library systems to the delivery of services to user communities c. Fill out the Program Enquiry form d. Prepare the call for papers and send to IFLA e. Receive and evaluate paper abstracts under criteria f. Notification of authors and preparation of the program g. Receive full text of papers in IFLA's paper template h. Submit formatted papers to IFLA i. Execute Joint Open Session	Program team of KM: Steffen Wawra (co-chair), Agnes Hajdu Barat, Leda Bultrini, Frank Cervone, Elisabeth Freyre -Cooperation with the IT program team	-by Nov. 15, 2019 (c) -Jan. 2020 (d) -Mar. 2020 (e, f) -June 2020 (g) Activities a,b,c,d,e have been accomplished. The rest ones will be completed according to the Plan.
3	a. Knowledge Café co-sponsored by CPDWL Section b. One hour allocated from the CPDWL and one hour from the KM Section c. Fill out the Program Enquiry form d. Decide topics, facilitators and rapporteurs for the tables e. Send full program form f. Prepare instructions for facilitators g. Execute Knowledge Café	Program chair: Monica Ertel	-by Nov. 15, 2019 (c) -June 1, 2020 (d) Activities a,b,c,d,e have been accomplished. The rest ones will be completed according to the Plan.
4	a. DH/DS SIG program: Form a leadership team for SIG b. Collect and analyse data from international survey for DH/DS global best practices. https://nd.qualtrics.com/jfe/form/SV_82IgUdwJD40LpcN c. Review results and write a summary of the findings d. Present results at IFLA WLIC at 2020 e. Prepare recommendation and be ready to participate in IFLA HQ DH/DS SIG full evaluation by 2021.	Convener (Xuemao Wang) and core leadership team in WLIC 2020	Survey has been launched. Preliminary results have been collected. Report has not been written and presentation has not been done.
5	a. IFLA Journal Special Issue: continue the evaluation and selection of articles b. Decide on the articles to be included in the special issue c. Publish the issue in cooperation with the editor	Guest editors: Leda Bultrini, Wilda Newman, Mary August Thomas, Jennifer A. Bartlett	The Special Issue was published online in April 2020.
6	a. Communication activities: 2 newsletters b. Revise communication plan		1 newsletter published; KM

	c. Update official KM website d. Use social media to encourage participation and raise awareness of KM activities	Elizabeth Turner, Information Coordinator	website was updated; KM Twitter has been updated
7	Revise the KM plan for WLIC 2021	All SC members	Aug. 2020
8	Joint Open Session with Subject Analysis and Access session Theme: Subject analysis and AI: ethics and competencies (see no.2 for similar activities)	Spencer Acadia, KM Secretary	The stages until the evaluation and notification of the authors have been accomplished.
9	Joint Open Session of DH/DS SIG with News Media session. Theme: a. How fake news impacts and engages the library mission and services; b. Deepfakes: manipulating realities	Xuemao Wang, Convener; Spencer Acadia, KM Secretary	The stages until the evaluation and notification of the authors have been accomplished.

How will you communicate your activities and results?
Via official KM Section's website, DH/DS SIG website, social media, emails to participants, Basecamp and Zoom as a communication tool for the SC, KM communication plan updated, Business Meetings at WLIC 2020, Satellite Meeting 2020, Open Sessions 2020, Standing Committee Mid-Term Meetings in 2020 (done in March) and 2021.
How will you measure the impact of your activities?
Increased number of attendees in the KM programs during the SM and the WLIC 2020; increased number of candidate papers to the SM and the sessions; increased number of followers and visits to KM social media, and increased number of all online survey participations.
Identify other Unit(s) which may be interested in this Focus Area, or with which you could collaborate on projects/activities.
Digital Humanities / Digital Scholarship SIG; Information Technology Section; Continuing Professional Development and Workplace Learning Section (CPDWL); Library and Research Services for Parliaments Section; Subject Analysis and Access

Project Funding Request 2019 – 2020

Name of Professional Unit: Knowledge Management Section and sponsored *Digital Humanities /Digital Scholarship SIG*

