

In the Know in Knowledge Management

INSIDE THIS ISSUE:

International SIG-KM Research	
Symposium	2
Webinar	3
Book Review	4
Jobs Corner	5

Chair's Welcome

Dear colleagues and friends,

I hope that everything goes well with you all! Welcome to the Summer issue of our SIG-KM newsletter! Summer is a hot season. So that is why our SIG-KM needs to bring cool activities in the KM field. Your support and participation are more than welcome!

We feel proud to let you know that our panel proposal "Knowledge Management in an Information-Resilient Society" by Lu An, Jeff Allen, Darra Hofman, Darin Freeburg, Md. Anwarul Islam, and Malak Khader has been accepted. Please come to join our discussion about this topic at the ASIS&T Annual Meeting 2022 in Pittsburgh on October 31, 2022 at 4pm EDT.

On May 12, 2022, we held a webinar, "**Information in Organizational Wrongdoing**". Thank Prof. Chun Wei Choo, the winner of *Research in Information Science Award* by ASIS&T in 2021 for giving us an excellent lecture! Both organizational and personal knowledge management are important



Professor Lu An, SIG-KM Chair

research topics. SIG-KM will invite more elite researchers to share their recent studies.

As you may know, the **17th International Conference on Knowledge Management (ICKM)**, which is co-sponsored by the SIG-KM, was held on June 23-24, 2022 at the University of Applied Sciences Potsdam, Germany. The conference theme is "Knowledge, Uncertainty and Risks: From individual to global scale". We are delighted to see many SIG-KM members at the conference.

Please be aware that the **International SIG-KM Research Symposium** will be virtually held on September 23 (for the American continent) or 24, 2022 (for the European, Asian, Oceanian, and African continents). We are

honored to invite **Prof Jim Jansen and Prof Wei Lu** to deliver the keynote speeches. The **president of ASIS&T** will also address the opening of the International SIG-KM Research Symposium. We are looking forward to your contribution, such as short papers, posters, or dissertation talk proposals! You will meet well-known KM scholars and learn the research fronts in the KM field. Winners will also get bonus for their wonderful studies!

If you have any suggestion, please don't hesitate to let us know. SIG-KM will work hard to bring abundant state-of-the-art knowledge and academic feasts in the KM field.

Lu An
Chair, SIG-KM

The **International SIG-KM Research Symposium** (<https://sigkmsymposium.ci.unt.edu/home>) will be held online on September 23rd, 2022 at 9pm EST or 9am UTC+8. All of you are more than welcome to submit short papers, posters, and dissertation talk proposals at <https://sigkmsymposium.ci.unt.edu/call-proposals-0>

For each type of submission, winners of the top three places and up to three honorable mentions will receive certificates. The first-place winners will also get the monetary award of **\$150** each.

Keynote speakers: Prof Jim Jansen and Prof Wei Lu

See <https://sigkmsymposium.ci.unt.edu/keynotes> for more details.



The poster features a vertical decorative bar on the left with geometric shapes in shades of green and black. The main content is on a dark green background. At the top, the text 'SIG-KM' is in large green letters, with '2022' in smaller green boxes to the right. Below this, 'International Research Symposium' is written in white. A black box contains the date and time: 'SEPTEMBER 23RD 9 PM (EST)'. The 'KEYNOTE SPEAKERS' section shows two portraits: Professor Jim Jansen on the left and Professor Wei Lu on the right. The 'SYMPOSIUM INFORMATION' section lists: 'Virtual symposium', 'Where: Zoom' (with Meeting ID: 847 7212 0306 and Password: 202209), and 'Now Accepting Submissions'. At the bottom, a black box contains the URL: 'FOR MORE INFORMATION PLEASE VISIT : HTTPS://SIGKMSYMPOSIUM.CI.UNT.EDU/HOME'.

SIG-KM 2022
International Research Symposium

SEPTEMBER 23RD
9 PM (EST)

KEYNOTE SPEAKERS

Professor Jim Jansen

Professor Wei Lu

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CALLS FOR PAPERS & PARTICIPATION

Knowledge Organization Forum at the China Information Science Annual Meeting 2022, August 26-28, 2022 is receiving full paper submissions. You are more than welcome to submit your papers on knowledge organization to infscience2022@163.com. High-quality papers can be recommended to be published on core journals in the LIS field. See <https://irm.ruc.edu.cn/displaynews.php?id=7057> for more details.

