



# Knowledge Management

Issue no. 3  
January 2007

## From the Chair



### Welcome!

This is the third issue of our newsletter and we are starting our second year as an IFLA Standing Committee. Our program in Seoul was successful and you will read more about it elsewhere in the newsletter. At the end of the Seoul meeting Irene Wormell announced that she was stepping down as Chair of the Section. I was elected as her successor. A list of our new officers is listed in this newsletter.

The Section is not standing still; in Durban we will be hosting a one day workshop on "Best Practices, Lessons Learned" in addition to a two hour program. Theo Botha is coordinating both of these events.

We continue to seek new ways to enhance your membership, so do send us ideas for topics and activities including suggestions for material for the newsletter. I also look forward to hearing from all of you as a way to get to know our membership better.

Everyone is talking about Knowledge Management; let us help others to know how to implement it.

Judith J. Field  
Chair / Treasurer

## Editorial

We wish all authors and readers of our KM Newsletter a happy and successful year 2007. As the new year starts, it is time for new ideas. We plan to have three issues of the newsletter per year, and to add some features. For example, the portrait of an outstanding Knowledge Management expert, case studies and success stories as well as conference reports. The next issue will focus on KM in Africa, in preparation of WLIC 2007 in Durban.

Christel Mahnke,  
IFLA KM Section  
Newsletter Editor

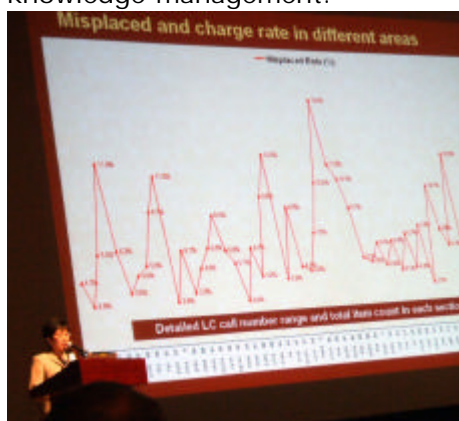
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## KM at WLIC 2006

### Knowledge Management at WLIC Seoul, 2006 "Libraries: Dynamic Engines for the Knowledge and Information Society"

The Section's Open Meeting, which was developed in cooperation with the Statistics and Evaluation Section, was attended by approximately 200 people. It proved to be a good and fruitful cooperation, as papers touched several topics related to evaluation and performance assessment of knowledge management.



One example for the close relation of both fields was the paper '**Measuring the impacts of knowledge management**' by JONG-AE KIM (Dongbu Information Technology Co., Ltd., RTE Consulting Center, Seoul, Korea). It presented methods to identify and develop evaluation frame-

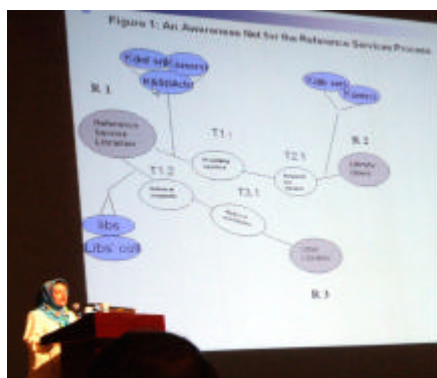
works for the impacts of KM. The section recommended this paper for publication in the Division Journal and IFLA Journal.

[www.ifla.org/IV/ifla72/papers/141-Jong-Ae-Kim-en.pdf](http://www.ifla.org/IV/ifla72/papers/141-Jong-Ae-Kim-en.pdf)

Another paper presented interim results from a study showing the high potential and existing practice of knowledge sharing in the field of reference and information services:

#### 'Knowledge sharing capabilities in today's university libraries'

by MEHRI PARIROKH (Ferdowsi University of Mashhad, Mashhad, Iran), FARHAD DANESHGAR (University of New South Wales, Sydney, Australia), RAHMATOLLAH FATTAHI (Ferdowsi University of Mashhad, Mashhad, Iran).



