



**IFLA Durban 2007**  
**Knowledge Management (KM) Workshop programme**  
***Best Practices / Lessons Learned***  
**1 day workshop**  
**17 August 2007**  
**Presented at the Howard College Campus**  
**of the University of KwaZulu-Natal**

**08:00 – 08:30**

Registration

**08:30 – 09:00**

Introduction to Knowledge Management

*Michael Koenig (Palmer School of Library and Information Science, Long Island University, USA)*

**09:00 – 09:30**

Principles of knowledge sharing in a learning environment

*Dirk Roux (CSIR, South Africa)*

**09:30 – 10:00**

Role and responsibilities of librarians in the establishment and maintenance of a KM programme

*Retha Snyman (University of Pretoria, South Africa)*

**10:00 – 10:40**

Case studies of successful KM initiatives

*Marina Hiscock (Multichoice, South Africa)*

*Madeleine van Heerden (CSIR, South Africa)*

**10:40 – 11:00: Tea/Coffee**

**11:00 – 12:00**

Case studies (continued)

*Magdy Nagi (Bibliotheca Alexandrina, Egypt)*

*Followed by open discussion with input from the floor*

**12:00 – 12:40**

KM tips, tools and techniques

- Information and knowledge audits and knowledge maps  
*Nisha Sewdass, University of Pretoria, South Africa*

**12:40 – 13:30: Lunch**

**13:30 – 15:30**

KM tips, tools and techniques (continued)

- Capturing knowledge in institutional repositories  
*Heila Pienaar (University of Pretoria, South Africa) and Martie van Deventer (CSIR, South Africa)*
- Capturing knowledge using multimedia  
*Steve Sandrock (Minerva Consulting, South Africa)*
- Communities of practice (CoP)  
*Judi Sandrock (AngloAmerican Corporation, South Africa)*

**15:30 – 15:50: Coffee/Tea**

**15:50 – 16:30**

KM tips, tools and techniques (continued)

- Information and knowledge strategy  
*Roy Page-Shipp (independent consultant)*

**16:30 – 17:10**

Knowledge dissemination: determining your impact

*Sibongile Pefile (CSIR, South Africa)*

**17:10 – 17:30**

- Bringing it all together
- Summary / reflection and closing  
*Stephen Abram (SirsiDynix, USA)*

The workshop is sponsored by SirsiDynix

<http://www.ifla.org/VII/s47/index.htm>