DUBLIN CORE'S DC-2022 Student Forum and NKOS Workshop will be held at University of Washington on October 3-5 and October 6-7, 2022 respectively. You are more than welcome to attend virtually or in-person:

<https://www.dublincore.org/conferences/2022/> and <https://nkos.dublincore.org/> for more details.

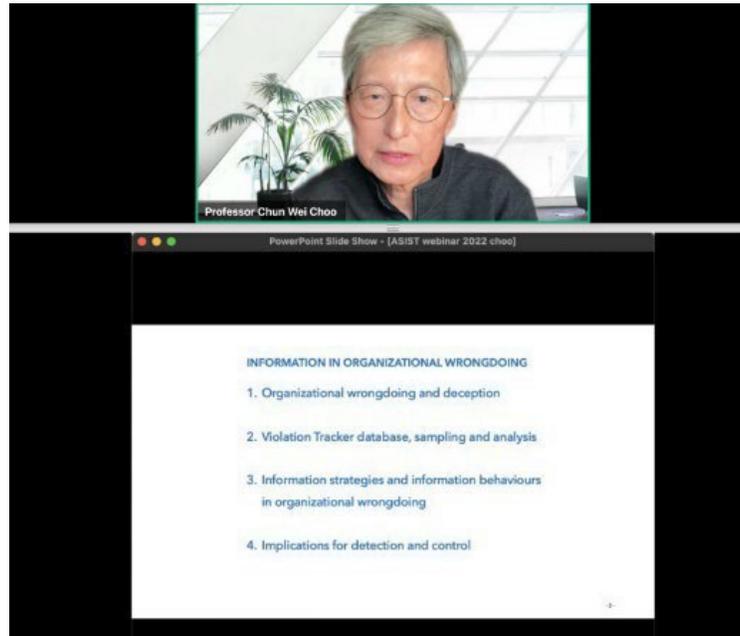
Information Processing & Management Conference 2022 (IP&MC2022)

October 20 – 23, 2022
Xiamen, China

<https://www.elsevier.com/events/conferences/information-processing-and-management-conference>

SIG-KM “Information in organizational wrongdoing” webinar is a success!

By Li Zhang



Organizations can deliberately use information to deceive others for their own interest, resulting in serious harm. What information strategies do organizations involved in wrongdoing adopt? What kinds of information behaviors do they engage in? To explore the answers to these questions, a webinar was held on May 12, 2022, which was sponsored by ASIS&T SIG-KM and the Center for Studies of Information Resources of Wuhan University. Professor Chun Wei Choo from the University of Toronto shared their research on information in organizational wrongdoing. Cathy Nash, ASIS&T Director of Meetings and Events, delivered a welcome speech to the attendees. Professor Lu An, Chair of SIG-KM, moderated the webinar.

Professor Choo reported their study from four aspects: 1) organizational wrongdoing and deception, 2) violation tracker database, sampling and analysis, 3) information strategies and information behaviors in organizational wrongdoing, and 4) implications for detection and

control. Professor Choo firstly explained the definition of organizational wrongdoing and pointed out the central role of managing and manipulating information in enabling wrongdoing. The research team focused on deception, the most common strategy to control and distort information. The basic information of the violence tracker database was shown and the process by which his research team chose cases for analysis was explained.

They analyzed a dataset consisting of 80 cases of high-penalty corporate wrongdoing in the US from 2000 to 2020. For each case, whether information manipulation existed was determined and information

strategies and behaviors that the organization adopted were analyzed in detail.

The research findings include four aspects. First, information manipulation exists in 48 cases of organizational wrongdoing, while the rest cases lack evidence. Second, organizations use two general information strategies to deceive and mislead others. Organizations can "sow doubt" on statements by others that hurt the organization's interests. Besides, organizations can "exploit trust" that others have placed in them to provide truthful information. Third, there are three types of information behaviors that implement the strategy of sowing doubt and exploiting trust, i.e., information obfuscation, information concealment, and information falsification. Fourth, results suggest that the type of the strategy that is adopted depends on the external information use environment of the organization. If the information use environment is contested, the organizations are likely to "sow doubt" to

“Information in organizational wrongdoing”

(continued from page 3)

deal with the uncertainty of the environment. If the information use environment is controlled where only the organization can provide accurate information, the organization is more likely to “exploit trust” to deceive the outside world. Finally, Prof Choo outlined measures for regulators and organizations to preempt harmful, deceptive information behaviors that constitute wrongdoing.

