



# IFLA Knowledge Management Section Action Plan 2015-2017

## Mission

The IFLA Knowledge Management Section promotes the role of librarians and libraries that can, in the knowledge age, take charge of Knowledge Management (KM) in their respective organizations to leverage intellectual assets and facilitate knowledge creation.

## The KM Section

- Raises the awareness of KM among libraries, librarians and their institutions
- Promotes the enhancement of the mission of libraries by harnessing the principles of knowledge management
- Identifies and shares best practices
- Disseminates the results of relevant research
- Provides connections that help librarian KM practitioners from all regions and specialty areas to develop skills and expertise, while expanding their professional network
- Maintains close contact with other IFLA Sections, integrating KM into IFLA and the library and information community.

## Objective

1. Provide advocacy and advancement for all information professionals to increase their understanding of the value of KM to their organizations.

*Contribution to IFLA Strategic Direction: 1. Libraries in Society*

*Key initiative: 1.3 Libraries within a changing environment*

*1.4 Promoting IFLA standards to support libraries in the provision of services to their communities*

*1.5 Changing the mindset to achieve the vision of libraries as critical community*

*Contribution to IFLA Strategic Direction: 4. Capacity Building*

*Key initiative: 4.5 Strengthening IFLA by building regional and sectorial capacity and participation across our activities*

## ACTIVITIES

- 1.1. Plan an open session for the Columbus, Ohio (2016) Conference dealing with appropriate topics and themes, promoting the participation of presenters from different regions and environments
- 1.2. Execute the Columbus Conference program (2016) to focus “The Voice of Global KM.”
- 1.3. Work with other IFLA Sections (Academic and Research Library Section, Library and Research Services for Parliaments) in the planning and execution of an open session and an additional conference programs (a knowledge café) for the Columbus Conference (2016)
- 1.4. Plan and execute a one-day satellite pre-conference in Cincinnati with relevant KM topics, with the theme “Sharing Practices and Actions for Making Best Use of Organizational Knowledge in Libraries.”

## 1.5. Plan for the IFLA Wrocław Conference (2017).

---

### Objective

2. Share and distribute information about KM and its development and practical implementation to all IFLA members as well as continue the promotion of the KM Section as “The voice of global KM”.

*Contribution to IFLA Strategic Direction: 1. Libraries in Society*

*Key initiative: 1.3 Libraries within a changing environment*

*1.4 Promoting IFLA standards to support libraries in the provision of services to their communities*

*Contribution to IFLA Strategic Direction: 2. Information and knowledge*

*Key initiative: 2.1 Advocating for a long-term, sustainable information environment*

### ACTIVITIES

- 2.1. Gather and exchange information about Section’s activities using the features of the IFLA website to make it an effective, timely updated and clear repository of IFLA activities on KM
  - 2.2. Use all types of web-based communication, social media and technology (blogs, social platforms) to encourage participation by the membership and other librarians interested in KM
    - Develop the KM portal, created as a pilot project, as an adjunct to the IFLA KM website, in support of the section, the profession, and IFLA at large, avoiding duplication and providing content not available on the IFLA KM site.
  - 2.3. Publish a newsletter, including sections in the IFLA languages, to promote education and training programs, surface KM related articles and other news. Develop an effective marketing and branding strategy to increase the membership and its diverse global representations in the Section and to demonstrate the value and relevance of KM and the KM Section to other units of IFLA and other professional associations.
    - Translate the IFLA KM Section brochure into IFLA official languages
    - Publish the newsletter as two issues per year, one pre-conference and one post-conference, and use the newsletter as a vehicle for the cumulative record of the KM Section, directing readers to IFLA and Section sites and resources as appropriate.
    - Participate in other IFLA sections’ programs to add the perspective of “The Voice of Global KM”
  - 2.4. Define the role of KM and the KM Section in the context of the presidential theme each year, i.e. the 2015 presidential theme "Libraries: A Call to Action ", and share the Section definitions and think pieces in as many ways as possible with the IFLA community as well as the larger library and information community.
  - 2.5. Create an advocacy document on how to make the case for KM in an organization, personalizing KM topics for geographical regions, with discussion based on the broad terms that describe KM.
-

## Objective

3. Advocate and promote international social networking services (SRS) for the members of the KM Section as well as the IFLA community at large.

