ASIS&T SIG-KM

In the Know in Knowledge Management

Chair's Welcome

Due to COVID-19, life is halted and isolated in many ways, and we are passing very unusual time. We witnessed a first-ever virtual ASIS&T 20 AM and my team took the charges of SIG-KM in a virtual meeting. Under this new normal situation, we, KMers are helping to capture, distribute and effectively utilize knowledge which is the primary essence of knowledge management (KM) conceptualized by Tom Davenport in 1994. The Special Interest Group for Knowledge Management (SIG-KM) is here for you to bring the updates and news of KM for practical, educational, and scholarly purposes and seek to collaborate with other SIGs and other organizations.

In 2020 AM, we have planned to organize some events and activities for SIG-KM. Under this, we aim for arranging couple of

Dr. Md. Anwarul Islam, SIG-KM Chair

webinars, a quarterly newsletter, monthly meeting and an international conference. While there are many unknowns and uncertainties about what the future holds, I am delighted to know that first issue of SIG-KM newsletter is going to publish in March, 2021. I am privileged to have a wonderful team and a good soul (she never say no!) newsletter officer who are kind and patience for achieving our goals. I invite you for submitting ideas for columns, volunteering to write book reviews, or

becoming a regular contributor to a recurring column and any news related to KM. We will publish this in our newsletter. The SIG-KM newsletter is the collaborative arm of the SIG, bringing members together in important and exciting ways. I request our valued members to get in touch with iConnect to know know our community and resources we have.

I am hopeful; we will meet again in person. Meanwhile, Meanwhile, stay safe by taking all preventive measures to away from

SIG-KM Members Win Best Paper Awards!

Congratulations to SIG-KM members **Dr. Denise Bedford** and **Dr. Alexeis Garcia-Perez**, who, with co-author Juan-Gabriel Cegarra-Navarro, won the Best Paper Award at the International Conference on Advanced

Knowledge Management and Information Security! The presentation of their paper, "Contextual Enablers and Behaviour Outputs for Action of Knowledge Workers," is available on YouTube.

Congratulations also to Ran Sun and Lu An, who were awarded the first place Excellent Paper award at the Annual Conference of China Information Science for "Research on Rumor Identification in Public Health Emergencies."

SIG-KM Survey Results, by Lu An and Qi Shao

"…almost all (94.7%) [of respondents] expressed a desire to know more fellow SIG-KM members"

Dr. Lu An

To better understand the needs of our members, the officers of SIG-KM have distributed online surveys recently and received dozens of responses.

Demographics

The respondents are geographically diverse. About half (52.6%) of participants are from Asia/Pacific with 31.6% from North America, 10.5% in Europe, and 5.3% from Africa. Their ages are almost evenly distributed across all age groups. As for the membership, 36.8% of respondents are regular members, 26.3% are student members, and 10.5% are retired

About the KM studies and practices

We tried to figure out the members' research status and thoughts on KM. It is found that more than half (52.6%) of the respondents kept abreast with the current KM research and practices. About 73.7% of them showed interest in collaboration with other KM researchers, and 36.8% agreed that they tended to find more novel KM approaches.

In terms of academic communication, almost all the respondents (94.7%) expressed a desire to know more fellow SIG-KM members and were interested in professional networking opportunities. We also asked about the opportunities of KM-related education and jobs. About 63% of them were interested to explore KM-related job opportunities and 68% wanted to explore KM-related continuing education opportunities. As for participation in other SIGs, 52.6% of respondents also actively participated in another SIG in ASIS&T, while 21.1% of them did not.

Expectations for the SIG-KM

To better serve their needs, we investigated the members' motivation of joining the SIG-KM. The reasons can be categorized into two kinds, i.e., networking needs and academic information

needs. The latter stemmed from teaching KM courses, participating in KM projects, and learning the research frontier of KM.

As for the expectations for the SIG-KM, some people mentioned that facilitating the interaction and networking among members mattered. It was noted that providing novel and cutting-edge information about KM research and technologies was indispensable. Some recommended creating a track on KM at the ASIS&T conference dedicated to KM. To fulfil the goals, many respondents were willing to contribute to SIG-KM, such as sharing their research and ideas, inviting more members to join SIG-KM, volunteering, actively attending seminars and webinars, or conducting academic cooperation.

Student Corner

Congratulations to **Dr. Nithayanadam Mathiyazhagan**, who has successfully defended his dissertation in KM, "An Exploration of Baby Boomer Mass Retirement Effects On Information Systems Organizations." Dr. Mathi's study explored

the lived experiences of the leaders and managers of information systems organizations as they strove to maintain operational continuity after baby boomer retirements.

