Knowledge Management

Issue no. 8
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From the Chair

Greeting to all KM Members !

This is my last column as Chair of KM, a new Chair of KM will be elected at our Standing Committee meeting on the Saturday, August 21st . Be prepared to volunteer for this leadership post. And that of secretary. KM has almost become a household word as more people understand the potential and reach of KM and strive to encompass many of the basic principles of KM into their everyday work. New applications are discussed in the literature on a regular basis. Collaboration has become a mantra that everyone wants to successfully incorporate into their regular work routines.

KM also facilitates social networking as social networking a achieves a level of legitimacy and is seen as a added value. resource. All of this is has been made possible because computer networks are more reliable and robust; they have become faster and much less expensive to acquire. KM has reduced the inefficiencies that many of us have experienced in locating needed material and distributing it since its permits more ways to access data and creates usable information items.

The best news is the organizational principles that KM are based on are the same organizational principles that librarians have promoted for years. The value of these skills is finally being noted outside the walls of libraries.

What is amusing is how to deal with all of this information. Most systems want to treat all information as equal and other want to classify information by the importance of the content; meaning that not all data inputted should be kept forever. Our expertise in this area should be of value to KM system people.

Thank you for allowing me to serve as your Chair.

Judy
Judith J. Field
Chair / Treasurer

Inside this issue

Newsletter Editor:
Christel Mahnke
Mahnke@tokyo.goethe.org

KM Workshop

Removing Barriers to Knowledge Sharing: How can social tools be used to facilitate knowledge management in order to improve user services?

This full day program explores how social tools can help to stimulate the process of knowledge sharing as well as strategies for adopting the use of social tools within the organization.
The morning starts with a series of lecturers who present ideas, facts and stories on removing barriers to knowledge sharing and how social tools can be used to facilitate knowledge sharing in order to improve user services.

The afternoon invites attendees to participate in a lively knowledge café on the theme 'How can social tools be used to facilitate knowledge management in order to improve user services?' facilitated by Karolien Selhorst, Knowledge Management and Digital Library Manager in The Netherlands, Member of IFLA's KM section Standing Committee and chief editor of the magazine 'Digitale Bibliotheek'.

Meet Karolien on Likedin and Facebook
See her presentation slides on
www.slideshare.net/KarolienSelhorst/km20-in-libraries

Social tools offer many opportunities for facilitating knowledge management and supporting knowledge processes within a library or organization and for communicating in a more interactive way with our users. But what tools are there, how are they used in practice and what barriers are there to overcome when implementing social tools?

These topics are dealt with in a short presentation by Karolien Selhorst on how her library uses social tools for KM purposes.

After the introduction, the participants break into small groups to discuss the theme and to share experiences. The café is concluded by a whole group discussion and a summary of best practices is made for participants to take home with them.

KM Section Workshop
Friday August 20, 2009,
10.30 – 16.30 h

Milan Central Library
Palazzo Sormani, Sala Grechetto,
Corso di Porta Vittoria 6,
20122 Milan

With the kind cooperation of Milan Municipality – Library Department

Registration required, no cost

Few places still available contact Elisabeth Freyre
elisabeth.freyre@bnf.fr

KM Joint Session

Knowledge Management Joint Session with
Library and research Services for parliaments and
Information Technology
Social computing tools for learning and knowledge sharing
Tuesday 25 August 09.30 – 12.45 h

Community Tools
FRANK **CERVONE**
(Vice Chancellor, Information Services, Purdue University)

Connecting Congress with Citizens
SOLEDAD **FERREIRO** and JOSé MIGUEL **MUGA**
(Chilean Library of Congress (BCN), Biblioteca del Congreso Nacional, Chili)
The library releases all content under a Creative Common License since 2007   http://www.bcn.cl

Encouraging Learning & Knowledge Sharing
STACY **LANGNER**   (Khulisa Management Services)
Khulisa Management Services provides monitoring, evaluation, and research services to public and private sector partners in sub-Saharan Africa with sector specialisation in education, health and social development.   http://www.khulisa.com/

Building Community & Collaboration
MADELEINE **LEFEBVRE** (Ryerson University)

Engaging Communities & Sharing Knowledge
MOIRA **FRASER** (Parliament of New Zealand)

Improving Customer Service
KAROLIEN **SELHORST**
(Vlissingen Public Library, Netherlands)

Adoption Rates
FRANK **CERVONE** (Purdue University)

The session concludes with a look at the adoption rates of social networking tools at various types of libraries
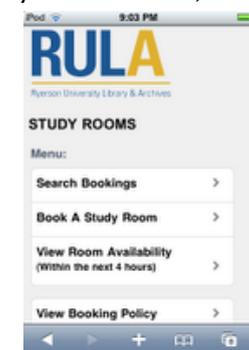
Related Links

Purdue University Library
www.lib.purdue.edu/

Search the catalogue, check your record, renew books and book study rooms from your mobile device.