*Contribution to IFLA Strategic Direction: 2. Information and knowledge*

*Key initiative: 2.1 Advocating for a long-term, sustainable information environment*

*Contribution to IFLA Strategic Direction: 4. Capacity Building*

*Key initiative: 4.5 Strengthening IFLA by building regional and sectorial capacity and participation across our activities*

## ACTIVITIES

- 3.1. Encourage a diversity of genders, nationalities, languages and professional backgrounds in the KM Section membership
- 3.2. Enhance Section communication among members using all available social networking tools and channels, such as KM on Facebook, LinkedIn and Twitter, including regional social networking services
- 3.3. Showcase best practices of using social networking services for KM purposes in library and information sector services

---

## Objective

4. Promote best practice on using applicable KM theories and tools in library and information service operational management, such process management, performance measurement and organizational change management.

*Contribution to IFLA Strategic Direction: 1. Libraries in Society*

*Key initiative: 1.4 Promoting IFLA standards to support libraries in the provision of services to their communities*

*1.5 Changing the mindset to achieve the vision of libraries as critical community*

*Contribution to IFLA Strategic Direction: 4. Capacity building*

*Key initiative: 4.5.2 Increase participation of the public library sector in national, regional and international representation*

## ACTIVITIES

- 4.1. Showcase best practices of applicable KM theories and tools in library and information service management by integrating above goal as one of the sub-themes for the Cincinnati satellite and Columbus main conference programs.
- 4.2. Identify and promote standards and guidelines for KM in libraries
- 4.3. Identify and promote regional activities such as speakers sessions and KM conferences
- 4.4. Publish a volume on the theme “Knowledge management in libraries and organizations: theory, techniques and case studies” containing reviewed papers from KM Section satellite meetings, conference sessions and others, including case studies from diverse regions and sectors, with attention to the public library sector.



## IFLA Knowledge Management Section Action Plan 2015-2017

### IMPLEMENTATION STEPS

#### OBJECTIVE

1. **PROVIDE ADVOCACY AND ADVANCEMENT FOR ALL INFORMATION PROFESSIONALS TO INCREASE THEIR UNDERSTANDING OF THE VALUE OF KM TO THEIR ORGANIZATIONS.**

#### ACTIVITIES

- 1.1. **Plan an open session for the Columbus, Ohio (2016) Conference dealing with appropriate topics and themes, promoting the participation from different regions and environments**
  - 1.2. **Execute the Columbus Conference program (2016) to focus “The Voice of Global KM.”**
- 

Working group

Chair: Julien Sempéré

Victor Allan Walusimbi, Nsiimoomwe Felix Rwomuzano, K. Elizabeth Turner, Jennifer Ann Bartlett and Ana Pervan

Main tasks	Responsibilities and timeline	Resources	Progress
Send Programme Enquiry Form	Chair or Secretary with contribution of coordinator of open the program (Julien Sempéré) By November 10		
Prepare call for papers and decide possible keynote speaker	Coordinator of the open program (Julien Sempéré) By November 15		
Spread information	Information coordinator (Wilda Newman) – Timely		

Main tasks	Responsibilities and timeline	Resources	Progress
Selection of papers	Coordinator of the open program with the selection group (Julien Sempéré) By March 18		
Send Full Programme Form	Coordinator of the open program (Julien Sempéré) By March 18		
Take care of submission of Authors' Permission Form	Coordinator of the open program (Julien Sempéré) By May 31		
Collect and review formatted papers	Coordinator of the open program (Julien Sempéré) By June 1		
Submit formatted papers	Chair or Secretary By June 15		
Chair the open session	Coordinator of the open program (Julien Sempéré) and chair		