[www.ifla.org/IV/ifla72/papers/141-Parirokh-en.pdf](http://www.ifla.org/IV/ifla72/papers/141-Parirokh-en.pdf)

The title of another paper sums up the impact of the afternoon: **K. M. and I. S. O. quality are meant for continual improvement** LUCIANA SACCHETTI (Department of Statistics, University of Bologna, City and Country: Bologna, Italy)

<http://www.ifla.org/IV/ifla72/papers/146-Sacchetti-en.pdf>

## Related Links

### Other papers of the Open Meeting:

Transforming data to build knowledge for healthy libraries

[http://www.ifla.org/IV/ifla72/papers/141-Sung\\_%20Lanham\\_Sung-en.pdf](http://www.ifla.org/IV/ifla72/papers/141-Sung_%20Lanham_Sung-en.pdf)

Library administrators knowledge management practices and perceptions when conducting organizational performance assessment

[www.ifla.org/IV/ifla72/papers/141-White-en.pdf](http://www.ifla.org/IV/ifla72/papers/141-White-en.pdf)

Building a culture of assessment in Lisbon public libraries:

A knowledge management approach

<http://www.ifla.org/IV/ifla72/papers/146-Pinto-en.pdf>

Multi-faceted approach to citation-based quality assessment for knowledge management

[http://www.ifla.org/IV/ifla72/papers/146-Meho\\_Yang-en.pdf](http://www.ifla.org/IV/ifla72/papers/146-Meho_Yang-en.pdf)

A study on introducing six sigma theory in the library for service competitiveness enhancement

[www.ifla.org/IV/ifla72/papers/146-Kim-en.pdf](http://www.ifla.org/IV/ifla72/papers/146-Kim-en.pdf)

## Section Meetings

### Section Meetings

During WLIC 2006, two section meetings were held. Among the topics were the successful collaboration with the Statistics and Evaluation Section to host the joint meeting on Seoul, and the preparation for Durban 2007. There will be a satellite meeting in Durban providing a workshop on Knowledge Management. The KM Section brochure will be revised, as well as the strategic plan.

At the second meeting, Irene Wormell resigned the position of Chair because she is leaving her institution to become a consultant. Judith J. Field was elected Chair and Treasurer. The committee members extended a thank you to Irene for her leadership.



Left to right: Judith J. Field, Irene Wormell, Margaret Haines and Christel Mahnke

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## KM Road Show

### KM Road Show in South Africa

by Irene Wormell

ProLISSA is a biennial regional conference for the "Progress in Library and Information Science in Southern Africa". The host of this year's conference was Professor Theo Bothma, Pretoria University, who also serves as Officer of the IFLA KM Section.

Within the frame of the ProLISSA 2006 conference in Pretoria, 2-3 November, 2006, there have been several opportunities for the promotion of Knowledge Management from the LIS perspective, as well as for providing information about the activities of the IFLA KM Section.

Prof. Em. Irene Wormell was one of the invited speakers of the conference. The title of her presentation was *"Information Management vs. Knowledge Management – what makes the difference?"*



Left to right: Theo Bothma, Irene Wormell and Peter Lor

She visited also the University of Johannesburg, Faculty of Management, and established contacts with the staff of the Department of Information and Knowledge Management.

IFLA Secretary General, Peter Johan Lor, gave also a presentation at the conference:

*"Challenges of the approaching Knowledge Society: major international issues facing library and information professionals"*.

### Conference Programme

<http://www.dissanet.com/jsp/prolissa/programme.jsp>

## Resources

If knowledge management is an invention of the 20<sup>th</sup> century, how could steam-boat pilots in 1850 manage the awesome amount of information necessary to their job? Mark Twain described their task in 'Life on the Mississippi', and Duane McCollum offers some lessons to be learned from their experience.

