



IFLA Section Knowledge Management

Newsletter
Summer 2019
Issue 26

The IFLA KM Section provides an international platform for professional communication and understanding of the significance of KM for libraries, following the developments in KM and promoting its practical implementation within the IFLA community

From the Chair

Dear KM Section members,

This “From the Chair” column of the Knowledge Management Section Newsletter, issue 26, Summer 2019, is written a few days after the *2019 IFLA Professional Units Action Planning Workshop*, held in The Hague, Netherlands, on 12-13 June 2019. All the Professional Units were represented in the workshop. The Knowledge Management Section was represented by its Chair.

IFLA Professional Units Action Planning Workshop and IFLA’s Strategic Framework 2019-2024

In the abovementioned workshop, IFLA introduced its new Strategic Framework and instructed the Units on their action plans in support of the IFLA Strategy 2019-2024. It is the first time that IFLA invited representatives of its Professional Units to develop action plans. In the past, the Governing Board distributed the finished strategic plan and asked the Units to link to it in the Units’ Action Plans. IFLA’s vision in its new strategy 2019-2024 is “a strong and united library field powering literate, informed and participative societies”. The new four strategic directions are the following:

1. Strengthen the global voice of libraries
2. Inspire and enhance professional practice
3. Connect and empower the field
4. Optimize our organization.

Each strategic direction consists of key initiatives based on the results of the Global Vision program. The Units are called to revise their action plans according to the new template IFLA introduced which is linked to the IFLA Strategic Framework. The new template starts with the *Focus Areas* of each Unit. Identifying the Focus Areas of the Unit are an opportunity to demonstrate the value the Unit brings to IFLA. The Focus areas resemble to the annual objectives in the existing action plans. Each one is linked with an *IFLA Strategic Direction* and with the *Key initiatives* under each one. The *projects and activities* for each Focus Area are described; the *communication* of the activities and their results are described as well as the anticipated *impact* by exchanging ideas. After receiving a report and further instructions from IFLA, the participants of the workshop will contact their Professional Units with suggestions about the Focus Areas. The new action plans are anticipated to be discussed during the business meetings in August 2019 during the IFLA WLIC in Athens.

Elections

The first term of the ongoing Officers (Julien Sempéré, Secretary, K. Jane Burpee, Information Coordinator and myself as Chair) is ending in August 2019. According to IFLA Rules of Procedure the nomination process will take place and the election of the Officers and the appointment of the Information Coordinator will be conducted during the first business meeting of our Section. More information about the process will follow soon.

The ongoing Standing Committee consists of 21 members plus four (4) corresponding members. The Section sponsors the Digital Humanities / Digital Scholarship SIG, whose Convener is Xuemao Wang. Fifty-one institutions have registered as members of the Section and seven (7) affiliate members. Five are the incoming members for the KM Standing Committee and five of the ongoing members terminate their service to the SC.



The KM Section program in the WLIC 2019

The KM Standing Committee has been working hard throughout the year to prepare a robust program for the 85th IFLA WLIC in Athens on 24-30 August 2019. The theme of the Congress is **Libraries: dialogue for change** in conformity with the IFLA President's topic **Libraries as motors of change**. The Section's program includes a satellite meeting, a joint open session, a knowledge café and participation in the Division III session. The Section also supports the DH/DS SIG.

The Satellite Conference will be organized on Thursday, August 22, 2019, at the Ionian University, in the premises of the Department of Archives, Library Science and Museology, 72 Ioannis Theotokis St., Corfu, Greece. The topic of the SM is **Artificial Intelligence (AI) and its impact on libraries and librarianship**. The SM is co-organized by our Section and the Digital Humanities / Digital Scholarship SIG. It is co-chaired by the Convener of the SIG. The organizing team consists of the co-chairs Sylvia Piggott and Xuemao Wang and the members Spencer Acadia (webmaster of the SM's website), Elizabeth Turner, Monica Ertel, Jane D. Dysart, Zheng (John) Wang and Long Xiao (responsible for the dissemination of the SM in China), as well as Christos Papatheodorou and Michalis Sfakakis (Ionian University). All are invited to register to the SM at

the conference's website: <https://sites.google.com/view/ifla-2019-km/home>. As it will be presented in this Newsletter, the organizing team has prepared an excellent program with important speeches.

Our Section cooperates with the Big Data SIG to organize a joint open session under the title: **Data mining and artificial intelligence: applications and directions to help manage knowledge in libraries and information agencies.**

Frank Cervone chairs the joint session and cooperates with Elizabeth Turner and Agnes Hajdu-Barat. The joint session will be held on Monday, August 26, 2019 at 11:45 - 13:15. The Section decided to treat the topic of artificial intelligence from different perspectives in the satellite meeting and in the open session.