#### COMMUNICATION ACTIVITIES

Communications	Measures of output/success
<b>Spread information about the call for papers</b> , through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the IFLA mailing lists, the professional regional lists through the members of the Standing Committee. (see Activities 3.2 for responsibilities)	Number of papers received (target >10)
<b>Spread information about the program of the open session</b> through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the professional regional lists through the members of the Standing Committee, the spring/summer issue of the Newsletter (see Activities 3.2 for responsibilities)	Number of launches
<b>Spread information about the open session during and after the Conference</b> through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the autumn/winter issue of the Newsletter (see Activities 3.2 for responsibilities)	Number of launches (target > 10)

## ACTIVITIES

### 1.3. Work with other IFLA Sections (Academic and Research Library Section, Library and Research Services for Parliaments) in the planning and execution of an open session and an additional conference programs (a knowledge café) for the Columbus Conference (2016)

---

Joint session with Academic and Research Library Section.

Contact person for KM Section: Steffen Wawra. Working group for KM Section: Klaus Ceynowa and Agnes Hajdu Barat

Main tasks	Responsibilities and timeline	Resources	Progress
Define the program (presenters and content)	Co-coordinator of the joint program (Steffen Wawra) with the organizing group By October 30		
Send needed information and approvals for Programme Enquiry Form to Academic and Research Library Section	Chair or Secretary with contribution of co-coordinator of the joint program (Steffen Wawra) By November 8		
Spread information	Information coordinator (Wilda Newman)		
Send Full Programme Form	Co-coordinator of the joint program (Steffen Wawra) By March 15		
Take care of submission of Authors' Permission Form	Co-coordinator of the joint program (Steffen Wawra) By May 31		
Collect and review formatted papers	Co-coordinator of the joint program (Steffen Wawra) By June 1		
Submit formatted papers	Chair or Secretary By June 15		
Co-chair the open session	Co-coordinator of the joint program (Steffen Wawra) and chair		

## COMMUNICATION ACTIVITIES

Communications	Measures of output/success
<b>Spread information about the program of the joint session</b> through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the professional regional lists through the members of the Standing Committee, the spring/summer issue of the Newsletter (see Activities 3.2 for responsibilities)	Number of launches
<b>Spread information about the open session during and after the Conference</b> through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the autumn/winter issue of the Newsletter (see Activities 3.2 for responsibilities)	Number of launches (target > 10)

Knowledge café with Library and Research Services for Parliaments Section

Co-chair for KM Section: Monica Mooney Ertel

Working group: Jane Dysart and other to be decide

Main tasks	Responsibilities and timeline	Resources	Progress
Define the program (themes to be discussed in the tables)	Co-coordinator of the joint program (Monica Ertel) with the organizing group By October 30		
Send needed information and approvals for Programme Enquiry Form to Library and Research Services for Parliaments Section	Chair or Secretary with contribution of co-coordinator of the joint program (Monica Ertel) By November 8		
Spread information	Information coordinator (Wilda Newman)		
Decide facilitators for the table	Co-coordinator of the joint program (Monica Ertel) with the organizing group By February 28		
Send Full Programme Form	Co-coordinator of the joint program (Monica Ertel) By March 15		
Prepare instructions for the facilitators and materials for the participants	Co-coordinator of the joint program (Monica Ertel) with the organizing group By May 31		
Co-chair the session	Co-coordinator of the joint program (Monica Ertel) and chair		

## COMMUNICATION ACTIVITIES

Communications	Measures of output/success
<b>Spread information about the program of the joint session</b> through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the professional regional lists through the members of the Standing Committee, the spring/summer issue of the Newsletter (see Activities 3.2 for responsibilities)	Number of launches
<b>Spread information about the open session during and after the Conference</b> through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the autumn/winter issue of the Newsletter (see Activities 3.2 for responsibilities)	Number of launches (target > 10)
<b>Continue the conversations after the Conference</b> through the blog (see Activities 3.2 for responsibilities)	Number of launches (target > 5)

## ACTIVITIES

### 1.4. Plan and execute a one-day satellite pre-conference in Cincinnati with relevant KM topics, with the theme “Sharing Practices and Actions for Making Best Use of Organizational Knowledge in Libraries”

