



Knowledge Management

Issue no. 7
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From the Chair

Inside this issue



Greeting to all KM Members!

A key element of a viable KM system is providing quick access and delivery of the needed information. This has always been a basic operating principle that librarian/information specialists. KM systems are no longer simply software/hardware systems but systems that have matured to be information management systems designed to allow for strategic learning. As I read the numerous announcements of various KM conferences and the growing number of articles discussing KM, the transformation of KM to more closely align with the principles of librarianship pleases me. I also recognize that library science needs to undergo a more radical alignment with KM, as the maturation of a digital world becomes a reality.

With this said I think you will agree with me that KM will be playing a greater role within many units of IFLA.

I hope the months that have passed since I last wrote or saw you have been interesting ones. Several members of the Standing Committee are busy working on the program for Milan including a one-day preconference. I look forward to Milan because it will be warmer and much less snow than I am experiencing right now.

Judy
Judith J. Field
Chair / Treasurer

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Meet me on Facebook and
LinekdIn

KM Section Workshop in Quebec

Knowledge Sharing Strategies & Initiatives

Pre-conference workshop IFLA KM-Section

Friday August 8, 2008

Université Laval, Quebec City

By Karolien Selhorst

The 8th of August I attended the pre-conference workshop 'Knowledge sharing strategies and initiatives'. The day started with an introductory session during which all the participants had ample time to introduce themselves professionally and personally. A nice opportunity for everyone to learn about other knowledge management initiatives!

The first speaker of the day was Dave Pollard, the author of the popular blog 'How to save the world' and former CKO for Ernst & Young Canada. He started his session with launching three 'provocative' statements (Information professionals must equip themselves for the transition of their role from "collection" to "connection, Gen Millennium does and will find and share knowledge in completely different ways from previous generations and The main business knowledge-sharing tools of the next decade are being developed right now for gaming and socializing).

According to Pollard, there are many new opportunities for information professionals nowadays, because there is a need for people who can value information. Information professionals should - more than ever - focus on facilitating and connecting people instead of merely managing collections. A library can even become indispensable if it succeeds in helping people to do research and manage information overload.

Another part of Pollard's talk focused on Generation Millennium and their information and knowledge behavior. For young people, 'just in time knowledge transfer' is more important than 'just in case knowledge transfer'. They also learn in a different way - through social networks - than the older generations.

Just before lunchtime Pollard presented a series of social tools used in organizations to leverage knowledge sharing. He also invited everyone to implement these tools in his/her own organization.

David Pollard in Quebec



Picture: Agnes Hajdu Barat

"There is no mastery. There is only practice"

From David Pollard's blog 'How to save the World' blogs.salon.com/0002007/Meet-Dave-on-Facebook-and-LinkedIn

See his KM Toolkit on www.ifla-km.org - Toolkits



Picture: Agnes Hajdu Barat

During the break



Picture: Agnes Hajdu Barat

What I particularly liked about this interactive session was the fact that the participants – we all had to sit in a circle – had ample time for sharing our thoughts with each other and with the speaker. Pollard did not insist on imposing his own view, but invited and challenged others to have a conversation and share their opinions with the rest of the audience.

The second speaker of the day was Khaled Fourati, who is currently a program officer with Acacia and Connectivity Africa (CA) program initiatives at the IDRC. In his talk Fourati focused on several initiatives that remove barriers for open access in Southern African universities.

The day was closed with a very nice reception with drinks and food offered by the university. This offered another opportunity for everyone to get to know each other better in a more relaxed setting.



Karolien Selhorst is Digital library/knowledge manager at Library of Vlissingen, Chief editor at Digitale Bibliotheek and Consultant

Meet her on Facebook and LinkedIn

Knowledge Management Open Session 1

Knowledge Management: Towards Understanding in the Multi-Cultural World

About 240 people attended the two-hour program. The six speakers gave an overview of different kinds of KM skills. The session was moderated by **Xuemao Wang**, Head, Systems, Sheridan Libraries, John Hopkins University.

How can librarians as knowledge managers play a role in facilitating the intercultural dialogue? In her keynote speech, **Donna Scheeder** (Director, Law Library Services, Library of Congress) presented the Global Legal Information Network, an international knowledge management project of 42 government partners around the globe.

www.ifla.org/IV/ifla74/papers/138-Scheeder-en.pdf

See her on Facebook, LinkedIn and on SLA website

<http://wiki.sla.org/display/~dsch@loc.gov>

From the cosy space of
Université Laval....