The Knowledge Café 2019 in its 6th year in row is titled **Change literacy: digital, collaborative, creative**. The program will take place on Thursday, August 27, 2019 at 14:45 - 15:45. The Knowledge Management Section organizes the Knowledge Café with Government Libraries, Library and Research Services for Parliaments and Continuing Professional Development and Workplace Learning. From our Section Monica Ertel as the co-chair and Jane Dysart worked efficiently to find the facilitators and rapporteurs to stimulate an interesting discussion.

This year our Section with its chair participates in the organizing team for the Division III session, where the Knowledge Management Section belongs to. The theme of the session is **Library services for a multicultural world**. It will have the format of lightning talks. The Section's 7-minutes lightning talk will be named: **Let's dance: the global knowledge management practice**. It will be presented by Julien Sempéré and Elizabeth Turner. The

session will take place on Tuesday, August 27, at 08:30-10:30.

Xuemao Wang, Convener of the DH/DS SIG, which is supported by the Knowledge Management Section, organizes its session in the format of a business meeting. The future of the SIG will be discussed based on a survey, because in 2021 IFLA will evaluate the SIG if it will become a section or not.



Other activities of the KM Standing Committee

The evaluation of papers for the **IFLA Journal special issue on knowledge management** is going on. The editorial team consists of Leda Bultrini, Wlida Newman, Mary Augusta Thomas and Jennifer Bartlett.

Julien Sempéré and Jennifer Bartlett collaborate to create a toolkit based on the IFLA Global Vision program.

The Information Coordinator, K. Jane Burpee, constantly cares about the publication of all the reports, newsletters and news of the Section at the official website of the Section at <http://www.ifla.org/km>. The presence of the Section in the social media is very satisfied: 1,287 followers on Facebook, 851 Tweets and 498 members at LinkedIn (data by K. Jane Burpee as of May 2019), 653 members at the KMDG-L@infoserv Listserv (moderator: Julien Sempéré).

Towards the IFLA WLIC 2019 in Athens

The KM Standing Committee will conduct two business meetings during the WLIC in Athens as follows:

1. Saturday, August 24, 2019, SC I at 15:45 – 17:45
2. Wednesday, August 28, 2019, SC II at 08:00 – 10:30

All relevant information will be communicated to the SC members in due course.

It has become a tradition for the Knowledge Management Section to organize a dinner in the hosting city of the Congress. On Monday, August 26, 2019 we will meet at the a restaurant called *Vlassis*

(<http://www.vlassisrestaurant.gr/en>) to eat, drink and chat. It is in a walking distance from Megaron, the Congress venue.

More detailed information about the KM activities is available throughout the Newsletter. I am deeply grateful to all the team members and their chairs for the organization of the KM program in the frame of the WLIC 2019. I am also thankful to the SC members for their engagement in the other activities of the Section. The time spent for the fulfillment of the activities is precious. All the work is done on top of our jobs. All of you deserve congratulations.

Eva Semertzaki
Chair, IFLA Knowledge Management Section
esemertzaki@gmail.com



Members of the 2018-2019 IFLA Section KM Standing Committee

Chair

Eva Semertzaki, Greece

Secretary

Julien Sempéré, France

Information Coordinator

K. Jane Burpee, Canada

Members

Sylvia Piggott, Canada

Xiao Long, China

Liu Zheng, China

Zhong, Yongheng, China

Magdy Nagi, Egypt

Elisabeth Freyre, France

Steffen Wawra, Germany

Agnes Hajdu Barát, Hungary

Nsiimoomwe Felix Rwomuzaaano, Uganda

Victor Allan Walusimbi, Uganda

Spencer Acadia, USA

Jennifer Ann Bartlett, USA

Frank Cervone, USA

Monica Mooney Ertel, USA

Mary Augusta Thomas, USA

K. Elizabeth Turner, USA

Zheng Wang, USA

Convenor

Xuemao Wang, USA

Corresponding members

Jane Dysart, Canada

Stephen Lei, China

Leda Bultrini, Italy

Wilda B. Newman, USA



WLIC 2019 at-a-glance calendar for IFLA Section KM-ers

Thursday, August 22, 2019

Satellite meeting. [Ionion University](#), Department of Archives, Library Science and Museology building, 72 Ioannis Theotokis Str., Corfu, Greece. [Registration](#) is open at the conference website where the program will be announced, too; theme: *Artificial Intelligence (AI) and its impact on libraries and librarianship*.