Congratulations also to

Yuan Li, a Ph.D. student in in the School of Library and and Information Science at at the University of North Carolina, whose paper, "An "An Analysis of Information Information Types and Cognitive Activities Involved in Cross-session Search" has been accepted accepted to CHIIR '21!

Dr. Pfeiffer has been involved with ASIS&T and SIGKM since 2006. She has been held multiple offices (2007 – 2018) in SIG KM (Knowledge Management) including chair, chair elect, past chair, treasurer, webmaster and communications' officer (except when she was SIG Cabinet Director). During her time in SIG KM she has presented posters (2006, 2009, 2012), participated in panel sessions (2007, 2008, 2010, 2012, 2014), helped hold and present at SIG KM workshops (2014, 2015) and helped SIG KM hold open happy hours at the Annual Meeting (2015, 2016). In 2011, she co-edited the *Bulletin of the American Society for Information Science and Technology,* 38(2), December/January (2011) with multiple articles on KM from people within SIG KM. The Bulletin issue was lots of fun and hope the SIG could do something like that again.

Heather has been involved in other areas of KM outside of SIG KM by presenting papers at conferences for different organizations on KM (including ICKM) and co-authored KM articles in journals and book chapters. She was co-chair in 2017 with Dr. June Abbas on the Knowledge Management Task Force for looking at how to management ASIS&T information across the groups and years. Dr. Pfeiffer has been on multiple ASIS&T Program Committees reviewing Panels, Papers and Posters (2009, 2013-2020), SIG Cabinet Steering Committee (2017,2018), and SIG Cabinet Directors (Deputy Director 2014, Director 2015, Past Director 2016).

Heather has now stepped out and been appointed to the Curator's Working Group to help build some Knowledge Management into the past records of ASIS&T. The hope is that this working group with organize the past records so that they are not lost. If you have any ideas on doing this organization better, please let her know so she can pass your ideas on the chair. No idea will be rejected.

Dr. Pfeiffer is currently a Government employee for the US Army. Part of her duties is the leader of the Knowledge Management Working Group (KMWG). She is the Knowledge Management Deputy Officer (KMDO) and as such, runs the KMWG meetings and works with the members of the group on ways to manage knowledge for our organization by maintaining several sites of information and writing Standing Operating Procedures (SOP) for KM. As KMDO she interfaces with the other KMO across other groups outside her organization for sharing knowledge and information.

For her next column, she hopes to interview one of up-and-coming leaders for ASIS&T. Can you guess who that might be?

Member Spotlight:
Dr. Heather D. Pfeiffer, Secretary/Treasurer

SIG-KM Webinars: Keep Learning!

On February 18, 2021, **Dr. Denise Bedford** presented a webinar on "Learning, Unlearning, and Relearning Knowledge Architecture," about the process of writing the new book *Knowledge Architecture: Structures and Semantics*.

Dr. Denise Bedford

Thank you, Dr. Bedford, for sharing your insight and advancing the KM dialog!

Join us on **April 29** for a webinar from **Dr. Sean Burns** on "The Tacit Knowledge Dilemma in Open Science."

Dr. Sean Burns

Moving the Field Forward: Webinars, Conferences, and Presentations

ICKM 2020

Despite the challenges of the pandemic, the International Conference for Knowledge Management (ICKM 2020) was a resounding success, bolstered by the efforts of SIG-KM members. Chaired **by Dr. Deborah Swain**, the conference theme was "Knowledge Commons in the City of Medicine."

Over 150 international researchers in KM participated, with 52 papers and posters presented. The keynote address, by Dr. Chuck Friedman, University of Michigan Medical School, shed new light on "Mobilizing Computable Biomedical Knowledge."

As Dr. Swain writes, "Success is thanks to the participation, moderating, speaking, and chairing of tracks by ASIST members," including SIG-

KM Chair Md. Anwarul Islam. Islam. Dr. Swain highlights the December 4 talk on professional organizations featuring ASIS&T President President **Brian Detlor** and and **Naresh Agarwal** (Simmons), encouraging professional membership and and describing international international research support projects.

