Editorial

Proceedings of the *First Knowledge & Information Management Conference (KIM'99)* held in Maastricht, 4–5 March 1999

Before introducing the speakers and their presentations, I want to share with you some of the main outcomes of this conference. These outcomes confirm the "raison d'etre" of KIM'99 and the future KIM Conferences to come.[1] Firstly: information professionals and knowledge managers don't seem to talk to each other, while they operate in two distinct communities. Secondly, both communities have each other much to offer and they need each other to be able to perform more effectively. Thirdly the two disciplines should cooperate closely and share resources to achieve the ultimate objectives of *knowledge and information management*, hereinafter referred to as *KIM*.

The objectives of KIM are to

– add value (to customers and markets),
– minimize risks (monitoring and reporting to management),
– reduce costs (of transactions and processes), and
– create new reality (intelligence about society, politics, business and economics, science and technology, etc.).

What could the information professional (IP) contribute to knowledge management?

The IP knows how to acquire, process, organize and access information/knowledge and they may have been the first business professionals, who have always embraced and stimulated the sharing of information/knowledge. Therefore the IP could more specifically offer to the knowledge manager (KM) and I quote – amongst others – from a presentation by Sandra Ward:[2]

– auditing organizational knowledge assets,
– structuring, organizing and indexing knowledge for easy access,
– creating knowledge bases; cultivating knowledge competencies,

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[1] KIM'2000 will be held in Maastricht (NL) again, 2–3 March 2000.

[2] S. Ward, "Educators, gatekeepers, advisers, explorers, organizers and engineers, analysts and assessors", Inform, November 1998, pp. 12–14.

– catalyzing knowledge use via education, guidance and creation of communities of interest,
– planning information strategies to contribute to organizational objectives, and
– understanding metadata principles.

Many of these aspects have been well covered by our speakers from the information profession in the session "Skills of Knowledge and Information Managers – are curricula up-to-update (enough)?" Dennis Blom discussed in his key-note a variety of contexts of the meaning of Knowledge and Information (K&I).

Prof. Dr John Mackenzie Owen (University of Amsterdam) and Prof. Michael Koenig (Dominican University) made it clear, that the IP has a role to play, but should not try to become the Knowledge Manager, Chief Knowledge Officer, etc., as the IP may lack the necessary business and organizational skills. Other angles of interest are: the relationship between the IP, the knowledge manager and the distance learning community by Sebastian Hoffmann (Axion GmbH) and information management traditions in science management of interest to knowledge management (Hauer).

In the session "How are information and service providers are going to cope with the changing information demands?" David Lennon (Lexis-Nexis) and Rob Jacobs (Jacobs Software) highlighted their strategies. Frans Tolen (Ordina Finance) reported about experiences of KM and business intelligence and Margareta Nelke (Tetrapak) and Peter Evers (BIC ABN-AMRO) have illustrated the contributions made by their library and information centers to the development of Knowledge Management.

In a – nearly impossible – attempt to summarize the presentations of KIM'99, I believe that KIM can be characterized by the '6 Is', in the same fashionable way as in some other disciplines such as marketing which has the '6 Cs'(used to be the '6 Ps'):

– *integration*   of internal and external resources
– *information*   experience and 'best practice'
– *interpretation*   context, reflection and skills
– *interactivity*   sharing: communication and access
– *intelligence* and as intelligent human beings
– *interest*   attitude, consiousness and 'nosyness'.

At present we may even add a seventh 'I': *isolation*, as *both disciplines (information management and knowledge management)*, operate pretty much in clearly distinct environments without much communication between them.

As basic principles of KIM emerged

– trust   of staff
– communicate
– learn   linking learning and business processes, as well as LLF*
– share and develop and resources
– enjoy   life

Speakers and audience agreed unanimously, that the largest barrier in realizing the knowledge-based organization will be the reluctance to share information and knowledge without some form of financial compensation. Therefore we need new ways of compensating and paying knowledge workers and knowledge managers in a emerging knowledge society.

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