**<Knowledge Management Section>**
**ANNUAL REPORT**
**2015**

## Introduction

Professional Units must prepare an Annual Report for each calendar year (January to December). The purpose is to inform the Professional Committee, the Section's Standing Committee, members of the Section and the profession around the world about achievements over the year. The Annual Report refers to the activities identified in the Unit's Action Plan and reports on the progress of these activities, the activities that have been completed and their impact.

The Annual Reports of all IFLA Sections provide important input to the fulfilment of IFLA's Professional Programme, Strategic Plan and Key Initiatives, and also contribute to IFLA's Annual Report.

The Officers of the Section should return this form to the Division Chair and Professional Support Officer no later than 15 March 2016.

A summary should be provided to the membership of the Professional Unit.

Further guidance on Annual Reports can be found in the Officers corner: http://www.ifla.org/officers-corner/annual-reports

## Report on progress and activities

| Objectives<br>*Identified in the Unit's Action Plan* | Project or activity<br>*Identified in the Unit's Action Plan* | Progress<br>*Please give brief details, including status (not started, in progress, near completion, completed)* | Risks<br>*Please identify any problems or concerns (e.g. missed deadlines, lack of resource) and how you would propose to address them* |
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| **1. Provide advocacy and advancement for all information professionals to increase their understanding of the value of KM to their organizations** | 1.1. Plan an open session for the Cape Town (2015) and Columbus, Ohio (2016) Conferences dealing with appropriate topics and themes | **Completed** Cape town open session on *Change and sustainability - Breaking paths for a world of balance* Session 180 — 19 August<br>**In progress** Ohio open session (see below) | |
| | 1.2. Execute the Cape Town Conference program (2015) to focus "The Voice of Global KM." | **Completed** (see below) | |
| | 1.3. Work with other IFLA Sections (Public Library Section, Library and Research Services for Parliaments) in the planning and execution of open session and an additional conference programs for the Cape Town Conference (2015) | **Completed** Cape Town Joint session with Library and Research Services for Parliaments: *Knowledge Café "Continuous innovation and Transformation of Libraries and their Communities"*. Session 142 — 18 August | |
| | 1.4. Plan and execute a one-day satellite pre-conference in Cape Town with relevant KM topics, with the theme "Knowledge Management and Innovation in 21st Century Library and Information Services." | **Completed** **Satellite Meeting** on Friday, August 14 at Goethe Zentrum in Cape Town, organized by Eva Semertzaki, assisted by Jane Dysart, Julien Sampéré and Xuemao Wang, on the topic<br>*Knowledge management and innovation: the transformation of 21st century library services*. | |

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| | 1.5. Plan for the IFLA Columbus Ohio Conference (2016) | **In progress** We are planning<br>- An open session on *Using social media at work: How to share knowledge, improve collaboration and create a mutual savoir-faire?*<br>- A joint session with Academic and Research Libraries on *Brave New World - the Future of Collections in Digital Times: Services without Content OR Content in Context?*<br>- A joint session with Library and Research Services for Parliaments and Continuing Professional Development and Workplace Learning: *Knowledge Café "Continuous Learning in Libraries & their Communities"*<br>- A satellite meeting in Cincinnati on *Sharing Practices and Actions for making the best use of organizational knowledge in libraries* | |
| **2. Share and distribute information about KM and its development and practical implementation to all IFLA members and continue the promotion of the KM Section as "The voice of global KM".** | 2.1. Gather, evaluate and exchange KM information relevant to librarians by using the features of the IFLA website to build an internationally recognized repository | **Ongoing** The Section uses the IFLA website to spread information about conference programs, publications, calls for papers and all interesting news that the website permits. | |
| | 2.2. Use all types of web-based communication, new social media and technology (blogs, social platforms, Twitter) to | **Ongoing** The Section has an active blog (http://blogs.ifla.org/km/) , a LinkedIN Group https://www.linkedin.com/grp/home?gid=23 20876 | |