**"Mark Twain and Knowledge Management"** / by Duane McCollum

[www.sla.org/Documents/conf/toronto/McCollum.doc](http://www.sla.org/Documents/conf/toronto/McCollum.doc)

So you made up your mind to start a Knowledge Sharing Initiative - but how to do it? Here's the answer: **"4 Steps to Creating a Knowledge Sharing Plan"** / by Libby Trudell

[http://quantum.dialog.com/q2\\_resources/whitepapers/4steps\\_plan06.pdf](http://quantum.dialog.com/q2_resources/whitepapers/4steps_plan06.pdf)

What about **Knowledge Management in the German-speaking world**? Well, have a look at the University of Karlsruhe, Germany:

<http://www.aifb.uni-karlsruhe.de/Forschungsuppen/WBS/english>

...and at the Technical University Graz, Austria:

<http://www.wm-forum.org/english.htm>



## Open Source Solutions

### Empowering libraries through Open Source solutions: launch of eIFL OSS program

By Rima Kupryte, Director,  
Electronic Information for Libraries (eIFL)

On 29-30 October 2006, eIFL.net hosted an international gathering of software developers, information access advocates and library representatives in the eastern Italian province of Ancona. The purpose was to launch a new eIFL.net program to foster the use of Open Source Software (OSS) solutions for libraries.

"Open Source is all about empowerment", said Art Rhino, a Systems Librarian at the University of Windsor and author of a book on OSS and a report for eIFL in 2005. "This is not about dropping packaged solutions into resource poor regions, this is about giving people the tools and training to create their own solutions at the local level", continued Rhino.

An immediate area of focus is the Integrated Library System (ILS), typically the biggest technology expense in a library budget and identified by eIFL members as a priority for new solutions. "The ILS is a huge drain on a library's resources", said Tigran Zargaryan, eIFL country representative for Armenia and Head of the Automation Department at Yerevan State University Library. "More flexible options for ILS will go a long way towards enabling libraries in eIFL countries to offer more services and make a greater impact on the communities they serve".



The first step is to finalise membership of an eIFL OSS Advisory Board. This will be taken forward by Tigran Zargaryan and Bess Sadler, a librarian and software developer for the University of Virginia library, who will prepare revised Terms of Reference and will work with eIFL to identify potential partners. Sadler, who has worked as an international observer and has experience developing software and technical solutions for indigenous groups in Canada and Latin America, points to the

historical role of libraries as a source of knowledge and empowerment.

"Access to information is vital for any kind of positive change in society. Libraries do a good job of ensuring this access. Our role is to support libraries in eIFL member countries, so that a lack of financial resources need not mean a lack of available knowledge."

**eIFL.net** is an international foundation which supports national library consortia in fifty transition and developing countries to negotiate and advocate for the wide availability of electronic resources to education, research and professional communities as well as governmental organisations and civil society. This global network embraces millions of users in Africa, Asia, Eastern Europe, the former Soviet Union and the Middle East. The core service of eIFL.net is the provision of access to commercially produced electronic journals and databases. In addition to this, eIFL.net provides a number of additional services, including assessment of information needs, model licenses, training and workshops.

<http://www.eifl.net/>

## Knowledge Dissemination in the EU

### DILLMULI - Dissemination of Lifelong Learning Activities in Museums- and Library-Projects: Knowledge Dissemination in the European Union

By Brigitte Döllgast, Goethe -Institut Athens

One of the key issues of knowledge management is the dissemination of knowledge. If someone developed an innovative tool, a useful model, or an exciting project and keeps all the knowledge to himself/herself, it would be a waste! A waste that could occur not only in our daily working routine, but also with large projects, funded by EU funds.

These knowledge results may have had a valuable effect for the participants, but in this case, nobody apart from the project partners knows about it. The results are not published and they simply disappear. And even when they are published, it is not assured that they are found by people who need them. In order to make the results of selected EU-pilot projects wider accessible, a European project was approved in order not to develop new ideas, but to disseminate the results of existing (past and present) projects.

