Knowledge Management Section
ANNUAL REPORT
2016-2017

Introduction

Professional Units must prepare an Annual Report each year. It has been agreed by the Governing Board that this can cover the period September 2016 – August 2017 to correspond to the terms of the Standing Committee. 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 31 October 2017.

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 *Identified in the Unit's Action Plan*	Project or activity *Identified in the Unit's Action Plan*	Progress *Please give brief details, including status (not started, in progress, near completion, completed)*	Risks *Please identify any problems or concerns (e.g. missed deadlines, lack of resource) and how you would propose to address them*
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 Wrocław, Poland (2017) Conference dealing with appropriate topics and themes, promoting the participation from different regions and environments [theme of the open session: "How does knowledge management inform change agency? Exploration of communication and training, establishing solidarity with those affected by change, and case studies on adoption of innovation in the library, workplace, academe, and society."]	**Completed** Wrocław open session on "How does knowledge management inform change agency?" Session 230 — 24 August	
	1.2 Execute the Wrocław Conference program (2017) to focus "The Voice of Global KM."	**Completed** (see below)	
	1.3. Work with other IFLA Sections (Academic and Research Library Section, Library and Research Services for Parliaments and Continuous Professional Development and Workplace Learning) in the planning and execution of a program (a knowledge café) for the Wrocław Conference (2017)	**Completed** Wrocław Joint session with CPDWL and Library and Research Services for Parliaments Knowledge Café " New Librarians for New Times: Continuous Learning to Become Change Agents in a Changing World " Session 200 — 23 August. Attendees: about 170 including standing room only	
	1.4. Plan and execute a one-day satellite pre-conference in Wrocław or Warszawa	**Completed** Satellite Meeting on Friday, August 18 at the Wrocław University of	

	with relevant KM topics, with the theme "New directions in Knowledge Management."	Economics, on the topic "New Directions in Knowledge Management2	
	1.5. Plan for the IFLA Kuala Lumpur, Malaysia Conference (2018). Open session and Satellite meeting.	**In progress.** Program's chair is organizing group and draft theme decided. Satellite meeting in scheduled program.	
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", following the indications of the KM communication plan.	2.1 Gather and exchange information about Section's activities using the features of the IFLA website to make it an effective, timely updated and clear repository of IFLA activities on KM.	**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, social media and technology (blogs, social platforms) to encourage participation by the membership and other librarians interested in KM - Enrich and implement on a regular basis the KM wiki, created as a pilot project, 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.	**Ongoing** The Section has an active blog (http://blogs.ifla.org/km/), a LinkedIN Group https://www.linkedin.com/grp/home?gid=2320876 a Facebook group https://www.facebook.com/pages/IFLA-KM/205423702842757 an account on Twitter @IFLA_KM The wiki http://iflakm.wikispaces.com/ is under review to be implemented incorporating RSS feeds and prolific voices in the KM Community as part of a "What's New in KM". Distributed Newsletter before WLIC2017 to all visitors to WLIC2016 meetings.	
	2.3. Publish a newsletter, including sections in the IFLA 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	**Completed** The Newsletter was published twice this year (issues November 2016: Issue Number 21 June 2017: Issue Number 22) Columns in French, Spanish, German, Chinese and Russian were included.	

	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. 2.3.1. Promote and spread the IFLA KM Section brochures prepared in the IFLA official languages 2.3.2. 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. 2.3.3. Participate in other IFLA sections' programs to add the perspective of "The Voice of Global KM" (see activities 1.3)	IFLA KM Section Brochures in the IFLA official languages were promoted through Twitter and IFLA KM News Page, as well as posted on the IFLA KM Publications Page and the IFLA KM Newsletter. A Joint session with CPDWL and Library and Research Services for Parliaments was organized in Wrocław: Knowledge Café "New Librarians for New Times: Continuous Learning to Become Change Agents in a Changing World " Session 200 — 23 August 2017	
	2.4. Define the role of KM and the KM Section in the context of the presidential theme each year, i.e. the 2015-2017 presidential theme " Libraries: A Call to Action ", 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. (Included as part of Activities 1.1 and 3.2)	(Included as part of Activities 1.1 and 3.2) The themes were incorporated in the planning for open sessions and for the satellite meeting in Wrocław.	
	2.5. Use the IFLA Knowledge Management Wiki (http://iflakm.wikispaces.com/) as an advocacy tool on how to make the case for	**In progress** A model for the document was defined and the SC is working on this basis.	

	KM in an organization, personalizing KM topics for geographical regions, with discussion based on the broad terms that describe KM (Included as part of Activity 2.2)		
3. Advocate and promote international social networking services (SRS) for the members of the KM section as well as the IFLA community at large.	3.1. Encourage a diversity of gender, nationality, languages and professional backgrounds in the KM Section membership	**Ongoing** The committee has the full number of members + 10% allowed by IFLA and 5 corresponding members. The following countries are represented: Canada, China, Egypt, Finland, France, Germany, Greece, Hungary, Italy, Uganda, USA. 53% of members are women. The members comes from academic and research libraries (48%), national libraries (19%), special libraries (14%), others (19%). The members of the Section are 62 (June 2017), from 31 countries in 5 continents (Australia, Bangladesh, Belgium, Botswana, Brazil, China, Colombia, Congo, Denmark, Egypt, Eritrea, Finland, France, Germany, Greece, Hungary, India, Kenya, Mexico, Netherlands, Nigeria, Samoa, Singapore, South Africa, Sweden, Switzerland, Thailand, Turkey, Uganda United Kingdom, USA, Tunisia). The members are academic and research libraries (40%), library associations (19%), national libraries (13%), special libraries (11%), parliamentary libraries (5%), personal members (10 %) and 1 honorary member.	