---

Working group

Chair: Spencer Acadia

Xuema Wang, K. Jane Burpee, Jennifer Ann Bartlett, Frank Cervone, Xiao Long, and guest Hallne

Main tasks	Responsibilities and timeline	Resources	Progress
Prepare call for papers and decide possible keynote speaker	Coordinator of the SM (Spencer Acadia) By November 20		
Define the main aspects about the venue	Coordinator of the SM (Spencer Acadia) with the hosting institution (through Xuema Wang) By November 20	Venue and funds for lunch	

Main tasks	Responsibilities and timeline	Resources	Progress
Prepare a SM website	Coordinator of the SM (Spencer Acadia) By November 20		
Send information for IFLA Conference website	Coordinator of the SM (Spencer Acadia) By the deadline decided by IFLA		
Spread information	Information coordinator (Wilda Newman) Timely		
Evaluate the need/possibility of a sponsorship for the lunch	Coordinator of the SM (Spencer Acadia) By March 11		
Selection of papers	Coordinator of the SM with the selection group (Spencer Acadia) By March 18		
Upload full programme and abstracts on SM website	Coordinator of the SM (Spencer Acadia) By April 15		
Take care of submission of Authors' Permission Form	Coordinator of the SM (Spencer Acadia) By May 31		
Collect and review formatted papers	Coordinator of the SM (Spencer Acadia) By June 1		
Prepare paper materials for the SM (e.g. brochures, roster, ...)	Coordinator of the SM (Spencer Acadia) By August		
Chair the SM	Coordinator of the SM (Spencer Acadia) and chair		
Upload formatted papers on the KM portal	Coordinator of the SM (Spencer Acadia) and Emily Thornton By September		
Submit a report to IFLA HQ	Coordinator of the SM (Spencer Acadia) By November		
Submit proceedings to the IFLA repository	Coordinator of the SM (Spencer Acadia) By December		

#### COMMUNICATION ACTIVITIES

Communications	Measures of output/success
<b>Spread information about the call for papers</b> , through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the IFLA mailing lists, the professional regional lists through the members of the Standing Committee. (see Activities 3.2 for responsibilities)	Number of papers received (target >10)

Communications	Measures of output/success
<b>Spread information about the program of the Satellite meeting</b> through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the professional regional lists through the members of the Standing Committee, the spring/summer issue of the Newsletter (see Activities 3.2 for responsibilities)	Number of launches
<b>Spread information about the Satellite Meeting during and after the Conference</b> through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the autumn/winter issue of the Newsletter (see Activities 3.2 for responsibilities)	Number of launches (target > 10)
<b>Upload formatted papers on the KM portal</b> (Emily Thornton, with the cooperation of the coordinator of the SM, Spencer Acadia)	

## ACTIVITIES

### 1.5. Plan for the IFLA Wrocław Conference (2017).

Working group to be decided

Main tasks	Responsibilities and timeline	Resources	Progress
Collect proposals for theme connected with the 83rd IFLA General Conference and Assembly	Chair and secretary By July 2016		
Discuss the themes and decide a draft theme during the SC meetings	SC members August 2016		
Choose the chair and the organizing group	SC members August 2016		
Send Programme Enquiry Form	Chair or Secretary with contribution of coordinator of open the program By November 10, 2016		
Prepare call for papers and decide possible keynote speaker	Coordinator of the open program By November 30, 2016		
Spread information	Information coordinator (Wilda Newman)		
Selection of papers	Coordinator of the open program with the selection group By March 15, 2017		
Send Full Programme Form	Coordinator of the open program		

Main tasks	Responsibilities and timeline	Resources	Progress
	By March 15, 2017		
Take care of submission of Authors' Permission Form	Coordinator of the open program By May 31, 2017		
Collect and review formatted papers	Coordinator of the open program By June 1, 2017		
Submit formatted papers	Chair or Secretary By June 15, 2017		
Chair the open session	Coordinator of the open program and chair		