The name of this project is "DILLMULI – Dissemination of Life Long Learning Activities in Museums and Libraries" and it was funded under the GRUNDTVIG programme. In the context of this project, 23 EU projects related with libraries and/or museums and lifelong learning issues were selected and re-evaluated.

The outcome of DILLMULI is an exhibition, which will showcase the results of the selected projects. The title of the exhibition will be "sshooouut!" It originates from the onomatopoeia that defines the silence imposed in the old days in museums and galleries combined with the verb shout - referring to the ability we have today to 'shout' the culture in those places. Additionally, a tool kit will be developed to provide a wide ranging and updated guide for both policy makers and practitioners in the library and museum sectors as well as researchers, educators and adult education specialists who are planning or developing services in support of adult lifelong learning and social inclusion.



## Related Links



[www.dillmuli.feek.pte.hu/](http://www.dillmuli.feek.pte.hu/)

In the course of the project, one of the transnational meetings was linked with a conference for librarians and museologists in Athens, where the concept of DILLMULI and some of the projects selected, were presented and discussed:

[www.goethe.de/ins/gr/lp/prj/dil/enindex.htm](http://www.goethe.de/ins/gr/lp/prj/dil/enindex.htm)

This conference provided an ideal opportunity for the DILLMULI team to raise the awareness of the library community in Greece regarding this project and its expected results. And it also hit its target, as a dissemination project has to be disseminated...



[www.dillmuli.feek.pte.hu/sshooouut.htm](http://www.dillmuli.feek.pte.hu/sshooouut.htm)

## Announcements



**LAS Conference**  
**29-30 January,**  
**Workshop 31 January**  
**2007, Singapore**

The conference features highly qualified speakers from Singapore, Australia, the Philippines and Germany, e.g. IFLA president elect Claudia Lux.

Some highlights from the programme:

- Information, Knowledge and the Future of Asia
- Information Industry Outlook 2007
- The Law of Copyright and Libraries in the Digital Age
- Benchmarking: The Singapore Polytechnic Library Experience

A workshop on cost-management will be held on 31 January.

Topics are:

- cost management and library strategy
- cost accounting: cost types, cost centres, cost units
- activity based costing

[http://www.las.org.sg/LAS\\_Conference2007/lasconference.htm](http://www.las.org.sg/LAS_Conference2007/lasconference.htm)



**ICSD-2007**  
**International**  
**Conference on**  
**Semantic Web & Digital**  
**Libraries**  
**21-23, Feb. 2007**

Documentation Research and Training Centre (DRTC), Indian Statistical Institute (ISI), Bangalore, has a long research interest in knowledge organization techniques including its seminal contribution in the form of Prof. S.R. Ranganathan's faceted approach to classification. In recent times DRTC has applied the classical theory to practical modeling in the area of Information Retrieval.

The conference is based on two broad themes viz. Semantic Web and Digital libraries and the convergence of both the technologies.

<http://drtc.isibang.ac.in/icsd/index.html>

## ESWC 2007

**4th European Semantic**  
**Web Conference**  
**3-7th, June 2007**  
**Innsbruck, Austria**

The vision of the Semantic Web is to enhance today's web via the exploitation of machine-processable meta data. The explicit representation of the semantics of data, enriched with domain theories (Ontologies), will enable a web that provides a qualitatively new level of service.

ESWC is hosted by the European Semantic Systems Initiative (ESSI), which is a cluster of major European research projects in the area of Semantic Web and Semantic Web Services.

Several distinguished scientists will give an invited talk at the conference; among them, Dr. Ron Brachman (Worldwide Research Operations at Yahoo!, Santa Clara CA), Prof. Stefano Ceri (Tech. Univ. of Milan, Italy), Prof. Georg Gottlob (Oxford Univ., UK), Prof. Ning Zhong (Maebashi Institute of Technology, Japan).

<http://www.eswc2007.org/>