

# In the Know in Knowledge Management

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## Chair's Welcome

**Dear colleagues and friends,**

I hope that everything goes well with you all. Welcome to the Winter issue of our SIG-KM newsletter! It is my pleasure and honor to serve as the chair of SIG-KM. Thank all the officers and members of SIG-KM for your devotion and great contribution in the past years! With your valuable support, SIG-KM has been chosen as this year's recipient of **the ASIS&T Publication of the Year award** for the "In the Know Knowledge Management" newsletter. In addition, Prof. Jeff Allen is the recipient of this year's **SIG Member of the Year award** for his work with SIG-KM. Congratulations to all, particularly Jeff and Darra! Many officers and members of SIG-KM attended the 84th Annual Meeting of ASIS&T. Our panel **"Career Development in Knowledge Management"** and the **SIG-KM Business Meeting** were held successfully. A number of great ideas and suggestion



*Professor Lu An, SIG-KM Chair*

have been proposed, which will make the academic activities in the next year more exciting. An interesting slogan has been put forward, i.e., **"Everyone is a part-time knowledge manager."** The **SIG-KM International Research Symposium 2021** is also a big success. Congratulations to the winners of the best paper, dissertation talk, and poster awards!

SIG-KM is our academic home. We will hold abundant academic activities in the next year, such as webinars of KM book and paper authors, projects, tools and techniques, scholars and practitioners, theories and methods, and trends. The upcoming event is the

ICKM 2022, which is co-organized by the SIG-KM and will be held in Potsdam, Germany on March 10-12, 2022. It is an important academic conference in the KM field. Don't miss the submission deadline Nov 30, 2021.

If you have any suggestion, please don't hesitate to let us know. Looking forward to working with you all! Let's make SIG-KM even better and become a valuable academic platform for all the KM researchers and practitioner worldwide!

Lu An  
Chair, SIG-KM

## The International SIG-KM Research Symposium is A Success

By Fanqian Zhou

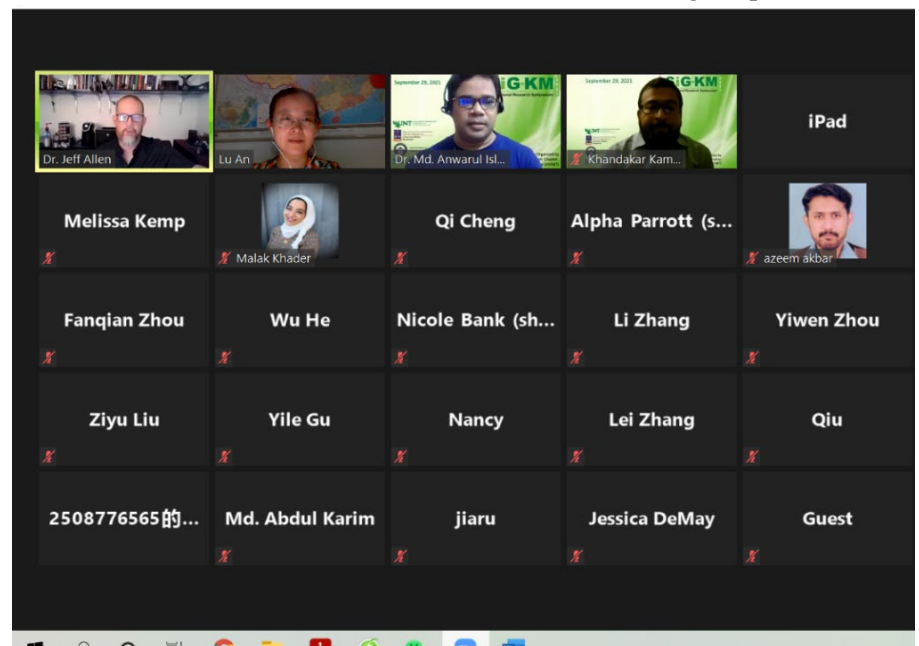
The International SIG-KM Research Symposium was successfully held online on September 29, 2021, which was co-sponsored by *the Center for Studies of Information Resources, Wuhan University, School of Information, University of North Texas, the Department of Information Science and Library Management, University of Dhaka, and School of Information, San Jose State University*. The experts, scholars and graduate students from the United States, China, Bangladesh, Australia, Malaysia, India, and Pakistan shared their recent research in the field of knowledge management. The symposium consisted of keynote speech, paper presentation, dissertation talk, and poster presentation sessions.