#### COMMUNICATION ACTIVITIES

Communications	Measures of output/success
<b>Spread information about the call for papers</b> , through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the IFLA mailing lists, the professional regional lists through the members of the Standing Committee. (see Activities 3.2 for responsibilities)	Number of papers received (target >10)
<b>Spread information about the program of the open session</b> through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the professional regional lists through the members of the Standing Committee, the spring/summer issue of the Newsletter (see Activities 3.2 for responsibilities)	Number of launches
<b>Spread information about the open session during and after the Conference</b> through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the autumn/winter issue of the Newsletter (see Activities 3.2 for responsibilities)	Number of launches (target > 10)

## OBJECTIVE

- 2. SHARE AND DISTRIBUTE INFORMATION ABOUT KM AND ITS DEVELOPMENT AND PRACTICAL IMPLEMENTATION TO ALL IFLA MEMBERS AND CONTINUE THE PROMOTION OF THE KM SECTION AS “THE VOICE OF GLOBAL KM”.**

## ACTIVITIES

- 2.1. Gather and exchange information about Section’s activities using the features of the IFLA website to make it an effective, timely updated and clear repository of IFLA activities on KM**

Main tasks	Responsibilities and timeline	Resources	Progress
Check and update (if needed) the page “More about this group” once a year	Information coordinator By December		
Send information and IFLA data protection forms for each member to IFLA	Secretary of Chair By October		
Update the page “News” when needed and at least in the occasion of each step of the organization of the IFLA Conference’s programs (call for papers, full program, papers uploaded on IFLA Library...)	Information coordinator (Wilda Newman) Timely		
Update the page “Events” uploading at list short information about Section’s programs in occasion of IFLA Conferences	Information coordinator (Wilda Newman) Timely		
Update timely the page “Publication”	Information coordinator (Wilda Newman) - Action Plans by November - Annual Report by January - Leaflets timely when a new edition or a translation is issued - Newsletter twice a year (December and July) - Publication when a new publication is issued by the Section		
Update timely the page “Conferences” uploading short	Information coordinator (Wilda Newman) Timely		

Main tasks	Responsibilities and timeline	Resources	Progress
information about Section's programs in occasion of IFLA Conferences			
Update the page "Minutes of meetings"	Information coordinator (Wilda Newman) By November		

COMMUNICATION ACTIVITIES coincide with the activities described above

## ACTIVITIES

**2.2. Use all types of web-based communication, social media and technology (blogs, social platforms) to encourage participation by the membership and other librarians interested in KM**

- **Develop the KM portal, created as a pilot project, as an adjunct to the IFLA KM website, in support of the section, the profession, and IFLA at large, avoiding duplication and providing content not available on the IFLA KM site.**

Chair of the KM portal: Emily Thornton

Main tasks	Responsibilities and timeline	Resources	Progress
Draw up a draft Plan with the tasks for each member of the SC	KM portal coordinator (Emily Thornton) By November		
Discuss and approve the Plan	Chair, with support of all the members of the SC By December		
Update all the sections of the KM Portal following what stated in the plan	All the members Timely		
Check the updates and remind members their task, if needed	KM portal coordinator (Emily Thornton) Three times a year (February – June – October)		

## COMMUNICATION ACTIVITIES

Communications	Measures of output/success
<b>Spread information about specially interesting information/materials</b> uploaded in the KM Portal through the social media (KM blog, LinkedIn, Facebook, Twitter) – (Information coordinator, KM portal coordinator, the members who supply the information/materials)	Number of launches

## ACTIVITIES

**2.3. Publish a newsletter, including sections in the IFLA languages, to promote education and training programs, surface KM related articles and other news. Develop an effective marketing and branding strategy to increase the membership and its diverse global representations in the Section and to demonstrate the value and relevance of KM and the KM Section to other units of IFLA and other professional associations.**

**2.3.1. Translate the IFLA KM Section brochure into IFLA official languages**

**2.3.2. Publish the newsletter as two issues per year, one pre-conference and one post-conference, and use the newsletter as a vehicle for the cumulative record of the KM Section, directing readers to IFLA and Section sites and resources as appropriate.**

**2.3.3. Participate in other IFLA sections' programs to add the perspective of "The Voice of Global KM" (see activities 1.3)**