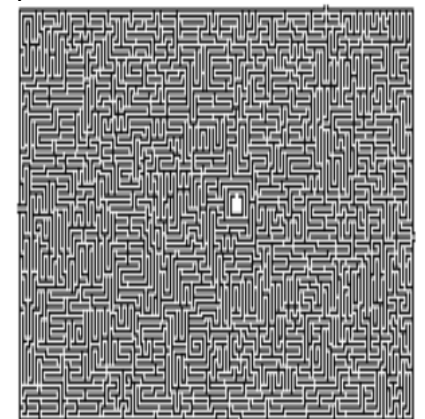
Picture: Agnes Hajdu Barat

...to the maze-like
conference centre



Picture: Agnes Hajdu Barat

Orientation plan to find
your conference room:



Picture:

en.wikipedia.org/wiki/Maze



Harvard Business School is a hothouse for knowledge creation. How to support students and faculty members in their sharing of knowledge and ideas? The global perspective is self-evident for HBS, whose credo is 'Educating leaders to make a difference in the world'. **Mary Lee Kennedy**, Director of Knowledge and Library Services (KLS) at HBS gave an insight on strategies and success stories. Read her paper in ICBC (International Cataloguing and Bibliographic Control) or at www.ifla.org/IV/ifla74/papers/138-Kennedy-en

See Mary Lee Kennedy on Facebook and LinkedIn, or at



<http://www.library.hbs.edu/>



Information and Knowledge is the lifeblood of the United Nations. However, only recently the importance of efficient knowledge sharing is recognized by the organization. Thanks



to **Linda Stoddart** (Head of United Nations Library and Chair of the UN Task Force on Knowledge Sharing), new ways of knowledge sharing were implemented. She shares her experience in rethinking library services and skills set. See her on LinkedIn and read her paper in the next IFLA Journal or online

www.ifla.org/IV/ifla74/papers/138-Stoddart-en.pdf

<http://www.un.org/Depts/dhl/>



Other speakers included **Ratna Bandyopadhyay** (University of Calcutta, Department of Library and Information Science), www.ifla.org/IV/ifla74/papers/138-Bandyopadhyay-en.pdf

Lynette Simpson (Information and Knowledge Architect at Robbins-Gioia, LLC), **Kathryn Breininger** and **Mary. S. Whittaker** (Boeing Reports Management Services)

www.ifla.org/IV/ifla74/papers/138-Whittaker_Breininger-en.pdf

as well as **Éric Bergeron** (VP Technology, CEDROM-Sni & President) and **Graydon Saunders** (Advanced Micro Devices).

Knowledge Management Open Session 2

Social Computing Tools and Knowledge Sharing

Everybody is LinkedIn on Facebook, we all tag, blog and twitter – or do we?

The future belongs to networks of user generated content and classification. True?

The session was co-sponsored by Library and Research Services for Parliaments, Information Technology and KM Section. A very active and informed audience of 200 people discussed the recent developments with experts from different professional backgrounds.



Picture: Agnes Hajdu Barat

Patrick Danowski, State Library Berlin, speaks about the importance of privacy in the virtual world.



David Gurteen, an independent knowledge advisor and facilitator, helps people to share their knowledge. He lives very much online: check his website to see his travel plans, his thought of the day and (almost) everything you always wanted to know about KM www.gurteen.com/

He has a clear idea of the future of KM:

KM 1.0	–	KM 2.0
Corporate	–	Personal
Top Down	–	Bottom Up
Centralised	–	Decentralised
Command and Control	–	Distributed
Explicit Knowledge	–	Tacit Knowledge
Monolithic Systems	–	Ecosystems

See his slides on www.ifla-km.org – Library



Picture: Agnes Hajdu Barat

The lively session was moderated by Jane Dysart (second from left), senior KM expert and founder of the Dysart & Jones Consulting firm.



Moira Fraser (New Zealand) is responsible for the Parliamentary Library and the Information and Knowledge program. She is interested in the link between knowledge and learning and the variety of ways people use information and

knowledge to inform their decision making and their learning. As a parliamentary librarian, she is concerned about providing correct and non-biased information.

Mary Lee Kennedy (Harvard Business School, see p.4) spoke about the 2.0 perspectives for the world of business and learning. All agreed in one point: the next years will bring more fundamental change in the way we work, communicate and share our knowledge. Log in to check the blogs and networks, and keep the ‘librarian’s virtues’ of trust and reliability.

KM Groups

Groups on LinkedIn



IFLA
Members



Knowledge
Management
Experts



Knowledge
Managers



KM Practitioners Group
www.kmpractitioners.com/

KM Pre-Conference Workshop in Milan

Call for Speakers Pre-Conference Workshop & Programmes

The KM Division is highlighting three themes this year

Strategies and Practices

- for building knowledge sharing cultures
- for knowledge advocacy in all types of libraries, organizations, and communities
- for effectively using social computing tools for learning and knowledge sharing

If you are a practitioner with strategies and practices to share, please have a look at our planned programs below and send your proposal to speak about one of these three areas by

February 28, 2009 to:

Elisabeth Freyre, Bibliotheque nationale de France
efreyre2@noos.fr

Pre-conference Workshop Friday August 21 2009 Goethe Institute, Milan

Building a Knowledge Sharing Culture

Sharing knowledge is critical for all organizations but is definitely a challenge. It is a people issue and the culture within any organization or community plays a large part.