Saturday, August 24, 2019, 15:45-17:45

Knowledge Management SC I. HAEF 213, Session 043, Business Meeting SC I Knowledge Management (the agenda will be communicated with you in the coming weeks).

Sunday, August 25, 2019, 08:30 - 10:15

Division III Business meeting. Business Meeting Room 3, Session 065, Business Meeting Division Leadership Forum: Division III.

Monday, August 26, 2019, 11:45 - 13:15

Joint Open Session. Mitropoulos Hall, Session 114, theme: **Data mining and artificial intelligence to transform knowledge management and information services in libraries and information organizations.** Knowledge Management with Information Technology and Big Data SIG.

Monday, August 26, 2019, 19:30 -



KM SC dinner. [Vlassis](#) restaurant, 15, Meandrou str., Ilissia, Athens (ca. 8 min walk from [Megaron Athens](#)

[International Convention Centre](#)).

Tuesday, August 27, 2019, 13:45 - 15:45

DH/DS Session. Lamprakis Hall, Session 178, Theme: **Digital scholarship and collection development: crossroads and intersections.** Acquisitions and Collection Development joint with Digital Humanities / Digital Scholarship SIG.

Tuesday, August 27, 2019, 08:30 -10:30

Division III Session. Banqueting Hall, Session 155, Theme: **Library services for a multicultural world: with special consideration to the many languages involved.** The KM Section participates with a lightning talk.

Tuesday, August 27, 2019, 16:15 - 18:45

DH/DS SIG SC. Business Meeting room 4, Session 197, Business Meeting Digital Humanities / Digital Scholarship SIG.

Tuesday, August 27, 2019, 11:45 - 13:30

Officers training. MC3 room, Session 170, Officers training Session - IFLA.

Tuesday, August 27, 2019, 14:45 - 15:45

Knowledge Cafe. Banqueting Hall, Session 184, theme: **Knowledge Cafe 2019**, Knowledge Management with Continuing Professional Development and Workplace Learning and Library and Research Services for Parliaments.

Wednesday, August 28, 2019, 08:00 - 10:30

Knowledge Management SC II., Business Meeting 4, Session 203, Business Meeting SC II Knowledge Management (the agenda will be communicated with you in the coming weeks).

Wednesday, August 28, 2019, 11:45 - 13:30

Officers training., MC 3 room, Session 225, Officers training Session - IFLA.

Artificial Intelligence and its Impact on Libraries: A Satellite Conference Preview

Submitted by Sylvia Piggott

Date: *August 22, 2019*

NO REGISTRATION FEE REQUIRED

Venue: Ionian University, 72, Ioannou Theotoki Str., 49100 Corfu, Greece (<https://ionio.gr/en>)

Artificial intelligence (AI) creates new possibilities for humans to leverage machines to complete complex tasks -- sometimes tedious, repetitive, and even dangerous -- with much-improved accuracy and speed. Its potential in advancing societies and benefiting lives seems only subject to the limits of the imagination, but, at the same time, AI introduces ethical and socioeconomic concerns. AI generally envisions more technology and fewer people. It is reasonable to predict that AI will mainstream in several critical areas, including information services soon; therefore, libraries must pay attention to its impact.

This one-day satellite conference will be a showcase and discussion forum for how AI implementations in libraries can be used successfully to improve and manage library processes in libraries and organisations. In addition, the conference intends to bring together practitioners and experts from a wide-variety of institutions to share knowledge and demonstrate AI research, especially to discuss areas of human/computer interaction or the intersection of "man and machine." This discussion is meant to relate to the [IFLA 2019 WLIC](#) theme of "Libraries: Dialogue for Change."

The satellite conference is co-organised by the [IFLA Knowledge Management Section](#) and the [IFLA Digital Humanities/Digital Scholarship Special Interest Group](#).



