



September 2004

IFLA KNOWLEDGE MANAGEMENT SECTION

Strategic Plan 2004-2005

MISSION

The aim of the IFLA Knowledge Management Section is to provide an international platform to support the development and implementation of a Knowledge Management (KM) culture in libraries and information centers.

This is accomplished by:

- Raising awareness of KM among libraries, librarians and the institutions that employ them
- Providing education and training
- Sharing best practice examples
- Promoting evidence-based practice
- Disseminating the results of relevant research
- Partnering with other Sections and Divisions to integrate KM within the context of IFLA
- Setting up a virtual discussion group and home page/resource data bank

GOALS

- 1. To provide education and training programmes for librarians and information professionals so that they have an understanding of the significance and value of KM in all types of organisations. Create *modular workshops* that can be used as road shows in different library and information center settings.**

Professional priorities:

(a) Supporting the Role of Libraries in Society; (f) Promoting Resource Sharing; (h) Developing Library Professionals; (i) Promoting Standards, Guidelines, and Best Practices; (k) Representing Libraries in the Technological Marketplace

ACTIONS:

- 1.1 To invite a small group of experts (3-4 persons from various environments) to develop a topical framework which applies KM to library context.
- 1.2 To compile a list of Recommend readings and case studies. See also 2.5 and 2.6.
- 1.3 To initiate workshops at local and regional levels, See also 2.7, where lecturers/tutors
 - 1.3.1 expose librarians to different types of knowledge and knowledge sharing
 - 1.3.2 offer mechanisms (methods and techniques) to convert information into knowledge and, knowledge into information
 - 1.3.3 help to position the library/information center in alignment with the strategic goals of their organization
 - 1.3.4 discuss how to partner with senior management and IT to promote KM

2. Share and distribute knowledge and experience of the field so that IFLA members know the value of KM and the KM Section.

Professional priorities:

(a) Supporting the Role of Libraries in Society; (f) Promoting Resource Sharing; (h) Developing Library Professionals; (i) Promoting Standards, Guidelines, and Best Practices; (k) Representing Libraries in the Technological Marketplace

ACTIONS:

- 2.1 The organisation of the section's program at next IFLA Conference in Oslo, 2005:
Theme: "*Knowledge Management for external organisational knowledge : opportunities for librarians*".
Ian Johnson (RGU, Scotland) and Michael Koenig (LIU, USA) will arrange the program.
Call for papers will be sent out in October-November.
- 2.2 The Information Officer (to be find in Oslo 2005) will collect and edit the material for publishing the section's Newsletter and for distribution of relevant research results.
- 2.3 Set up a *KM resource data bank* with useful information and links, e.g., using the techniques developed at the University of Pretoria. Activities are linked and related to 2.2., time frame 2005-6.
- 2.4 By monitoring the continuous development of KM, the section will provide the IFLA community with knowledge and experience about the evolution of the concept in various information environments. Special attention will be given to provide information and knowledge about the following issues:

- 2.4.1 Employ advanced information technologies for the exchange of knowledge and experience in the organizational context
- 2.4.2 There is a need to clarify that technology and KM are not mutually exclusive notions, but IT is only an enabler of KM
 - 2.4.3 Provide the tools for metrics, analysis, and other measurement techniques to evaluate and measure the effect of information and knowledge management in the organization.
Suggestion for KM Open Session theme in Seoul 2006: “*Evidence based practice in Knowledge Management*” in co-operation with the Statistics and Evaluation Section. Contact person Michael Heaney (OULS, UK).
 - 2.4.4 Improve performance measures and promote the use of those measures that support management decision making
 - 2.4.5 Focus attention on the importance and the role of the individual employee in KM processes
 - 2.4.6 Partner with senior management and IT to promote and provide KM
 - 2.4.7 Position the library/information center in alignment with the strategic goals of the organization
 - 2.4.8 Foster information professionals for the development of new roles and functions by applying KM techniques and outlook
- 2.5 Solicite articles about how KM applies to IFLA member organizations. See also 1.2.
- 2.6 Create list(s) of recommended readings. See also 1.3.
- 2.7 Arrange modular workshops and road shows in different library and information center Settings. See also 1.3.
- 2.8 Market the KM Section to promote membership by stressing the value for all library organizations
- 2.8 Improve the use by assuring the vitality of the KM Discussion List and the IFLA KM website

Irene Wormell
Acting Chair
2004 September 27

 **Knowledge Management Section:** <http://www.ifla.org/VII/s47/index.htm>