Dr. Md. Anwarul Islam, Chair of *SIG-KM*, addressed the opening of the symposium and introduced the *SIG-KM* and the officers. Prof. Jeff M. Allen, Regents Professor of *the School of Information, University of North Texas*, moderated the symposium.

In the paper session, researchers from *the Center for Studies of Information Resources, Wuhan University, Johns Hopkins University, Department of Business Management, Tripura University, Department of Library and Intelligence, International Islamic University, School of Information, University of North Texas, Department of Information Management, Punjabi University, and School of Information, San Jose State University* shared their studies on the influencing factors of knowledge dissemination and

the knowledge sharing behavior among academics of private universities in Malaysia. The authors had a heated discussion with the audience.

In the dissertation talk session, the master and doctoral students from *the School of Accounting, Information Systems and Supply Chain, RMIT University, the Center for Studies of Information Resources, Wuhan University and the School of Information, University of North Texas* shared their dissertations on the use of analytics and librarianship decision-making in university libraries, the research on conflicting opinions and



sharing, the impact of bad words on email management, the knowledge management in E-learning during pandemic, leveraging information literacy for posttraumatic growth, the relationship between personality traits, the knowledge management in the context of linked data in cultural heritage institutions, and

overlapping consensus in the public emergency, and understanding the relationship between critical literacy, cultural literacy, and religious literacy for second generation immigrants, and answered questions by the audience in detail.

Professor Suliman Hawamdeh of *the School of*

Information, University of North Texas gave a keynote speech entitled *Global Challenges and the Need for Knowledge Management Research Agenda*. Professor Hawamdel once served as the chairman of the *International Knowledge Management Conference (ICKM)* and was invited to speak at the *World Information Society Summit of United Nations*. He introduced the great inventions that changed the world and explained the current global challenges, giving an example of the discovery and naming of the Spanish Flu and drawing an analogy with the current situation of COVID-19. He pointed out that systematic thinking is important for resolving complex problems and dealing with global challenges. Knowledge management is multidisciplinary field which involves knowledge creation and sharing as well as big data, natural language processing, data mining, and so forth.

In the poster session, scholars from the *School of Information, University of North Texas, Kent State University* and *Simmons University* presented their studies on sense of belonging and inclination towards knowledge sharing in organizations, sex inequalities in the knowledge economy, knowledge sharing through the life journeys of information scientists, and a model of wisdom. Prof. Naresh Kumar Agarwal, President-elect of the *ASIS&T*, shared the *Project Oneness World* (<http://www.projectonenessworld.com>), which was launched in 2018. He interviewed people from different industries and collected oral histories. Professor Jeff M. Allen proposed a model of

wisdom, which considered wisdom as a uniquely human virtue that combined compassion, intuition, knowledge, experience, and sound judgement to create beneficial actions for individuals, communities, and societies. Jessica M. Demay pointed out that recent research shows that women have the qualities and abilities to be ideal knowledge workers, but currently fail to dominate. In order to be fully committed to becoming a successful knowledge economy, we need to adjust the labor structure so that men and women make equal contributions.

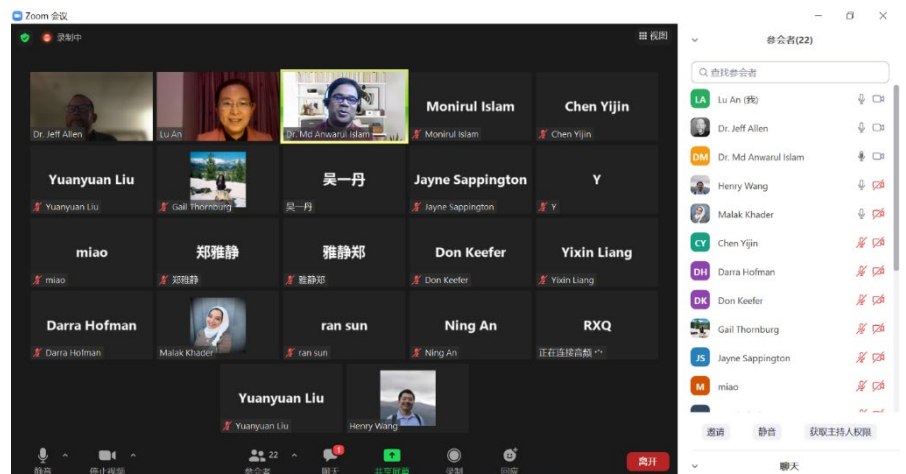
At the end of the symposium, the top three winners were selected for the papers, dissertation talks, and posters respectively. See <https://sigkmsymposium.ci.unt.edu/awards> for the award winners.