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| | encourage participation by the membership and other librarians interested in KM | a Facebook group https://www.facebook.com/pages/IFLA-KM/205423702842757 | |
| | • As a pilot project, develop a KM portal as an adjunct to the IFLA KM website, in support of the section, the profession, and IFLA at large, avoiding duplication and providing content not available on the IFLA KM site. | **(First step) completed** The Section activated a "wiki style" portal (http://iflakm.wikispaces.com/) "To increase understanding and awareness of the field of knowledge management (KM). This wiki contains background information about KM, updates about current events in the KM world, and contact information for active KM experts". Implementation **(always) in progress** | |
| | 2.3. Publish a newsletter, partly in different languages, to promote education and training programs, surface KM related articles and other news. Develop an effective marketing and branding strategy to increase the membership and its diverse global representations in the Section and to demonstrate the value and relevance of KM and the KM Section to other units of IFLA and other professional associations. | | |
| | • Translate the IFLA KM Section brochure in different IFLA official | **In progress** The Section is working on translations into German, French, and Russian | |

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| | languages <br> • Publish the newsletter as two issues per year, one pre-conference and one post-conference, and use the newsletter as a vehicle for the cumulative record of the KM Section, directing readers to IFLA and Section sites and resources as appropriate. <br><br> • Participate in other section programs from the perspective of "The Voice of Global KM" | **Completed** The Newsletter was published twice this year (issues <br> November: Issue Number 19 <br> June: Issue Number 18 <br> Columns in French were included. <br><br><br><br> **Completed** as for Cape Town Conference (see above), **In progress** as for Columbus Conference (see above) | |
| | 2.4. Define the role of KM and the KM Section in the context of the presidential theme each year, i.e. the 2014 presidential theme "Strong Libraries, Strong Societies", and share the Section definitions and think pieces in as many ways as possible with the IFLA community as well as the larger library and information community. | The themes for Cape Town and for Columbus were incorporated in the planning for open sessions and for satellite conferences. | |
| | 2.5. Create an advocacy document on how to make the case for KM in an organization, personalizing KM topics for geographical regions, with discussion based on the broad terms that describe KM. | **Not started** | The 2015 was really full of activities, and the SC had only 11 members. We have much more resources now and we hope to involve some of them on this goal. |

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| **3. Advocate and promote international social networking services (SRS) within members of KM Section as well as IFLA community at large.** | 3.1. Encourage a diversity of gender, nationality, languages and professional backgrounds in the KM Section membership | **Ongoing** The number of members of standing committee moved from 11 members, and 5 corresponding members and the following countries represented: Canada, France, Germany, Greece, Hungary, Indonesia, Italy, USA (2013), to 22 members, and 5 corresponding members and the following countries represented: Canada, China, Egypt, Finland, France, Germany, Greece, Hungary, Italy, Uganda, USA (2015). The KM Section has 63 members as of August 2015. | |
| | 3.2. Enhance Section communication among members using all available social networking tools and channels, such as KM on Facebook, LinkedIn and Twitter, including regional social networking services | **Ongoing** The Section used its blog, FB, LinkedIn, Twitter (hashtag #IFLAKM), IFLA KM website page, IFLA KM Mailing List to communicate and spread information | |
| | 3.3. Showcase best practices of using social networking services for KM purposes in library and information sector services | **In progress** The Section is planning an open session on the theme in Columbus (see above) | |
| **4. Promote best practice on using applicable KM theories and tools in library and information service operational management, such process management, performance measurement and organizational change** | 4.1. Showcase best practices of applicable KM theories and tools in library and information service management by integrating above goal as one of sub themes into Cape Town satellite and main conference programs. | **Completed** (see above) | |

| management. | 4.2. Identify and promote standards and guidelines for KM in libraries | **Completed for 2015.** Guidelines and best practices were promoted through the sessions and satellite meeting in Cape Town and through the publication of a volume (see below) | |
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| | 4.3. Identify and promote regional activities such as road shows and KM conferences | **ONGOING** Activities and KM conferences are promoted through the Newsletter and the portal/wiki | |
| | 4.4. Publish a volume on the theme "Knowledge management in libraries and organizations: theory, techniques and case studies" containing reviewed papers from KM Section satellite meetings, conference sessions and others | **Completed** The volume *Knowledge management in libraries and organizations: theory, techniques and case studies* (IFLA Publications Series 173), edited by members of the SC (Bultrini, McCallum, Newman, Sempéré) appeared in December 2015 | |
| **5.** | | | |