	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 (see also the Communication activities for all the activities)	**Ongoing** The Section used its blog, FB, LinkedIn, Twitter, IFLA KM website page, IFLA KM Mailing List to communicate and spread information. **Completed** The Communication plan is a detailed guideline for the communication activities	
	3.3. Showcase best practices of using social networking services for KM purposes in library and information sector services	**Ongoing** After the open session on this theme in Columbus we spread information on best practices through the social media themselves	
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 management.	4.1. Showcase best practices of applicable KM theories and tools in library and information service management by integrating above goal as one of the sub-themes for the Wrocław (or Warszawa) satellite and main conference programs.	**Completed**	
	4.2. Identify and promote standards and guidelines for KM in libraries	**Completed for 2016-7.** Promoted Guidelines and best practices through the sessions and satellite meeting in Wrocław and through the communication tools, including articles in the IFLA KM newsletter via a standard column, "What Does Knowledge Management Mean to You?".	
	4.3. Identify and promote regional activities such as speakers sessions and KM conferences	**Ongoing** Activities and KM conferences are promoted through the Newsletter and the portal/wiki Twitter and the IFLA KM Facebook page.	

	4.4. Promote the volume, issued in December 2015, 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 from diverse regions and sectors, with attention to the public library sector.	**Completed** Promoted volume through interviews with the authors published in the Newsletter and the use of Twitter.	
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 *Please list those projects/activities identified as completed in the table above*	Output *Please state what the output of the project/activity was (e.g. Report, Standard, Workshop etc) and provide a URL to it*	Communications *Please state how the output and outcomes of the project/activity have been communicated to the Unit, IFLA members and the wider profession*	Impact of the completed project or activity *Through the Measures of Success identified in your Action Plan, describe what difference the project or activity has made to the Unit, IFLA members, the wider profession or society at large*
1. Plan an open session for the Wrocław, Poland (2017) Conference	Session held.	The plan, the call for papers, the presenters and the themes and updates during the session have been communicated through the social networks and the Newsletter mentioned above. A question and	More than 200 people attended the session. Some of the speakers asked to keep in contact with the Section or how to become members.

		answers session was activated through Twitter, during and after the session.	
2. Work with other IFLA Sections in the planning and execution of a program (a knowledge café) for the Wrocław Conference (2017)	Wrocław Joint session with CPDWL and Library and Research Services for Parliaments Knowledge Café " New Librarians for New Times: Continuous Learning to Become Change Agents in a Changing World " Session 200 — 23 August	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 170 people attended the session, coming from different kinds of libraries and institutions. They brought home suggestions, information about best practices and personal contacts. For some of them it was the first time they had the occasion to be informed about KM in libraries.
3. Plan and execute a one-day satellite pre-conference in Wrocław or Warszawa with relevant KM topics, with the theme "New directions in Knowledge Management."	Satellite Meeting on Friday, August 18 at the Wrocław University of Economics, on the topic "New Directions in Knowledge Management https://sites.google.com/site/ifla2017km/home	The plan, the call for papers, the presenters and the themes of the meeting were communicated through the social networks and the Newsletter mentioned above. The abstracts have been uploaded in the website, the papers have been uploaded in IFLA Library and will be uploaded in the wiki. The PPT of the papers have been uploaded on the Conference website https://sites.google.com/site/ifla2017km/home	The Section had the occasion to meet and work together with 40 librarians and experts coming from 12 different countries, to understand better the specific needs they have and the interesting solutions they are practising and to establish a stable link with them.
4. 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	The Newsletter was published twice this year (issues November: Issue Number 21 June: Issue Number 22 Columns in French, Spanish, German, Chinese and Russian were included.) https://www.ifla.org/publications/knowledge-management-section-	The Newsletter is a communication tool itself. It was promoted through the social media when published and then parts of it were launched through Twitter.	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 to be informed about IFLA activities in general. IFLA

	newsletter?og=85 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.		links are sent connecting speakers and attendees of sessions to the newsletters requesting and inquiring as to whether or not they are interested in retaining contact with the section.
5. 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", following the indications of the KM communication plan.	We reviewed and implemented the Communication plan, a detailed guideline for the communication activities, and follow its indications		The success of the project is underscored by the awarding of the IFLA Communication Award 2017 at the annual conference in Worclaw, 2017.
6. *Not included in the Action plan*	The Digital Humanities/Digital Scholarship SIG had its official kick off, a two hour program titled "The global digital humanities and digital scholarship best practices-What is the role of IFLA and the DH/DS SIG: lightening talks and interactive conversations"	The program, the invitation to participate as presenters and to take part in the discussions were communicated through the social networks and the Newsletter mentioned above.	About 130 of our IFLA colleagues attended the session, which included speakers from four continents, and many of the attendees declared their interest in being involved in the activities of the SIG. [The SIG now has its own IFLA page on the IFLA website and is developing it further to communicate with interested colleagues.]

Professional Unit meetings or conference calls

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

Date *When the meeting was held*	Location or type of meeting *Physical or virtual meeting (telephone, skype etc)*	Main outcomes *Briefly summarise the main outcomes of the meeting and how these were communicated to the membership of the Professional Unit*
1. 24 October	Skype meeting	The meetings served to carry forward the program of activities planned in the Action plan 2016/2017
2. 21 November	Skype meeting	
3. 19 December	Skype meeting	
4. 16 January	Skype meeting	
5. 23 February	Skype meeting	
6. 20 March	Skype meeting	
7. 15 May	Skype meeting	The meeting served to carry forward the program of activities planned in the Action plan 2016/2017. The Initiatives for the IFLA Global Vision discussion were also discussed.
8. 19 June	Skype meeting	
9. 17 July	Skype meeting	