This interactive, full day workshop explores the issues around how people interact in organizations and communities as well as strategies for changing and supporting innovative ways for sharing knowledge and information.

The morning starts with a lively discussion a speaker who presents facts, ideas, stories and facilitates a group discussion on removing barriers for sharing knowledge in organizations and communities and building a knowledge sharing culture.

The afternoon focuses on further conversations including case studies, tips from practitioners, and a roundtable discussion of practices in the organizations of participants.

KM Session Milan

Knowledge Management

2 hours Session

Timing to be confirmed

Knowledge Advocacy: Practices & Tools

Advocating for learning and knowledge sharing within organizations and communities is a natural role for libraries but one that needs to be pursued more strongly.

This session features strategies and practices of different types of libraries as they create exciting futures with positive impact on their communities, build knowledge sharing ecologies in their communities, and ensure a strong role for librarians in those communities.

It includes a look at how information professionals are approaching integration with the information flows in their organizations, especially new professional librarians entering the work flow as well as librarians changing organizations and integrating quickly into an organization's knowledge and information flow.

Call for papers

www.ifla.org/IV/ifla75/call-knowledge-en.htm

KM Joint Session in Milan

**Knowledge Management,
Library and Research Services for Parliaments
and Information Technology**
3 hours – Timing to be confirmed

Social Computing Tools for Learning and Knowledge Sharing

Social computing is having a huge impact on the sharing of knowledge and resources in all types of organizations. The social tools (blogs, wikis, social tagging, social networks, etc.) are much different than traditional knowledge sharing tools and are being adapted very quickly to put knowledge sharing power in the hands of the users.

Our practitioners/speakers share stories of the new types of knowledge sharing in their more fluid networked organizations and with their more social media clients. Hear about the different tools, their impact on knowledge sharing in libraries and other information intensive organizations, and good practices for libraries.

This session highlights some of the newest social computing and networking tools especially multilingual ones, illustrates their use in different types of libraries, provides lots of tips and techniques. With the fast-paced, information intensive focus, this session will give you new ideas and insights for facilitating learning and knowledge sharing in your organization or community.

Call for papers

www.ifla.org/IV/ifla75/call-knowledge-it-par-en.htm



Final program coming soon www.ifla-km.org

www.ifla.org/VII/s47/index.htm

KM at SLA

David Stern, Chair of the Knowledge Management Division of SLA, a group of over 700 international KM librarians, attended the IFLA KM Section Board meeting during the Annual Conference in Quebec, and many issues of mutual concern were raised, primarily in the areas of continuing education and networking.

The two KM groups agreed to help KM practitioners by sharing our electronic distribution lists and portions of our web sites.



The SLA KM website serves as an excellent means of identifying current events information through our member contributions and our automatic del.icio.us feed. While portions of the SLA KM website require an SLA membership, other open content sections can be shared with IFLA KM members. We will also explore other opportunities for joint programming.

To subscribe to the SLA KM Division discussion list "sla-dkm@lists.sla.org" see

<http://lists.sla.org>

SLA KM Division web site <http://wiki.sla.org/display/SLAKM>

Meet the KM Pioneers



KM Pioneer: Karl Wiig

By Judy Field (KM SC Chair)

Karl Wiig started in the 70's by leading the Policy and System Analysis group for Arthur D. Little. Wiig went on to create the Applied Artificial Intelligence Center.

One result of this work lead him to become very involved in the field that is now known as knowledge management. He is credited with coining the phrase "Knowledge Management" in 1986; but today is quoted as bitterly regretting the labeling the field "knowledge management". While supposedly retired he sits as chairman and chief executive of the Knowledge Research Institute, Arlington, Texas. He authored the first book on KM in 1993 "Knowledge Management Foundations" Since then he has written 3 other books on KM and has 40 articles to his credit. He worked as a consultant and still gives speeches today even though he says he is retired. He was co-founder of the International Knowledge Management Network. In his writings he presents three perspectives of the KM process in increasing complexity: Hands-on (an operational mode); Management (tactical mode) and Business (strategic mode). According to Wiig, over the years the dominant issues in KM have changed considerably: "The issue is no longer a question of the importance of implementing KM--everybody seems to understand that knowledge has always been managed, it is only a question of how well and how explicit and systematic its management should be." What has evolved in recent years is the growing recognition of the increasing complexity of KM, resulting in the need for specialists who understand learning theory, epistemology or cognitive science. Visit his website www.kri.com for more information including a bibliography of his works. You will also find a 20-page knowledge management glossary.