## Results

Please provide further information about the activities that were completed during the year.  Ensure that details or a full report can be found online, the main outcomes have been shared with a wider audience and the impact of the work can be demonstrated.

| Completed project or activity | Output | Communications | Impact of the completed project or activity |
| --- | --- | --- | --- |
| *Please list those projects/activities identified as completed in the table above* | *Please state what the output of the project/activity was (e.g. Report, Standard, Workshop etc) and provide* | *Please state how the output and outcomes of the project/activity have been communicated to the Unit, IFLA* | *Through the Measures of Success identified in your Action Plan,* |

| | *a URL to it* | *members and the wider profession* | *describe what difference the project or activity has made to the Unit, IFLA members, the wider profession or society at large* |
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| **1. Plan an open session for the Cape Town (2015)** | Session held. (See the Newsletter No 19 November 2015 http://www.ifla.org/files/assets/km/newsletters/km19_nov2015.pdf) | The plan, the call for papers, the presenters and the themes and a report of the session have been communicated through the social networks and the Newsletter mentioned above | More than 200 people attended the session. Some of the speakers asked to keep in contact with the Section or how to become members |
| **2. Work with other IFLA Sections (Public Library Section, Library and Research Services for Parliaments) in the planning and execution of open session and an additional conference programs for the Cape Town Conference (2015)** | A joint sessions with Library and Research Services for Parliaments Section (a knowledge café) was held (See the Newsletter No 19 November 2015 http://www.ifla.org/files/assets/km/newsletters/km19_nov2015.pdf) | The program, the invitation to act as facilitator or rapporteur, the discussions at the tables have been communicated through the social networks and the Newsletter mentioned above | More than 200 people attended the session, coming from different kinds of libraries and institutions. They brought home suggestions, information about best practices and personal contacts. |
| **3. Plan and execute a one-day satellite pre-conference in Cape Town with relevant KM topics, with the theme "Knowledge Management and Innovation in 21st Century Library and Information Services."** | The Satellite meeting was held in Cape Town Goethe Institut http://parisdescartes.libguides.com/IFLA2015/callforpapers (See also the Newsletter No 19 November 2015 http://www.ifla.org/files/assets/km/newsletters/km19_nov2015.pdf) | The plan, the call for papers, the presenters and the themes and a report of the meeting have been communicated through the social networks and the Newsletter mentioned above. The papers have been uploaded in the portal http://iflakm.wikispaces.com/Conferences | As for the other sessions of the Cape Town Conference, the Section had the occasion to meet and work together with so many librarians and experts coming from African countries, to better understand the specific needs they have and the interesting solutions they are practising and to establish a stable link with them. |
| **4. As a pilot project, develop a KM portal as an adjunct to the IFLA KM website, in support of the section, the profession, and IFLA at large, avoiding duplication and providing content not available on the IFLA** | The portal in "wiki-style" was the output of the project. It is now existing and working, and open to the contribution of whoever interested and acting in KM domain. http://iflakm.wikispaces.com/ | The blog (http://blogs.ifla.org/km/) , the LinkedIn Group https://www.linkedin.com/grp/home?gid=2320876 the Facebook group https://www.facebook.com/pages/IFLA-KM/205423702842757 | We are only at the beginning, but we hope to have now a place to collect best practices, conference information and materials, references to publications, in an easy way and to have provided the |