Ryerson University Library
www.ryerson.ca

Moira Fraser
www.parliament.nz

Public Library Vlissingen
www.vlissingen.nl/web/show/id=191748

KM Open Session

KM Open Session
Knowledge Management / Knowledge Advocacy

Thursday 27 August 08.30 – 10.30

National Knowledge Commission:
Advocating Libraries for Knowledge Ecology in India
Parveen **BABBAR**, Assistant Librarian, Indira Gandhi National Open University, New Delhi (India)
Seema **CHANDOK**, Deputy Librarian, Indira Gandhi National Open University, Library & Documentation Division, New Delhi

A Theoretical Framework for Development of an Integrated Customer Knowledge Management System for Academic Libraries
Mehri **PARIROKH**, Ferdowsi University of Mashhad (Iran)
Farhad **DANESHGAR**, Rahmatollah **FATTAHI**, University of New South Wales, Sydney (Australia)
Ferdowsi University http://www.um.ac.ir/
University of New South Wales   http://www.unsw.edu.au/

Virtual Models of Knowledge Collaboration and Advocacy in Research Libraries
Barbara I. **DEWEY**, Dean of Libraries and Professor – University of Tennessee, Knoxville (USA)

Supporting researchers through KM Tools
Giuseppe **VITIELLO**, NATO Defense College (Italie)

The evolution of library public services from the staff point of view: The Italian case of the Bocconi Library
Manuela **D'URSO** Head of access département – Biblioteca Università Bocconi – Milan (Italy)
The Bocconi Library   http://lib.unibocconi.it/

Knowledge silos
Lourdes **FERIA**, Ms., General Director – University of Colima, Mexico Knowledge Technologies (Mexico)
Colima University   http://www.ucol.mx/

Related Links

See the complete program
www.ifla.org

The National Knowledge Commission is a high-level advisory body to the Prime Minister of India, with the objective of transforming India into a knowledge society.
www.knowledgecommission.gov.in

The University of Tennessee provides course materials, lectures and seminars on iTunes
http://itunesu.utk.edu

Download of NATO Defense College research papers
http://www.ndc.nato.int

WLIC program picks

A choice from the WLIC program

Monday, August 24 9.30 – 12.45
Libraries of the future - Libraries in the future: Where will we stand 10 years from now?

Libraries in Digital Life
KLAUS CEYNOWA (Bavarian State Library, Munich, Germany)
The Future is not far away: the DOK - Library Concept Center
EPPO VAN NISPEN TOT SEVENAER (DOK Library Concept Center, Delft, Netherlands)
Challenges and Opportunities for Libraries of the Future: Non-Textual Documents, Considered from a Computer Graphics Perspective
DIETER W. FELLNER (Fraunhofer Institute of Computer Graphics, Technical University Darmstadt, Germany)
To reach the Future: forward-thinking Librarians are leading the charge of change
STEFFEN WAWRA (University Library, Passau, Germany)

Tuesday, August 25 16 – 18 h
Bill & Melinda Gates Access to Learning Award 2009
All delegates are invited to attend the announcement of the 2009 Access to Learning Award, which recognizes the innovative efforts of a public library or similar organization outside the United States to connect people to information through free access to computers and the Internet. Now in its tenth year, the award has honored ground-breaking projects around the world that are improving people's lives through access to technology. The award will be presented by a representative from the Bill & Melinda Gates Foundation, with an open reception to follow immediately.