Project or activity *Use your list above*	*Satellite Meeting in Ireland, 2020 – Focus Area 2; Key Initiative 1*
Resources and Amount of Funding **For what do you need resources in relation to this task? What is the estimated amount of funding required for these resources? Refer to the Project Funding Request Criteria.**	Meeting/workshop logistics – we would like to apply for trainer travel and associated costs of up to USD 2,000. IFLA HQ decided not to move forward with the KM Section and DH/DS SIG request, so we obtained sponsorship from two independent organizations for a total amount of Euro 6,000 to be used in 2020-2021. Because WLIC 2020 was cancelled, however, we will not be receiving these funds at this time. Instead, we will re-approach the organizations early next year to see if they are interested in sponsoring 2021. We will do this instead of submitting a funding request to IFLA again.

Estimate time and cost.
 	
Give a breakdown of the tasks in your project that require funding . Give an estimate for the work time and funds dedicated to each task.
	Meeting/workshop logistics. Expect 50 participants, desire to offer a tangible work product (KM Strategy or Plan) that participants can take back to their own organizations after receiving suitable coaching from a KM expert (such as Stephanie Barnes or Nick Milton), anticipated to take place in August 2020 before the WLIC, we are partnering with the local Universities
	    a. No logistical costs anticipated other than trainer travel
	    b. No participant costs expected
	    c. Trainer costs of up to $2k to fund travel expenses/accommodation
	    d. All other costs will be borne by the personal expense of KM Section officers or generously covered by a local host or sponsor as we have done in years past

Reimbursement. **When would the money need reimbursement?** *Usually reimbursements are made following completion of the work, however, pre-payment can be arranged in some circumstances*	*Reimbursement would be needed before September 2020*

Project Funding Request Criteria

Use the following list in order to identify what kind of activity needs resourcing and therefore what details the PC will expect to read. If you have other details or requests, do not feel restricted to this list:

2. Project meeting (please note that the PC Funds are extremely limited so physical meetings that need funding are not encouraged unless necessary to move a project forward urgently; please try to conduct discussions online or via telephone conference and coordinate your work online where at all possible) –
   a. why is the meeting needed and why can it not be conducted online,
   b. who needs funding (give names),
   c. where is the meeting planned and when (if known),
   d. what costs cannot be covered by the project participant themselves (hotel, flight, local travel, subsistence);

3. Publications –
   a. what document(s) need funding support,
   b. how many copies need printing, if any,
   c. what services are required, if any (editing, design, proof-reading, etc.),
   d. delivery of the document (from where, to where, why);

4. Meeting/workshop logistics – (if this is a project team meeting, see above), ensure there are details to describe the meeting appended when you submit this funding request to the PC (how many people are expected, what are the objectives, who are you partnering with, when and where is it anticipated it will take place, who will be the local organiser),
   a. what logistics need funding (computers, room hire, refreshments, printing),
   b. what participant costs might need support (travel, accommodation),
   c. what trainer costs are there (honorarium, travel, accommodation),
   d. by what other means is the event being funded (participants' own costs, sponsors, etc.). Give details;

5. Webinar –
   a. What is being planned and with whom,
   b. Who is the target audience,
   c. What technical requirements are there;

6. Software –
   a. What software is required and why;

7. Advocacy materials –
   a. See the relevant number above (project meeting, publication, webinar, etc.);

8. Consultancy –
   a. If you require the work of a consultant or a service, you should contact IFLA HQ to discuss this. Consultancy fees will be funded at the discretion of the Professional Committee and/or Governing Board only if they feel it is adequately justified. Provide full details giving the reasons for selection, details of the chosen consultant, and exact descriptions of what the consultant will do. If approved, a contract will then be written for a defined service or delivery of a specific product and signed by the Secretary General. Please note, other than in exceptional cases, projects requiring funding should already be within the scope of a unit's expertise.

9. Other - funding item not covered by the categories above.