| | | twitter (hashtag "IFLAKM") and the Newsletter have been used to spread information and ask for contributions | Section a stable tool which can last when officers and members change. |
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| **KM site.** | | | |
| **5. Publish a newsletter, partly in different languages, to promote education and training programs, surface KM related articles and other news**<br>• **Publish the newsletter as two issues per year, one pre-conference and one post-conference, and use the newsletter as a vehicle for the cumulative record of the KM Section, directing readers to IFLA and Section sites and resources as appropriate.** | Two issues a year of the Newsletter were the planned output.<br>http://www.ifla.org/files/assets/km/newsletters/km18_june2015.pdf<br>http://www.ifla.org/files/assets/km/newsletters/km19_nov2015.pdf<br>They are really full of information about the activity of the Section, the IFLA conference and other activities, links, interviews and photos to be also attractive. | See the social networks mentioned above. With all the communication tools in use already (IFLA Site and IFLA KM social media) retrieval of specifics of the work of the Section become more difficult for retrieval and not as easily managed as time passes, especially for new members or when engaging potential members. Thus the newsletter has transitioned into more than "just a newsletter" it is the central hub that connects the web of other tools in use and has become an index to the Section's overall work and retains a readable and engaging format for use in promotions as well. | Most of the members of the SC were actively involved, reinforcing the feeling of belonging to IFLA. We also asked the keynote speakers and the presenters to contribute, and they had the occasion to know the Section better and some of them became then members of the SC. |
| **6. Publish a volume on the theme "Knowledge management in libraries and organizations: theory, techniques and case studies" containing reviewed papers from KM Section satellite meetings, conference sessions and others** | The volume published was the output of the project.<br>http://www.ifla.org/publications/ifla-publications-series-173?og=85 | See the social networks mentioned above and the Newsletter.<br>The Section is now using the portal to spread best practices included in the book and, indirectly, to promote the book itself<br>http://iflakm.wikispaces.com/Case+Studies | Planning the volume, following it in its development, editing it was a great opportunity for the editors and the members of the SC to reinforce their cooperation, to have a comprehensive view on the most interesting experiences selected in the past years for the IFLA conferences and the KM Satellite Meeting, to see their effects after some time. The authors of the chapters had the occasion to be |

newly in contact with IFLA and to rethink their own experience in KM. The volume has recently appeared, therefore we cannot see its impact yet, but since there are not so many collections of materials especially focused on KM and libraries, it can really help beginners in KM to better understand its meaning and librarians in general to be informed about the state of the art in different contexts and to be encouraged to proceed on the road of applying KM.

## Standing Committee membership

Please provide further information about members of the Standing Committee and their contribution to the work of the Professional Unit.

| Standing Committee members' names | Role on the Standing Committee (if any) and contribution made to the work of the Professional Unit over the year<br>*For example, Chair, Information Coordinator, Project Leader* | Comments on position<br>*For example, resigned, co-opted to fill a casual vacancy, etc.* |
|---|---|---|
| **1. Leda Bultrini** | Chair, Volume on KM – Co-editor | |
| **2. Mary Augusta Thomas** | Secretary | |
| **3. Wilda Newman** | Information Coordinator, Volume on KM – Co-editor | |
| **4. Spencer Acadia** | Satellite meeting in Cincinnati – Program chair | |
| **5. Jennifer Ann Bartlett** | Satellite meeting in Cincinnati – member of the | |

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| | organizing group; Open session in Columbus – member  of the organizing group |
| **6. K. Jane Burpee** | Satellite meeting in Cape Town – member  of the organizing group<br>Satellite meeting in Cincinnati – member  of the organizing group |
| **7. Frank Cervone** | Satellite meeting in Cincinnati – member  of the organizing group |
| **8. Klaus Ceynowa** | Open session in Cape town – member  of the organizing group<br>Joint open session with ARL in Columbus – member  of the organizing group |
| **9. Wei Dawei** | |
| **10. Blane K. Dessy** | |
| **11. Monica Ertel** | Joint session (Knowledge café) with LRSP in Columbus – Co-chair |
| **12. Elisabeth Freyre** | |
| **13. Lisa German** | |
| **14. Magdy Nagi** | |
| **15. Hannele Näveri-Ranta** | |
| **16. Felix Rwomuzaano Nsiimoomwe** | Satellite meeting in Cape Town – member  of the organizing group<br>Open session in Columbus – member  of the organizing group |
| **17. Eva Semertzaki** | Satellite meeting in Cape Town – Program chair;<br>Satellite meeting in Cincinnati – member  of the organizing group |
| **18. Julien Sempéré** | Satellite meeting in Cape Town – member  of the organizing group<br>Open session in Columbus – Program chair<br>Volume on KM – Co-editor |
| **19. K. Elizabeth Turner** | Open session in Columbus – member  of the |