Wednesday August 26 8.30 – 9.30 h Plenary Session
Digital Library Futures: user perspective and institutional strategies
Panel Discussion based on the outcomes of the off-site workshop held on Tuesday 25 August in University of Milan

Wednesday August 26
Libraries and the Web 2.0 / The library 2.0 project showroom

Related Links

German Library of the Year 2008
www.bsb-muenchen.de/

DOK: a must-visit model library   www.dok.info/

60 years of research.
Fraunhofer – good2know
www.igd.fhg.de/index.html.en

Passau: a University Library open for everyone
www.ub.uni-passau.de

Bill & Melinda Gates Award 2008: an innovative mobile technology program in Mexico's Veracruz state
www.gatesfoundation.org

Italian Libraries

Libraries in Italy
A brief overview
Mauro **Guerrini,** Giovanna **Frigimelica**

The Italian Library network is complex and difficult to explain.

A recently published article reports some characteristics of the system, that comprises State, university, special, public, school and ecclesiastical libraries, foundations and privately owned structures.

Mauro **Guerrini** is Professor of Library Science at the University of Florence, Department for the Middle Ages and the Renaissance and Dean of the Master in Archivist, Library Science and Cataloging. He has been President of the Italian Library Association (AIB) since 2005. Giovanna **Frigimelica** has been Secretary General of the Italian Library Association (AIB) since February 2009.

http://archive.ifla.org/V/iflaj/IFLA-Journal-2-2009.pdf

The Italian IFLA website www.ifla2009.it (Italian only)

School libraries in Italy
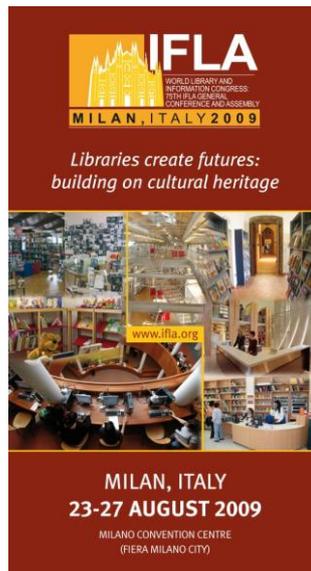http://www.biblioscuole.it/public/ (Italian only)
www.goethe.de/ins/it/lp/wis/ifl/the/de4249735.htm
(Italian and German)

International Children's Library „Biblioteca De Amicis"
www.goethe.de/ins/it/lp/wis/ifl/the/de4396445.htm
(Italian and German)

The Sandro Penna-Library (Perugia)

Meet the KM Section

Knowledge Management is one of IFLA's youngest sections. It was founded in 2004, and has currently 70 members.

They are coming from Canada, China, Egypt, France, Germany, Hungary, Russia, Singapore, South Africa, Sweden, USA and Zimbabwe, working as a truly international and multi-cultural team.

Everybody from the IFLA community is welcome to take part in activities of the section, to join the workshops and open sessions at WLIC and to attend the Meetings of the Standing Committee as a visitor.

The Standing Committee Meeting is scheduled for Saturday 22 August 8.30 – 11.20 h

The painter Giuseppe Arcimboldo (1527-1593) was born in Milan. He is known for creating imaginative portrait heads made entirely of objects such as books.

Upcoming Conferences

The 6th International Conference on Knowledge Management
Dec 3-4, 2009
Hong Kong, China

www.hkla.org/content/view/316/70/lang,english

Conference Tracks

- Global Collaborations and Innovations
- KM in Education
- KM in Government
- KM in NGO's and NPO's
- Copyright, Creative Commons and Ethical Issues in a Knowledge Economy
- Soft KM Tools and Techniques
- Semantic Technologies and Web 2.0 Tools
- KM in Libraries and Information Sector
- Knowledge and Systems Science

The Fifth Asia Information Retrieval Symposium
(AIRS 2009)

October 21-23, 2009 at Hokkaido University, Sapporo, Hokkaido, Japan

www-kb.ist.hokudai.ac.jp/AIRS2009

Conference subjects

- IR Theory
- IR Evaluation, Tests
- Interactive IR
- Web IR, Citation and link analysis
- Digital libraries
- Cross-language retrieval
- Video and image retrieval,
- Topic detection and tracking,
- Summarization, Lexical acquisition, NLP for IR
- Text Data Mining and Machine Learning

Online Information 2009
Dec 1-3, London, UK

www.online-information.co.uk/online09

Conference sectors

- Online Content Resources
- ePublishing
- Library management systems
- Content management Expo
- Web 2.0 technologies
- Search Solutions

Find news about the conference on Twitter, Facebook, and Linkedin