## A Glance at the SIG-KM Business Meeting

The SIG-KM Business Meeting was convened during the ASIS&T Annual Meeting on November 2, 2021. The SIG-KM officers including Prof. Lu An,

Chair of SIG-KM, Prof. Jeff M. Allen, Chair-Elect of SIG-KM, Md. Anwarul Islam, Outgoing Chair, Dr. Darra Hofman, Publication secretary, Malak Khader, Communication officer, Dr. Yijin Chen, Social Media Officer, and Dr. Md. Monirul Islam, Webmaster met the SIG-KM members online and had a heated discussion about the future academic activities.

The officers planned to hold at least four webinars in the next year such as meeting the authors of KM books and high-quality papers, notable KM folks and practitioners, webinars about KM research projects, tools and techniques, theories/methods/trends, and so forth. It is suggested that the SIG-KM will try to connect KM scholars in different countries and help overcome the language barriers in consuming scholarship directly. The officers also proposed to perform academic cooperation, for example to cooperatively prepare articles and share knowledge with the larger



membership via the platform of *Information Matters* <https://www.asist.org/2021/08/11/information-matters-call-for-articles/> The slogan of “Everyone is a part time knowledge manager!” was confirmed again. The social media officer will broadcast the related academic activities on

blogs and other social media platforms.

“Everyone is a part time knowledge manager!”

## CONGRATULATIONS!

Congratulations to **Professor Lu An**, SIG-KM Chair, who has become the Deputy Director of the *Information Theory, Method, Education, and Training Committee of China Scientific and Technological Information Society!*

Congratulations also to **Lu An and Fanqian Zhou**, whose paper “Research on conflicting opinions and overlapping consensus in the public emergency situation” won Excellent Paper at the Annual Conference of China Information Science, September 27 – 30, 2021, Changchun, China. (Online)

## Recent Publications

An, L., Han, Y., Yi, Y., Li, G, & Yu, C. (2021). Prediction and Evolution of the Influence of Microblog Entries in the Context of Terrorist Events. *Social Science Computer Review*. <https://doi.org/10.1177/089443932111029193>

Zimmerman, T., Khader, M., Njeri, M., Allen, J. (in press). Default to Truth in Information Behavior: A Proposed Framework for Understanding Vulnerability to Deceptive Information. *Information, and Learning Science*, <https://doi.org/10.1108/ILS-08-2021-0067>

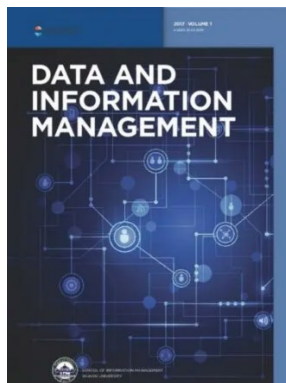
## CALL FOR PAPERS

### Special issue of "Knowledge Management and Innovation" of *Data and Information Management*

With the rapid development of a global knowledge economy, the value of knowledge is becoming increasingly more prominent. Disciplines such as information science, library science, archival science, management science, and data science have accelerated the promotion of knowledge management and innovation. Knowledge management focuses on knowledge flow and the process of creating, sharing, and distributing knowledge. Innovation utilizes theory, system, processes, and tools to advance society by improving skill sets, promoting global and local connectivity, and increasing productivity and knowledge. Theories, methods and applications of knowledge management and knowledge innovation have attracted tremendous interest from scholars and practitioners in the past decade. This special issue features innovative research from different aspects to promote and integrate knowledge management and knowledge innovation principles. We welcome both

original articles and review articles in this Special Issue, with potential topics including but not limited to the following:

- Novel methods of knowledge management
- Knowledge management system and service
- Novel technologies and applications of knowledge management and innovation
- Knowledge management in the context of big data
- Knowledge sharing and knowledge transfer
- Knowledge innovation service mode
- Knowledge and culture
- Evaluation of the performance of knowledge innovation
- Knowledge innovation network and system
- Path of knowledge innovation



Please submit your paper to [www.editorialmanager.com/dim/default1.aspx](http://www.editorialmanager.com/dim/default1.aspx) and choose **article type** of "Special issue: Knowledge Management and Innovation".

#### **Guest Editors**

##### **Prof. Alton Chua**

Nanyang Technological University, Singapore.

Email: [altonchua@ntu.edu.sg](mailto:altonchua@ntu.edu.sg)

##### **Prof. Jeff Allen**

University of North Texas, USA.

Email: [Jeff.Allen@unt.edu](mailto:Jeff.Allen@unt.edu)

##### **Prof. Md. Anwarul Islam**

University of Dhaka, Bangladesh.

Email: [anwar@du.ac.bd](mailto:anwar@du.ac.bd)

#### **Introduction to Data and Information Management** *Data and Information Management*

(DIM) aims to promote cross-disciplinary data-driven information management research, especially targeting large-scale datasets in scientific/academic, government and business domains. The journal focuses on innovative theories and technologies related to data and information processing; creative applications of theories and techniques including patterns, models, and processes in various datasets; and compatible management processes and social systems required for the realization of the substantial value that data and information offers to organizations.

[sciendo.com/journal/DIM](http://sciendo.com/journal/DIM)



## Multi-lingual COVID-19 Contents: A Health Informatics Promotion Project



*Project members (From top right to left): Bhakti Gala (Principal Investigator) Central University of Gujarat, India; Sam Chu, University of Hong Kong; Author; Syeda Hina Batool, University of the Punjab, Pakistan; Helen Chan, University of Hong Kong; Raj Bhardwaj, Central University of Punjab, India; Manika Lamba, University of Delhi, India; and Prasadi Kanchana Jaysekara, University of Ruhuna, Sri Lanka*

If we look back into history, nothing has killed more human beings than infectious disease. The recent Covid-19 shows how vulnerable we are, and it sheds light to think how we can avoid and prepare ourselves for the future pandemics. Due to the progress of science and technology, COVID-19 pandemic has been well documented in many ways. Due to Delta variant, the South Asia region suffered a brutal and devastating second wave of COVID-19. Many countries within the South Asia region are still reeling under different levels of lockdowns. Amidst this global fight against the pandemic, misinformation and disinformation about COVID-19 vaccines, treatments, and the virus itself has resulted in creating vaccine hesitancy among the masses.

Considering this and necessity of the South Asia region, a region suffered most due to Delta variant, Chapter Special Project Funds of ASIS&T has been granted the Project Fund of \$7000 for the year 2021-22 on the project **‘Dealing with COVID-19 and saving people’s lives in South Asia (SA) areas & beyond - A health informatics promotion project’**.

The major goals of this health informatics project are creating awareness about COVID-19 issues by creating COVID-19 videos which would help to fight misinformation and disinformation. The South Asia Chapter has set up a YouTube channel [‘ASIS&T South Asia Chapter’](#) to host multilingual videos for disseminating awareness on a variety of topics on COVID-19 in the South Asia region. This channel aims to help the people of this region to know about the myth and act as Mythbusters. A total of 10 videos on a wide range of topics related to COVID-19 such as, ‘Myths about COVID-19 vaccines’; ‘Stay safe from COVID-19 without or before vaccination’; ‘Vaccine Facts: All you need to know about them’; ‘Myths about COVID-19’ ‘Things to do during the pandemic’ and many more will be added. Of these, five videos have already been uploaded on the channel.