Conference Co-Chairs

Sylvia Piggott, seapiggott@gmail.com

Xuemao Wang, x.wang@uc.edu

Knowledge Café Preview

Submitted by Monica Mooney Ertel

Knowledge Management, Continuous Professional Development and Workplace Learning and Library and Research Services for Parliaments are sponsoring the sixth **Knowledge Café** at the IFLA Conference in Athens, Greece (August 24-30, 2019). Our theme this year is "**Continuous Learning for Successful Info Pros in the Knowledge Economy.**" The program will be held August 27 14:45 – 15:45

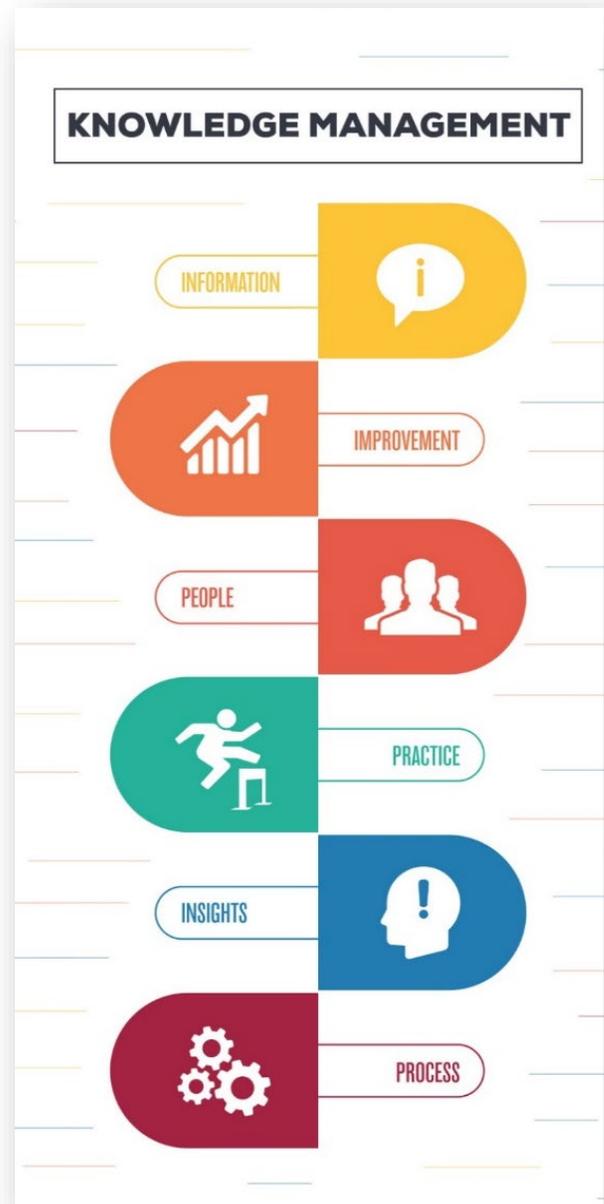
Change is the currency of our libraries, communities, parliaments, organizations, and world. Whether it involves digital transformation, partnering with traditional or non-traditional agencies, or creating new and exciting engagement opportunities, change is at the heart of our activities. Learning, growing, developing and succeeding in the face of change are our challenges so join our dialogue at discussion tables that reflect ways of engaging with and managing change.

Topics include

- Creative Uses of Social Media in Libraries
- Digital Transformation: Adapting to Changing Client Needs
- Succession Planning and Getting the Right Skills;
- Developing Library Leaders for the Future; and more.

Past programs have been high energy and motivating!

Please come and share your ideas with your colleagues.

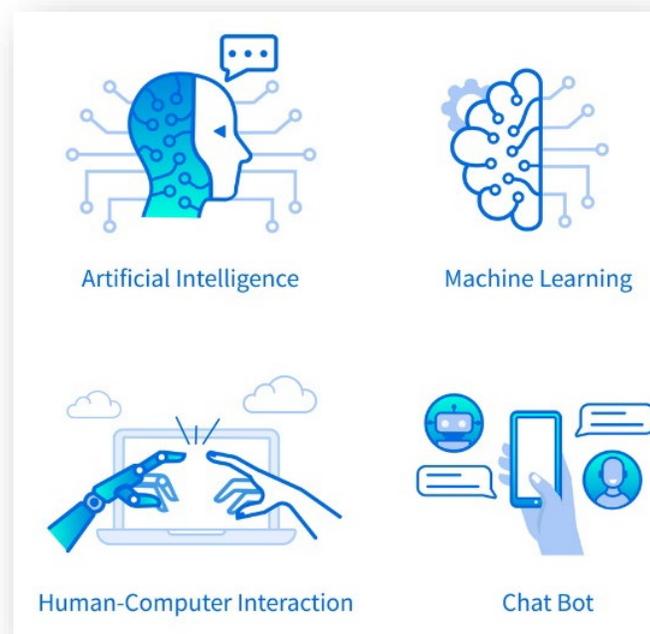


Joint Open Session Preview

Submitted by Frank Cervone

The KM Standing Committee's joint Open Session with the Information Technology SC and the Big Data SIG at the WLIC 2019 will be held on Monday, August 26, 2019 from 11:45 - 13:15 in Mitropoulos Hall, Session 114. In line with the Congress theme, "Libraries: dialogue for change", this year's theme is *Data mining and artificial intelligence to transform knowledge management and information services in libraries and information organizations.*

Artificial intelligence (AI) is having a pervasive impact on many facets of our lives and libraries are not exempt. From data mining that helps us better understand consumer behavior to machine learning that allows robots to learn to perform functions humans either cannot or do not want to do themselves, AI is already prevalent in many aspects of our day-to-day lives.