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| | organizing group |
| **20. Victor Allan Walusimbi** | Open session in Columbus – member of the organizing group |
| **21. Xiao Long** | Satellite meeting in Cincinnati – member of the organizing group |
| **22. Yongheng Zhong** | |

| Names of any other reporting persons | Role<br>*For example, Corresponding Members* | Comments on position<br>*For example, resigned, co-opted to fill a casual vacancy, etc.* |
|---|---|---|
| **1. Ágnes Hajdu Barát** | Corresponding member (past member)<br>Open session in Cape town – member of the organizing group | |
| **2. Jane Dysart** | Corresponding member (past member)<br>(as member) Co-chair of the Joint session (Knowledge café) with LRSP in Cape Town<br>Open session in Cape town – member of the organizing group | |
| **3. Emily Thornton** | Corresponding member – Project leader KM Portal | |
| **4. Xuemao Wang** | Corresponding member (past member and past chair) - Satellite meeting in Cincinnati, member of the organizing group | |
| **5. Steffen Wawra** | Corresponding member (past member) – Co-chair Joint open session with ARL in Columbus;<br>(as member) chair Open session in Cape town | |
| **Sally McCallum** | Member 2013-2015 – Volume on KM – Co-editor | |

## Professional Unit meetings or conference calls

Please show how the Standing Committee has conducted its business over the year.

| Date<br>*When the meeting was held* | Location or type of meeting<br>*Physical or virtual meeting (telephone, skype etc)* | Main outcomes<br>*Briefly summarise the main outcomes of the meeting and how these were communicated to the membership of the Professional Unit* |
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| **21 January** | Skype meeting | The meeting served to carry forward the program of activities planned in the Action plan 2015 |
| **18 February** | Skype meeting | The meeting served to carry forward the program of activities planned in the Action plan 2015 |
| **18 March** | Skype meeting | The meeting served to carry forward the program of activities planned in the Action plan 2015 |
| **15 or 17 April** | Skype meeting | The meeting served to carry forward the program of activities planned in the Action plan 2015 |
| **20 April** | Skype meeting | The meeting served to carry forward the activities for the Satellite Meeting |
| **20 May** | Skype meeting | The meeting served to carry forward the program of activities planned in the Action plan 2015 |
| **15 July** | Skype meeting | The meeting served to carry forward the program of activities planned in the Action plan 2015 and especially the SM, the sessions and the business meetings in Cape Town |
| **20 October** | Skype meeting | The meeting served to carry forward the program of activities planned in the Action plan 2015 and 2016 |
| **24 November** | Skype meeting | The meeting served to carry forward the program of activities planned in the Action plan 2015 and 2016 |

Until July all the members of the SC were invited to attend the meetings. Then, because of the number of the members, those who were not chairing a program/project received the minutes of the meetings (also uploaded on Basecamp)

Please retun this form to the Division Chair and Professional Support Officer (joanne.yeomans@ifla.org) no later than 15 March 2016.

Please also make a summary of this form available to the IFLA Members registered with the Professional Unit, removing any sensitive information such as risks, individuals' contributions, etc.
(Officers can obtain a list of their IFLA Members from membershp@ifla.org).
When making the Annual Report public, please remove any information you think should not be shared. IFLA HQ is currently working on a web page templete which you might use for this purpose.