We also arranged an [International Digital Story Writing Competition](#). The idea is to get the COVID-19 experiences from the children and featuring their experiences through the channel. We have planned to create two videos based on the children’s digital

story writing competition 'AI and Health' & "COVID-19: Imagine, Create & Share". This competition is for primary and secondary students from around the world and it's more than just a competition. For the videos, each video script has been prepared using reliable and accurate sources of information such as the WHO website, CDC website and by referring to research based journal articles. As these videos are aimed to be viewed by the common masses, the content has been greatly simplified for better understanding. The videos are available in five languages- Bangla, English, Hindi, Urdu, and Sinhalese.

<https://www.youtube.com/playlist?list=PLMCAY5tZjL6TcYc6aygUcSEB6OAz9hiMm>

As a project member, I seek your support for sharing these videos with friends, colleagues, and acquaintances. I invite everyone to share opinions, comments, and feedback for these videos on channel. Please subscribe to the channel and help us in sharing accurate information to fight the pandemic. Even when this pandemic ends, the project outcome, lessons learned and this channel would help to replicate for other channels and fight against future pandemics.

Md. Anwarul Islam,  
Co-Investigator  
Health informatics promotion project



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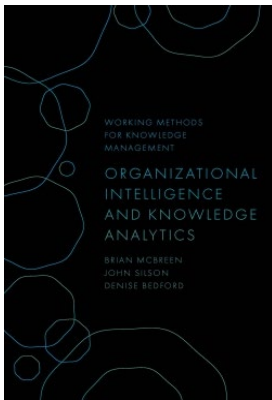
*I seek your support for sharing these videos with friends, colleagues, and acquaintances. I invite everyone to share opinions, comments, and feedback for these videos on channel. Please subscribe to the channel and help us in sharing accurate information to fight the pandemic. Even when this pandemic ends, the project outcome, lessons learned and this channel would help to replicate for other channels and fight against future pandemics.*

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## New Titles for Your KM Bookshelf!

### *Organizational Intelligence and Knowledge Analytics*

by Brian McBreen, John Silson, and Denise Bedford



Over the past century, intelligence has evolved as a practice in several distinct domains. In each domain, it is a unique set of tactics grown out of day to day practices. Its practice has been limited to functional units in large, well-funded enterprises. However, in the knowledge economy, every organization must behave intelligently. The relationship between knowledge and intelligence is a logical one, but it is not one that has been highlighted in either knowledge management or intelligence analysis. *Organizational Intelligence and Knowledge Analytics* expands the traditional intelligence life cycle to a new framework - Design-Analyze-

Automate-Accelerate - and clearly lays out the alignments between knowledge capital and intelligence strategies. Explaining what it means to build intelligence capacity across the organization, this book also includes a toolkit of references to analytical methods. This book is intended for business managers, intelligence professionals, data scientists, competitive and strategic intelligence professionals, and researchers in change management.

This book was the focus of a session at KMWorld - Strategic Organizational Intelligence - November 17, 2021. The panel included the book's three authors and Dean Testa, Goodyear LLC. The session featured business stories from three different organizations, and highlighted the new intelligence framework defined in the book. There were 65 individuals attending the session. The authors hope to launch an interactive dialog with members from different

intelligence practices, and to establish a strong connection between the KM and intelligence communities.

