



**IFLA Knowledge Management Section
Business Meeting #2 Agenda**
Thursday, August 11 2022, at 13:00 UTC

Officers:

- Spencer Acadia, chair
- Frank Cervone, secretary
- Lihong Zhou, information coordinator

IFLA KM website: <https://www.ifla.org/units/km/>

1. Call to order and welcome

Spencer Acadia

2. Approval of the agenda

Agenda was approved.

Spencer Acadia

3. Record of attendees

- Present:
Spencer, Dawei, Lihong, Xuemao, Long, Elsa,
Steffen, Agnes, Leda, David, Stephen, Liu, Maggie,
Jenny, Monica, Eva, John
- Unable to attend, sent regrets:
Frank, Kendra
- Did not attend, no regrets received:
Daniel, Victor, Liz

Spencer Acadia &
Frank Cervone

4. Success reports from WLIC 2022

- a. **Open Session (098)**, jointly organized by the KM and CPDWL Sections

*Knowledge Café: Facing the future together:
Connecting, learning, sharing*

Monica Ertel &
Maggie Farrell
(co-chairs)

Maggie and Monica reported that the event was a success and well attended with about 140 attendees. Attendees really seemed to enjoy the event. Several planned facilitators and rapporteurs couldn't attend as scheduled. In the future, we should consider having facilitators and rapporteurs on standby to fill in when needed. We were thankful to have 90 minutes, but still could have used more time. In the future, we should also consider ways to formalize conversations and topics in a published form (e.g., an article, a book, etc.)

- b. **Satellite Meeting**, jointly organized by the KM Section and DH/DS SIG

Xuemao Wang &
Liz Turner (co-chairs)

Knowledge management (KM) principles and human behavior: How do we inspire, enable, engage, and connect people in KM?

Xuemao and Jenny reported that the event was a success. The event had two keynotes and four speakers, but not all were able to attend in person as planned. As a result, some speakers delivered their talk via Zoom. About 25 people attended in person and about 15 attended virtually. The event featured a tour of Trinity College. Both sponsors – EBSCO/GOBI and IOP – came through with funding that paid for catering. In the future, we might consider always planning to make Satellite Meetings hybrid. Originally, this event was not meant to be online because we had no prior information room technology. There is also general concern that conference events with an online option will not be attended very well in person. An ongoing challenge is how to get involvement from local organizations; we usually have plenty of involvement from IFLA members, but not from people outside of IFLA. This year, we encountered problems of distributing the SM agenda and other details because of IFLA’s slow speed and disorganization.

5. WLIC 2023 Rotterdam planning

Open Discussion

- a. **KM Open Session** ideas?

Spencer opened discussion by mentioning an idea Frank had about an Open Session where “KM Education” was the theme and the KM+SET project would be involved in some way. In general, the Standing Committee supported the idea, but also wanted the scope to be broader than formal education. Maggie suggested that other, less-formal ways through which people learn KM be included (e.g., best practices, training, application, problem solving, techniques, etc.). Xuemao suggested “KM Learning” instead of “KM Education” and that our approach must be global (i.e., how KM is learned worldwide). David suggested that the theme of “KM Learning” include libraries as well as other organizations.

Xuemao also introduced a new idea: Having a panel-debate format over KM where one side argues the favorable, successful aspects of KM and the other side takes a critical perspective about how KM has not met -- and perhaps will not meet -- its full potential. This idea was spurred by David Snowden’s keynote at the recent KM+DH/DS where he took a critical approach of KM. This Open Session might be co-organized with the IT Section, Big Data SIG, and/or AI SIG. Leda mentioned that a part of this debate might

surround the fact that there are different types of KM and the overall disjointedness of the KM field.

b. KM Satellite Meeting proposal

- Full-day event about Knowledge Cafés
 - Paper presentations about KCs
 - KC event much like we have at WLIC
- Monica and Maggie support the idea and have agreed to help organize the SM
- Possibly co-organized with CPDWL (not yet confirmed)
- Will be used as a starting point for a new book or special journal issue about KCs
- Comments? Volunteers?

Spencer's idea here was shelved. Instead, the Standing Committee generally agreed to make the Satellite Meeting about "KM Learning" to also include a Knowledge Café, while we use the Open Session for Xuemao's panel-debate idea.

Action item: Spencer will reach out to Frank and Kendra to get their feedback on the KM Learning idea as a part of it would involve the KM+SET project. Once feedback from them is obtained and they agree, Spencer will post on Basecamp a call for volunteers for both the Open Session and Satellite Meeting planning teams.

6. Results of two new IFLA policies

Spencer Acadia

a. Results: Appointment of mentors

Spencer announced that Eva and David's nomination for mentor has been sent to the Division H chair for approval. Once approval is received, Spencer will announce on Basecamp.

b. Results: Removal of inactive Standing Committee members

Due to lack of time, this was not discussed. The only update Spencer has about this right now is that Tyler Walters has voluntarily resigned from the Standing Committee.

7. Next meeting

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- Mid-Term Meeting
February or March 2023
Day and time TBD

8. Other business

Open discussion

Lihong reported that our blog has been successfully removed from our KM webpage. The blog hadn't been used in about four years, so we decided to retire it. Lihong and Stephen sent Spencer social media data for LinkedIn and Twitter (see Addendum). Spencer was successful in gaining control of KM's LinkedIn and Twitter accounts, but not Facebook yet. In the meantime, Lihong and Stephen will begin to use our LinkedIn and Twitter more regularly to push KM-related content. Lihong reminded everyone that members of the KM section can send him KM-related news, information, and content to be pushed out via our social media channels.

9. Adjournment

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(10.) Addendum

Social media data for LinkedIn:

- During August 11, 2021 – 10 August 10, 2022, seven posts were made to the KM LinkedIn group. Those posts were viewed a cumulative total of 175 times.
- As of August 2022, the group has 519 members

Social media data for Twitter:

- During January 2021 – December 2021, the KM Twitter account received the following:
 - 1,796 tweet impressions
 - 2,707 profile visits
 - 15 mentions
 - 172 new followers
- During January 2022 – August 2022 (YTD), the KM Twitter account received the following:
 - 499 tweet impressions
 - 2,830 profile visits
 - 65 mentions
 - 41 new followers
- As of August 2022, the account has 992 followers