**2.3.1. Translate the IFLA KM Section brochure in different IFLA official languages**

Main tasks	Responsibilities and timeline	Resources	Progress
Translate the KM brochure in as many IFLA languages as possible	Translation into: French (Julien Sempéré) Russian (Julien Sempéré) Chinese (Xiao Long) Arabic (Magdy Nagy, to be confirmed) German (Martin Hermann, not a member of the SC) By February 2016		
Make the brochure in graphical format planned	K. Jane Burpee (to be confirmed) May 2016		

Main tasks	Responsibilities and timeline	Resources	Progress
Upload the brochures on the website	Information coordinator (Wilda Newman) By July 2016		

#### COMMUNICATION ACTIVITIES

Communications	Measures of output/success
<b>Spread information about each translation</b> when ready, through the social media (KM blog, LinkedIn, Facebook, Twitter), (Information coordinator and members of the SC)	Number of launches
<b>Update the page “News” of the website</b> informing about the translation uploaded (Information coordinator)	

**2.3.2. Publish the newsletter as two issues per year, one pre-conference and one post-conference, and use the newsletter as a vehicle for the cumulative record of the KM Section, directing readers to IFLA and Section sites and resources as appropriate**

Main tasks	Responsibilities and timeline	Resources	Progress
Plan the content of the Autumn issue of the Newsletter and ask for contributions	Information coordinator By October		
Send the required columns	Chair and members of the SC By 15 November		
Send the required pictures	Chair and members of the SC By 15 November		
Translate some column in at least one other IFLA language	Members volunteer By 25 November		
Publish the Newsletter	Information coordinator By 15 December		
Plan the content of the Spring issue of the Newsletter and ask for contributions	Information coordinator By April		

Main tasks	Responsibilities and timeline	Resources	Progress
Send the required columns	Chair and members of the SC By 15 May		
Send the required pictures	Chair and members of the SC By 15 May		
Translate some column in at least one other IFLA language	Members volunteer By 25 November		
Publish the Newsletter	Information coordinator By June		

#### COMMUNICATION ACTIVITIES

Communications	Measures of output/success
<b>Send each issue of the Newsletter</b> to the members of the Section and to all those who attended the programs organized by the Section in the past few years and accepted to give us their address and to receive information and materials (Information coordinator) – Timely	Number of people reached
<b>Spread information about each Issue of the Newsletter</b> through the social media (KM blog, LinkedIn, Facebook, Twitter), (Information coordinator and members of the SC) – Timely and then repeatedly	Number of launches
<b>Update the page “News” of the website</b> informing about the issue of the Newsletter uploaded (Information coordinator)	

#### ACTIVITIES

**2.4. Define the role of KM and the KM Section in the context of the presidential theme each year, i.e. the 2015 presidential theme " Libraries: A Call to Action ", and share the Section definitions and think pieces in as many ways as possible with the IFLA community as well as the larger library and information community. (Included as part of Activities 1.1 and 3.2 )**

---

#### ACTIVITIES

**2.5. Create an advocacy document on how to make the case for KM in an organization, personalizing KM topics for geographical regions, with discussion based on the broad terms that describe KM. (Included as part of Activity 3.2)**

---

## OBJECTIVE

### 3. ADVOCATE AND PROMOTE INTERNATIONAL SOCIAL NETWORKING SERVICES (SRS) FOR THE MEMBERS OF THE KM SECTION AS WELL AS THE IFLA COMMUNITY AT LARGE.

## ACTIVITIES

### 3.1. Encourage a diversity of gender, nationality, languages and professional backgrounds in the KM Section membership

---

Main tasks	Responsibilities and timeline	Resources	Progress
Compose organizing groups for all the Section's programs for IFLA Conferences paying attention to gender, nationality, languages and professional background	Chair, with the support of all the members of the SC		
Select papers for all the Section's programs for IFLA Conferences paying attention to gender, nationality, languages and professional background	Coordinators of all the programs		
Translate as many documents/parts of documents produced by the Section	See activities 2.3.1 and 2.3.2		
Include in the Newsletter columns from contributors of diverse gender, nationality, languages and professional background	See activity 2.3.2		
Communicate through social media in different languages	See activities 3.2.		

