August 2022- August 2023 - Annual Report Form

Unit Information

Please enter current information below.

Unit Name

Knowledge Management

Unit Chair

Spencer Acadia

Unit Chair Email

acadias1@gmail.com

Unit Secretary

Frank Cervone

Unit Secretary Email

fcervone@cervone.com

Unit Information Coordinator

Lihong Zhou

Unit Information Coordinator Email

l.zhou@whu.edu.cn

Division Committee Chair

Camille Callison

Division Committee Chair Email

camillecallison@gmail.com; Camille.Callison@ufv.ca

Unit Member Contributions

Please describe the contributions of the Unit members

Role

Chair

Name of Unit member

Spencer Acadia

Contributions

Organized and led mid-term meeting (2023); Organized business meeting (2023); Organized social dinner event in Rotterdam (2023); Oversaw and facilitated standing committee and officer elections (2023); Helped facilitate donation of 5,000 Euro from GOBI/EBSCO (2023); Worked closely with DH/DH SIG on organizational and election matters (2022-2023); Helped advertise KM WLIC events on social media and accepted new followers on Twitter and LinkedIn accounts (2022-2023); Regularly communicated with SC via Basecamp, including overseeing SC team membership (2022-2023)

Role

Secretary

Name of Unit member

Frank Cervone

Contributions

Organized, co-chaired, and executed satellite meeting (2022-2023); Led business meeting (2023); Worked closely with DH/DS on organizational matters (2023); Worked on KM-SET joint project (2022-2023); Helped advertise KM WLIC events on social media (2023)

Role

Information Coordinator

Name of Unit member

Lihong Zhou

Contributions

Helped direct social media postings, event advertisement, and website content (2022-2023)

Role

Member

Name of Unit member

Maggie Farrell

Contributions

Organized, co-chaired, and executed WLIC open session (2023); Helped plan and execute satellite meeting (2023); Helped lead business meeting (2023); Facilitated donation of 5,000 Euro from GOBI/EBSCO (2023)

Role

Member

Name of Unit member

Monica Ertel

Contributions

Organized and co-chaired WLIC open session (2023); Helped plan satellite meeting (2023)

Role

Member

Name of Unit member

Elsa de Almeida Valente

Contributions

Helped plan and execute satellite meeting (2023)

Role

Member

Name of Unit member

David Byrne

Contributions

Helped plan and execute satellite meeting (2023); Helped plan and execute WLIC open session (2023)

Role

Member

Name of Unit member

Kendra Albright

Contributions

Organized, co-chaired, and executed satellite meeting (2023); Worked on KM-SET joint project (2022-2023)

Role

Member

Name of Unit member

Xiao Long

Contributions

Helped plan satellite meeting (2023)

Role

Member

Name of Unit member

Stephen Lei

Contributions

Assisted information coordinator with social media postings, event advertisement, and website content (2022-2023)

Please indicate any changes to Committee membership during 2022-2023 (e.g. Resignations, co-options, appointment of mentors)

Liz Turner resigned (2022); David Byrne was planned to officially begin a mentor appointment, but IFLA says the new SC has to decide even though the old SC already approved

Committee Meetings

Please provide information about your 2022-2023 Standing Committee Meetings:

How many business or other meetings did you hold from August 2022- August 2023?

2

How many of these meetings were open meetings (where those beyond the Standing Committee were invited)?

2

How were the majority of these meetings held?

Other - Write In: Mid-term meeting was via Zoom; BM was hybrid (in-person and Zoom)

Did you hold a mid-term meeting?

Yes - virtually

Have minutes from all meetings been uploaded to the Repository?

Not yet

Successes/Accomplishments/Achievements

Briefly describe the project, activity, or output you accomplished during the period August 2022 - August 2023

Title or name of project, activity, output

Satellite Meeting (2023): Perspectives on global knowledge management training and education

Details

Overview:
The purpose of this satellite conference was to discuss different regional or national approaches to KM training and education. Invited speakers shared their experiences with KM education and training in their countries or regions. Through various activities, such as a knowledge cafe, the attendees shared ideas with each other on how to build collaborations for advancing KM education and understanding on a global scale within libraries and other information organizations.

Three presentations were given in the morning, presenting the findings of three regions/countries review of KM education in those areas. It was clear that there was a need to learn more about global KM education. The afternoon session discussed focused on three questions:
1. What are the competencies and resulting curriculum in KM?
2. Should preparation for KM be a degree program or learned through training?
3. How do we raise awareness of KM as a discipline?