<http://www.krii.com/index.htm>



KM News

KM Standing Committee Member Xuemao Wang has been selected for the newly established position of associate vice provost (AVP) for the Emory University Libraries.



Known as "Shimo" to his colleagues, Wang is a recognized contributor to the work of a broad range of national and international associations. He has research interests in library leadership development, global librarianship and global digital library infrastructures. He has published research articles and book chapters in these topics and has been a speaker at professional conferences in both the United States and China.

Read the press release at <http://www.emory.edu/home/news/releases/2009/01/new-associate-vice-provost-at-emory-libraries-.html>

KM discussion

Open and transparent?

By David Gurteen, Gurteen Knowledge

When considering knowledge sharing or creating a more collaborative culture, we often talk about the need for people to be open and for more transparency. These two concepts are usually used interchangeably and often without too much thought as to what they really mean. For a long time, in my mind, I have made a clear distinction between the two. Recently though, I was interviewed about knowledge sharing and the interviewer asked me what the difference was, as she thought they meant the same thing. I gave her what I felt was a simple answer at the time, but thought I'd try to articulate a more detailed view of the differences, as I see them, here.

To my mind, to be effective as a knowledge worker you need to network – to share more; to work more collaboratively; and, to work in a way that facilitates continuous informal learning. Two of the major complementary behaviors that underpin this are the need to be 'open' and 'transparent'.

Openness

If you are open-minded, not closed, you are open to new ideas, to new thoughts, to new people and to new ways of working. When you come across new things you are curious and eager to explore them. You are non-judgmental and you look to engage other people in conversation – not so much in debate, but more in dialogue. You deliberately go out of your way to discover new things. You are an explorer!

You ask for criticism from people – not praise. You are not afraid when people challenge your ideas – in fact you welcome it. This is how you learn. You are willing to 'let things in'. People can 'come in'. Hence the word: 'open'.

Transparency

If you are transparent, you work in a way which naturally enables people to see what you are doing. You publish your activity and your 'work in progress' as a by-product of the way that you work. You deliberately go out of your way to try to be honest and open about who you are. There is no façade, no pretense – with you, people get what they see.

You speak in your own voice. You are authentic. Others can see clearly who you are, what you are doing and why you are doing it. You do not try to hide things out of fear of being seen to make a mistake. You actually want your mistakes to be seen. And you want others to point them out to you – that way you

get to learn and to get even better at what you do. You make it easy for people to find you and to connect with you. You 'let things out'. People can 'see in'. Hence the word: 'transparent'.

Behaviors

Being open and transparent is a state of mind and more about general behavior than the use of any specific tools. But if you are open, and transparent the more likely you are to blog; to 'Twitter'; use wikis and other social-networking tools; give talks; publish papers, articles or newsletters; keep your calendar online; have an online presence indicator; and, write regular status reports on your activity and much more besides.

Being open and transparent are not the only traits of an effective knowledge worker, but I do believe they are two of the core behaviors. So do you think openness and transparency are important? If so, just how open and transparent are you and what might you do to improve?

David Gurteen is the founder of the Gurteen Knowledge Community – a global knowledge sharing community of over 15,000 people. You can find more information at www.gurteen.com

KM Conferences, Blogs and Publications

KM 2009 Solothurn (Switzerland) 25 – 27 March



Workshops:

Personal Knowledge Services

Knowledge Services & Mashups

Convergence of Knowledge Management and E-Learning

<http://www.km-conference2009.org>



APQC's 14th Knowledge Management Conference and Training : The Knowledge Transfer Revolution: New Paradigms, New Payoffs

Training: May 11–13, 2009 / Conference: May 14–15, 2009
Houston, Texas (USA)

This year, APQC's continues its 14 year tradition of having the best KM practitioners tell the best stories of the creative use and measurable impact of KM from around the world. As energy costs rise, skill shortages persist, and global operations expand and become more complex, organizations can ill afford to waste time reinventing solutions.



KMO 2009 Forth International KMO Conference : Knowledge Management and Service Science

Taipei, Taiwan June 23–24, 2009

The service sector now dominates the economies of the developed world. Service innovation is fast becoming the key driver of socio-economic and increasing academic and commercial research attention.

<http://kmo2009.ntu.edu.tw/>



Welcome to the business crisis: KM in the new world of 2009

Despite today's economic difficulties, there is reason to be cautiously optimistic about the KM industry. Many functions it supports will continue to be needed, perhaps more than ever....

www.kmworld.com/

BLOG KM Talk Asia

We talk about knowledge management from Asian perspective.



www.kmtalk.net/blog

... from a conference blog

Attended the first day of the ... conference and was, to be honest, entirely underwhelmed... most of the sessions appear to be sales opportunities... The level of patronization from some of the participants is a little trying. I'll see how I go today. But if I cop more bullshit then I'm going out and eating dumplings. Mmmmm... dumplings.