COMMUNICATION ACTIVITIES included in the activities described above

## ACTIVITIES

### 3.2. Enhance Section communication among members using all available social networking tools and channels, such as KM on Facebook, LinkedIn and Twitter, including regional social networking services (see also the Communication activities for all the activities)

Working group.

Chair: information coordinator Wilda Newman

Julien Sempéré, K. Jane Burpee, Monica Ertel

Main tasks	Responsibilities and timeline	Resources	Progress
Prepare a clear Plan including all the activities of communication that all the members of the SC are required to put in action to spread information about and to promote Section's activities and information about KM	Section's working group on communication		
Approval of the Plan	Chair and SC members By February		
Monitor the first implementation of the Plan	Section's group on communication February-August 2016		
Evaluate the implementation of the Plan	SC officers with support of SC members August 2016		
Review the Plan	Section's group on communication By October 2016		

COMMUNICATION ACTIVITIES included in the activities described above

## ACTIVITIES

### 3.3. Showcase best practices of using social networking services for KM purposes in library and information sector services

---

Main tasks	Responsibilities and timeline	Resources	Progress
Organize the open session in Columbus on this theme (see Activities 1.1 and 1.2)	(see Activities 1.1 and 1.2)		

COMMUNICATION ACTIVITIES see Activities 1.1 and 1.2

## OBJECTIVE

- 4. PROMOTE BEST PRACTICE ON USING APPLICABLE KM THEORIES AND TOOLS IN LIBRARY AND INFORMATION SERVICE OPERATIONAL MANAGEMENT, SUCH PROCESS MANAGEMENT, PERFORMANCE MEASUREMENT AND ORGANIZATIONAL CHANGE MANAGEMENT.**

## ACTIVITIES

- 4.1. Showcase best practices of applicable KM theories and tools in library and information service management by integrating above goal as one of the sub-themes for the Cincinnati satellite and Columbus main conference programs. (see Activities 1.1., 1.2., 1.5.)**
- 

## ACTIVITIES

- 4.2. Identify and promote standards and guidelines for KM in libraries**
- 4.3. Identify and promote regional activities such as speakers sessions and KM conferences**
-

Main tasks	Responsibilities and timeline	Resources	Progress
Include standards and guidelines within the Plan to implement the KM Portal (see Activities 2.2)	See Activities 2.2		
Include regional activities within the Plan to implement the KM Portal (see Activities 2.2)	See Activities 2.2		
Include standards and guidelines within the Plan including all the activities of communication that all the members of the SC are required to put in action to spread information about and to promote Section's activities and information about KM (see Activities 3.2)	See Activities 3.2		
Include regional activities within the Plan including all the activities of communication that all the members of the SC are required to put in action to spread information about and to promote Section's activities and information about KM (see Activities 3.2)	See Activities 3.2		

COMMUNICATION ACTIVITIES included in the activities mentioned above

## ACTIVITIES

**4.4. Publish a volume on the theme “Knowledge management in libraries and organizations: theory, techniques and case studies” containing reviewed papers from KM Section satellite meetings, conference sessions and others from diverse regions and sectors, with attention to the public library sector.**

---

Main tasks	Responsibilities and timeline	Resources	Progress
Complete the editorial review of the volume <i>Knowledge Management in Libraries and Organizations</i>	Editors of the volume (Leda Bultrini, Julien Sempéré, Sally MCallum, Wilda Newman) By November 16		

Communications	Measures of output/success
<b>Spread information about the volume</b> , through the Section website, the KM portal, the social media (KM blog, LinkedIn, Facebook, Twitter), the IFLA mailing lists, the professional regional lists through the members of the Standing Committee.	Number of launches
Use case studies in the volume to <b>implement the KM portal</b>	Number of case studies added to the KM portal
Include an <b>interview with Michael Koenig</b> (author of one of the article included in the volume) in the Newsletter	
Plan interviews with other authors to be published on the KM blog	