In this session, we will be setting the stage for a broader discussion of how artificial intelligence, machine learning, and data mining are being used in practical ways to transform traditional knowledge management and information service practices in libraries and other information agencies.

Our program will include presentations on the following topics:

AI, Data Mining, and Information Services: Technology driving change. F. Cervone, University of Illinois at Chicago, School of Public Health, Chicago, United States, and San Jose State University, School of Information, San Jose, United States,

Yeno: Transforming Data into Information, Transforming Information into Knowledge. P. E. Schreur, Stanford University, Stanford, United States

Virtual information assistants on mobile app to serve visitors at Helsinki Central Library Oodi, Hammais E., Ketamo H., Koivisto A.

Mining Text, Linking Entities - NLB's Journey. Hoon E.M., National Library Board of Singapore, Singapore, Singapore

Future digital library prototype: Approaches by the National Diet Library of Japan for improving information discoverability. Aoike T., Satomi W., Kawashima T., National Diet Library of Japan, Tokyo, Japan

Program Co-Chairs

Frank Cervone (KM SC) and *Leda Bultrini* (IT SC).

We hope you will join us for this exciting and future-focused program

Digital Scholarship SIG Preview

Submitted by Xuemao Wang

All are welcome to participate in this year's meeting of the IFLA Digital Scholarship/Digital Humanities Special Interest Group (DH/DS SIG). The mission of the DH/DS SIG is to stimulate a globally engaged DH/DS forum among IFLA communities for exploring, developing and exchanging ideas and best practices regarding DH/DS in the context of libraries' and information service organization's evolving missions.

This year, the fourth since the SIG's establishment, we will reflect on our accomplishments and work together to form a vision and mission for the future. At this meeting we will engage with the feedback collected in an online survey, released in July, with the IFLA community. We will assess the SIG's current organizational structure and have a discussion about the future direction of the SIG, whose review with the IFLA headquarters will take place in 2021. We will also explore such questions as: What are the next goals of the SIG? What are our priorities? What are the main themes for the next 2-3 years of conference planning? How do we remain relevant and aligned with IFLA's strategic direction? Do we want to become a formal section, and why?

In addition to the two-hour roundtable session at the Athens conference, the DH/DS SIG will be joining the Knowledge Management section for their satellite meeting in Corfu, with the theme *Artificial intelligence (AI) and its impact on libraries and librarianship*. We will also be co-sponsoring sessions with News Media and Information Literacy, and the Acquisition and Collection Development Sections.



Members of Digital Humanities/Digital Scholarship Special Interest Group (SIG) Planning Committee:

Xuemao Wang – DH/DS SIG Convener Dean and University Librarian University of Cincinnati, USA

Spencer Acadia, Assistant Professor Librarian, Social Sciences University of Kentucky, USA.

Tomáš Foltýn, Collections Management Division Director National Library of the Czech Republic.

Jenny Mackiewicz, Coordinator of Special Projects and Programs, University of Cincinnati Libraries, USA.

Sophie Vandepontseele, Directrice Collections contemporaines Directeur Hedendaagse verzamelingen Bibliothèque royale de Belgique – Koninklijke Bibliotheek van België, Belgium.

Zheng (John) Wang, Associate University Librarian, Digital Access, Resources and Information Technology, Hesburgh Libraries University of Notre Dame, USA.

Lihong Zhou, Professor and Assistant to the Dean, Director of International Office, School of Information Management, Wuhan University, China.



Athens Parliament. Photo Y. Skoulas
http://www.visitgreece.gr/en/downloads/image_bank



Athens Lycabettus Hill. Photo Y. Skoulas
http://www.visitgreece.gr/en/downloads/image_bank

<https://2019.ifla.org>

Theme: Libraries: dialogue for change

Join us in the program of the Knowledge Management Section during the WLIC, Athens, Greece

Register: <https://2019.ifla.org/congress-registration-information>

For information about visiting Greece see: [Visit Greece](http://www.visitgreece.gr)
<http://www.visitgreece.gr>