### *Communicating Knowledge*

by Denise Bedford, Ira Chalphin, Karen Dietz and Karla Phlypo



The communication of knowledge is a core concept in

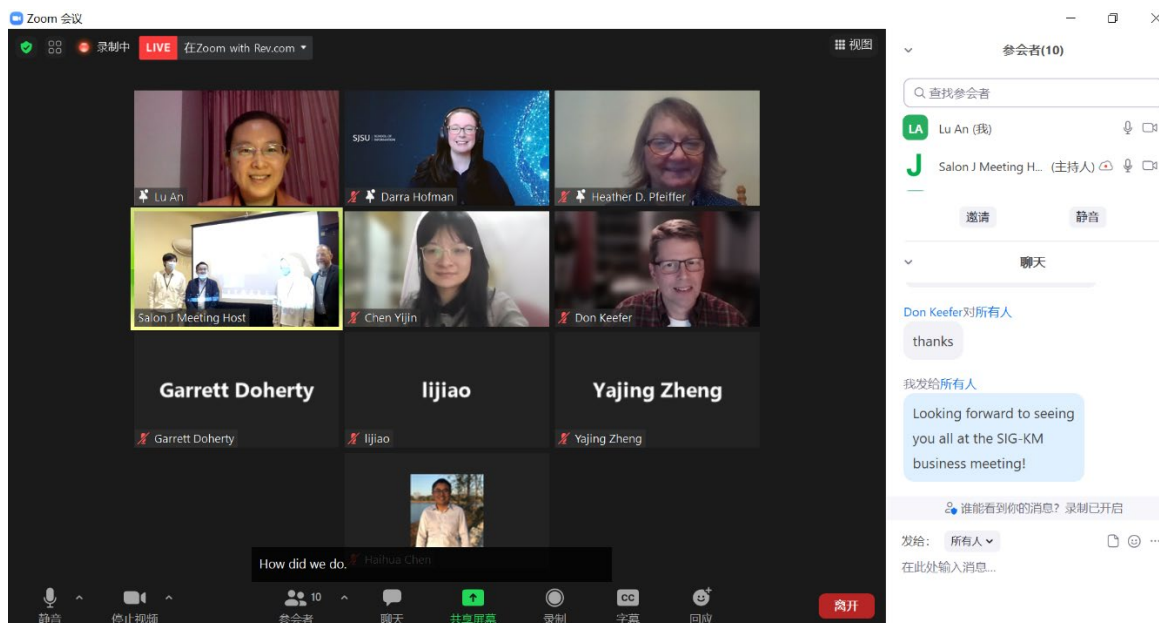


the field of knowledge management and an essential new role and responsibility of business managers. Knowledge capital is the primary source of wealth and the key source of productivity in the knowledge economy. Stockpiling and storing knowledge diminishes its value. It is only through circulation that our knowledge capital realizes its business value. Communicating Knowledge addresses essential management practices in the 21st-century knowledge economy. It speaks to the change that every organization is experiencing as they transition from an industrial to a knowledge organization. The COVID-19 pandemic has heightened an awareness of communications practices in

the past year, with communication norms and behaviors being challenged at every level. How we communicate, when we communicate, with whom we communicate, and what we communicate is currently undergoing a global reform. Communication competencies are no longer desirable qualities in managers - they are essential. This book is intended for business managers working at all levels, knowledge management practitioners and scholars, communications professionals, practitioners, and consultants.

### The panel of Career Development in Knowledge Management on the ASIS&T AM 2021

The panel of *Career Development in Knowledge Management* was sponsored and successfully held by the SIG-KM on the ASIS&T AM 2021. Prof. Jeff Allen from University of North Texas, Prof. Lu An from Wuhan University, Dr. Darra Hofman from San Jose State University, Dr. Heather Pfeiffer from New Mexico State University and scores of researchers attended the panel. A variety of questions about knowledge management was discussed such as how KM is different or the same for academic and industry, the value of KM to a person whose primary area is not KM, the differences and overlaps between library and KM, how to determine whether people's knowledge needs are met on the Question & Answer platform and to measure how well their knowledge needs are met, and so forth.



# Jobs Corner: University of North Texas and Wuhan University is Hiring!

The Department of Information Science of **University of North Texas** has nine (9) openings: <https://informationscience.unt.edu/job-openings>  
Professor, Assistant / Associate / Clinical Assistant Professor - Data Science,  
Assistant / Associate / Clinical Assistant Professor - Information & Library Science,  
Assistant / Associate Professor - Archival Studies and Archival Management



The School of Information Management of **Wuhan University** invites applications for Associate Professor / Full Professor / Specially Hired Researcher / Specially Hired Associate Researcher / Specially Hired Lecturer / "Outstanding Young Scholar of Humanities and Social Sciences" of Wuhan University / "Elite Young Scholar of Humanities and Social Sciences" of Wuhan University faculty positions. The available faculty positions are in the areas of Library, Information and Archives Management, Computer Science, Data Science, Management Science and Engineering, Publishing, Communication, Economics and Law. See <https://sim.whu.edu.cn/info/1073/11411.htm> for more details.

Website:

<https://www.asist.org/sig/sigm/>

Want to be featured in the next newsletter? Contact the Publication Secretary, Darra Hofman, at [darra.hofman@gmail.com](mailto:darra.hofman@gmail.com)

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## 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.