



## IFLA KM Section Programmes

**Wednesday, Aug 13, 10.45-12.45**

Moderator: Xuemao Wang, Head, Systems, Sheridan Libraries, Johns Hopkins University

Keynote (30 minutes)

**Knowledge Management: Towards Understanding in the Multi-Cultural World**

**Donna Scheeder, Director, Library Services, Law Library of Congress**

Q & A (5 minutes)

**Knowledge Sharing and Practice** (45 minutes – 3 presentations @ 10 min/each; 15 min facilitated discussion)

**Mary Lee Kennedy**, Executive Director, Knowledge and Library Services (KLS), Harvard Business School

**Linda Stoddart**, Dag Hammarskjöld Library and Knowledge Sharing Centre & Chair, UN Knowledge Sharing Task Force, United Nations

**Ratna Bandyopadhyay**, Department of Library and Information Science, University of Calcutta

Kennedy focuses on the strategic and organizational work that is currently being done by KLS and the importance of linking up global knowledge assets and experts in the pursuit of addressing research puzzles and developing leaders who will make a difference. She discusses the Institutional Memory program for collecting, packaging, and enabling the exchange of experiences among past and present members of the HBS, the Scholarly Communications program to manage, disseminate and measure the impact of scholarly research, and the development of a global research sharing program.

Stoddart highlights some new ways of working that have had an impact on the use of information and decision-making in the UN. She shares learnings from the rethinking library services and skills sets, the new roles, and partnerships to accomplish this.

The last presentation discusses how public libraries are helping the preserving and sharing traditional knowledge and culture in an oral community -- the state of West Bengal in India which has a multi-cultural and multi-lingual population of 80 million where about 40 tribes form 5.5% of the population.

**KM Tools in Practice** (45 minutes – 3 presentations @ 10 min/each; 15 min facilitated discussion)

**Lynnette Simpson**, Information/Knowledge Architect, Robbins-Gioia, LLC

**Kathryn Breininger**, Manager, Boeing Reports Management Services &

**Mary S. Whittaker**, Librarian, The Boeing Company

**Éric Bergeron**, VP Technology, CEDROM-SNi & President , IXIA, and

**Graydon Saunders**, Advanced Micro Devices

Simpson discusses the learnings from developing a Knowledge Center (an intranet using enterprise portal framework based on Microsoft SharePoint) that enables personnel to effectively collaborate, share best practices, and access critical business data from within a business management consulting firm with 700 employees dispersed globally.

Boeing practitioners focus on best practices and practical tips on how to determine business requirements for a taxonomy, how to identify concepts and methods for developing a draft taxonomy as well as techniques for validating a taxonomy, processes for incorporating changes, applying a taxonomy to content, and methods for maintaining a taxonomy over time.

The last presentation discusses content management in a multi-lingual environment within the knowledge management framework with emphasis on the challenges and learnings from developing a bilingual interface, managing a bilingual taxonomy to support a multi-lingual content database, and implementing it in a financial institution.

**Thursday, Aug 14, 10.45-12.45**

**Knowledge Management with Information Technology and Library and Research Services for Parliaments**

**Social Computing Tools and Knowledge Sharing**

Social computing is having a huge impact on the sharing of knowledge in all types of organizations. The social tools (blogs, wikis, social tagging, social networks, etc.) are much different than traditional knowledge sharing tools and put knowledge sharing power in the hands of the users themselves. As a consequence, enterprises are changing from traditional top down command and control, hierarchical organizations built around traditional centralised IT systems into flatter, more fluid networked organizations built around social tools. Hear how our expert discusses social tools and their impact on knowledge sharing and then hear how libraries are utilizing these tools in their environments to share knowledge with staff and customers.

**David Gurteen**, Knowledge Advisor, Educator, Coach, and Leader of the Gurteen Knowledge Community

**Panel: Mary Lee Kennedy** (Harvard Business School, Knowledge and Library Services, USA)

**Moira Fraser** (Information and Knowledge, New Zealand Parliament, New Zealand)