Details of this successful conference can be found at at www.ickm.net, and anyone anyone interested in a session recording can contact Dr. Swain at

Upcoming Conferences

It feels like we've barely escaped 2020, but we're already a quarter into 2021! Get your submissions ready for this year's KM conferences:

International Conference on Innovation, Knowledge, and Management (ICIKM),

26-28, June 2021, Hong Kong. *The organizing committee may switch the conference to virtual mode if necessary, depending on the COVID-19 situation.*

KM Conference 2021, 30 June – 3 July 2021, University of Applied Sciences for

Telecommunication Leipzig, Leipzig, Germany. *Decision will be announced in March 2021 if this would be conducted online, depending on the COVID-19 situation.*
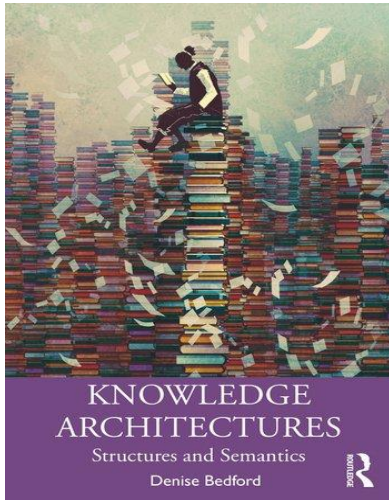
European Conference on Knowledge Management (ECKM 2021), 2–3 September 2021, Coventry University, UK

Webinar: Metadata Development in China

Dr. Lu An, in a webinar sponsored by the Dublin Core Metadata Institute (DCMI) and the Academic Research Committee of the Library Society of China, presented on "Information Organization in Social Media in Public Emergency Situations." Her presentation is available in both the original Chinese and with English translation here.

Book Review: *Knowledge Architectures: Structures and Semantics*, by Denise

Bedford

'Knowledge Architectures: Structures and Semantics' is written by famous author Denise Bedford in 2020, and published by Routledge. As Bedford said in conversation, "I often say we in KM do a poor job of eating our own dog food - we tell others to share what they have learned but we don't do it ourselves. This was my very primitive attempt to eat my own dog food and to put down on paper what I learned from so many thought leaders and expert practitioners over the years." This book includes what Bedford has learned that that didn't work, as well as what did. Bedford writes about KM in an approachable, non-technical way, and this book review traditional approaches to managing information and explains why they need to adapt to support 21st-century information management and discovery.

Exploring the rapidly changing environment in which information is being managed and accessed, the book considers how to use knowledge architectures, the basic structures and designs that underlie all of the parts of an effective information system, to best advantage. Drawing on 40 years of work with a variety of organizations, Bedford explains that failure to understand the structure behind any given system can be the difference between an effective solution and a significant and costly failure. Demonstrating that the information user environment has shifted significantly in the past 20 years, the book explains that end users now expect designs and behaviors that are much closer to the way they think, work, and act. Acknowledging how important it is that those responsible for developing an information or knowledge management system understand knowledge structures, the book goes beyond a traditional library science perspective and uses case studies to help translate the abstract and theoretical to the practical and concrete. Explaining the structures in a simple and intuitive way and providing examples that clearly illustrate the challenges faced by a range of different organizations, *Knowledge Architectures* is essential reading for those studying and

working in library and information science, data science, systems development, database design, and search system architecture and engineering.

Author biography: Denise Bedford is currently an adjunct professor, Georgetown University's Communication Culture and Technology program, USA; Visiting Scholar at the University of Coventry, UK, and Distinguished Practitioner/ Virtual Fellow with the U.S. Department of State. She currently serves as Associate Editor of the Journal of Knowledge Management. Her educational background includes a B.A. triple major in intellectual history, Russian language, and German language; an M.A. in Russian and East European history; an M.S. in information science; and a Ph.D. in Information Science with focus on systems analysis and design, and economics of information.

Jobs Corner: University of North Texas Is Hiring!

The Department of Information Science invites applications for three full-time, tenure-track Assistant/Associate Professor faculty positions, to begin in Fall 2021. The available faculty positions are in the areas of Data Science, Information Science and Library Science:

- Assistant/Associate Professor in Data Science (Data Science and Information Science)

- Assistant/Professor in Library Science (Law Librarianship, Academic Libraries, Special Libraries, Library Management)

- Assistant/Associate Professor in Information Science (Archival Studies and Management, Information Architecture and User Experience, Knowledge Management, and Information Systems)

Website:
https://www.asist.org/sig/sigkm/

Want to be featured in the next newsletter? Contact the Publication Secretary, Darra Hofman, at darra.hofman@gmail.com

About Our SIG

Knowledge Management is concerned with all aspects of knowledge within all types of organizations, including knowledge creation, documentation, codification, sharing, and how these activities promote innovation, learning, effectiveness, and profitability. As an activity Knowledge Management encompasses techniques, technology, and organizational change.

Knowledge Management is increasingly becoming a concern for local, state, and national governments, and international organizations seeking to support economic and social welfare in the Information Age. The Special Interest Group for Knowledge Management will facilitate members' exploration of Knowledge Management for practical, educational, and scholarly purposes and will seek to collaborate with other SIGs and other organizations.