The audience was very interested in the topic of the webinar and actively interacted with the speaker. Professor Choo answered the questions in detail, such as how to balance doubting and believing facts and science, how to determine whether an organization adopts an information strategy such as sowing doubts and exploiting trust, etc. Related books and articles were recommended.

Information Support for Smart Emergency Response Decision-Making

Review by Shuyi Dong

With the acceleration of urbanization, urban scale is gradually expanding. The more abundant the urban elements are, the more complex the urban structure is. Cities are the most densely populated area, where the outbreak of a public emergency is likely to harm social stability. Thus, the establishment and improvement of the emergency management system of urban activities is widely concerned by the public and society.

During the construction of smart cities, a quick response information system is an important part of the smart emergency management system. In

fact, emergency management systems in most cities operate independently, which makes it difficult to realize information and knowledge sharing and cooperation. For this reason, current emergency management systems need to be improved in many aspects, e.g., event identification and early warning, information perception, knowledge acquisition, smart knowledge processing, smart emergency response, etc.

To better construct smart cities from the perspective of information and knowledge management, the book *Information Support for Smart Emergency Response Decision-Making*, by Prof Gang Li and Dr Guanghai Ye, studies the supporting role of information and knowledge in emergency response decision-making. The authors analyze the current environment from the perspectives of emergency information teams, support organizations, core KM technologies, policies and regulations, and organizational culture. It explores the process model and framework of information and knowledge support for emergency response decision-making. The book tries to construct an information collection and knowledge extraction system for emergency decision-making, which can mine fine-grained information demand as well as collect and organize information and knowledge in accordance with the information dissemination law. A new scheme of knowledge base construction has been proposed. From the perspectives of governments, society, and the discipline, this book explores promotion strategies for smart emergency response with information and knowledge support.

The book tries to provide theoretical guidance for the construction of a smart emergency response decision-making information support system, and finally forms smart emergency information support solutions. It can serve as a

reference book or teaching material for research, practice, and teaching in this field.

CONGRATULATIONS TO:

Yan Ou and Alton Chua Yeow Kuan, winners, Best Paper Award, 2021 Iaeng International Conference on Internet Computing and Web Services

Our Chair, Lu An, on becoming the deputy director of the Ethics Committee of Humanities and Social Sciences of Wuhan University, and on her recent publication:

An L, An N, Li G, & Yu CM. Research on the dynamic mechanism of group emotional expression in the crisis. *Telematics and Informatics*, 2022, 71, 101829. DOI: 10.1016/j.tele.2022.101829

Our immediate Past Chair, Md. Anwar Islam, whose ASIS&T contributions this year include:

Sustainable Development Goals and Public Libraries: An Exploratory Study in a Developing Country (Poster). Islam, Md. Anwarul; Sultana, Rafia; Widen, Gunilla

Google Scholar Metrics: Assessing LIS Researchers' Scholarship in a Developing Country (Poster). Islam, Md. Anwarul; Howlader, Ahmadul Islam; Roy, Prodip

Equipping Students and Beyond with Sound COVID-19 Knowledge to Survive and Thrive Despite the Pandemic (Poster). Chan, Man Yi Helen; Chu, Sam; Gala, Bhakti; Islam, Md. Anwarul; Hina Batool, Syeda; Bhardwaj, Raj Kumar; Lamba, Manika; Jayasekara, Prasadi Kanchana.

Health Information Crisis during COVID-19 in the South Asian Region: Challenges, Experiences, Resilience, and Collaborative Efforts. (Panel). Gala, Bhakti; Chu, Sam; Islam, Md. Anwarul; Hina Batool, Syeda; Chan, Man Yi Helen; Bhardwaj, Raj Kumar; Lamba, Manika; Jayasekara, Prasadi Kanchana.



Jobs Corner: Wuhan University is Hiring!



WHU Campus, March 2022

The School of Information Management (SIM) 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 Information Science, Library Science, Archives Management, Data Science, Computer 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

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.