What did not work well – challenges?
• Of the 50 people registered, we had so few attend. There is speculation on why this occurred; most often people suggested that the low turnout was due to the lack of a fee for attending. Another satellite meeting charged $75, which was considered by KM members to be too much, but something to cover the cost of lunch, at the very least, would be reasonable.
• Another thought about why attendance was so low was the lack of marketing. But given that we capped the meeting at 50, this does not seem to be a likely reason. Alternatively, perhaps a geographic targeting to a more localized set of participants might yield a higher return on attendance.
• We may have lost people due to the inability to find the venue because we did have to start the satellite meeting late as people were still trying to find the location at the start time. That had a negative effect on the online attendance because we lost 4 people who were logged in at the beginning but dropped off during the delayed start.
• One thing that would have helped: the KM website has not been updated in quite some time. There was no notice posted on our website, so none of the events at this WLIC were discoverable on the IFLA KM site.
• Lessons learned:
- Charge a nominal fee (e.g., to cover lunch for the host institution)
- Send reminders to registered participants at least twice
- Reach out to local professionals who might be interested in the meeting

How was the section marketed?
• IFLA
• SLA
• SIKM
• ALA Connect
• LinkedIn
• Erasmus University (host)

Do you have a URL to this accomplishment to share?

Title or name of project, activity, output

Open Session (2023): Coming together: Sharing community knowledge

Details

Overview:
Our session theme emphasized the value and power of sharing our collective knowledge to support one another and improve our services by coming together in a Knowledge Café on topics such as coaching and mentoring, change management, staff continuous learning, new innovative ways to serve our patrons, etc. The mission of libraries and librarians is to play an essential role in local communities by providing access to information and resources, supporting literacy and education, promoting lifelong learning, and serving as a community gathering space. This session shared the collective knowledge of participants in supporting this mission. The session was organized using round tables with a variety of discussion topics and facilitators which allowed attendees to learn and grow with colleagues from around the world.

Number of discussion leaders and rapporteurs:
24

Number of participants:
107

Discussion topics:
1. The role of librarians in OpenAI and ChatGPT
2. Diversity, equity, and inclusion (DEI) in libraries

3. Optimizing collaboration between libraries, organizations, social agencies, and different sectors
4. Improving performance through mentoring and coaching
5. Developing library leaders of the future
6. Shift to digital libraries and delivery
7. Changing landscape for librarian education
8. Library staffing challenges
9. Finding the motivation for your own professional development & well being
10. Creative uses of social media in libraries
11. Post pandemic remote work in libraries
12. Internal library communication

What worked well?
• KM and CPDWL worked very well together to develop and deliver this popular and engaging program.
• 24 volunteers contributed to the success of the program by facilitating and taking discussion notes.
• The discussions were lively and each participant was able to attend two sessions.
• The topics outlined were relevant and timely to participants as they struggled to just pick two topics.
• The event was well organized – instructions, descriptions, starting questions, and assistance was provided prior to the conference. Reminder emails were also sent so there were no gaps in volunteers or facilitators missing the program.
• Preparation for the event was thorough – table tents, discussion questions, and other supporting materials were provided. Committee members showed up early to ensure the room setup was complete and table tents were placed.
• The program started and ended on time.
• The facilitators were effective in creating lively discussions.
• The room was large and well laid out so 12 discussions could be simultaneously convened without impeding on other tables.
• Convention and IFLA volunteer staffing was outstanding – they assisted with setup, technology, and helping with the flow of participants.
• Participants were engaged and they connected with other IFLA attendees.
• There were many photos taken as participants formed connections with their newfound discussion friends.

What did not work well – challenges?
• The early morning start at the convention center that was some distance away from hotels meant that attendance was lower than previous years.
• The program was scheduled at the same time as the KM SIG program which reduced the number of KM members able to participate. Although it was requested that one of the programs move to another time slot to avoid this conflict, IFLA did not change the program.
• The program time was reduced from previous years to 75 minutes. This reduced the opportunity for participants to fully address the topics. As a result, we eliminated the reporting out portion of the program in order to provide as much topic discussion time as possible.

Next steps:
• Rapporteurs are pulling together summaries of the discussions which will be compiled and shared with IFLA members via standing committee websites, Facebook pages and other means of communication.

How was the session marketed?
• Conference program
• IFLA News
• Section announcements

Do you have a URL to this accomplishment to share?

Communications

How have you communicated your Unit's work to the following stakeholders?

	Standing Committee Members	IFLA members registered to your Section	Other IFLA Committees	The field at large
Newsletter				
Webpage				X
Blog post				
Mailing list				X
Social Media				X
Basecamp	X			

Please comment on any communication or partnerships outside of your own Standing Committee

We have an ongoing relationship with GOBI/EBSCO who has financially supported us and our work.

Additional Information

Did you receive Professional Council funding for 2022-2023?

No