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What's Your Internal Learning Environment? Knowledge Management in Libraries

Jennifer A. Bartlett

University of Kentucky, jen.bartlett@uky.edu

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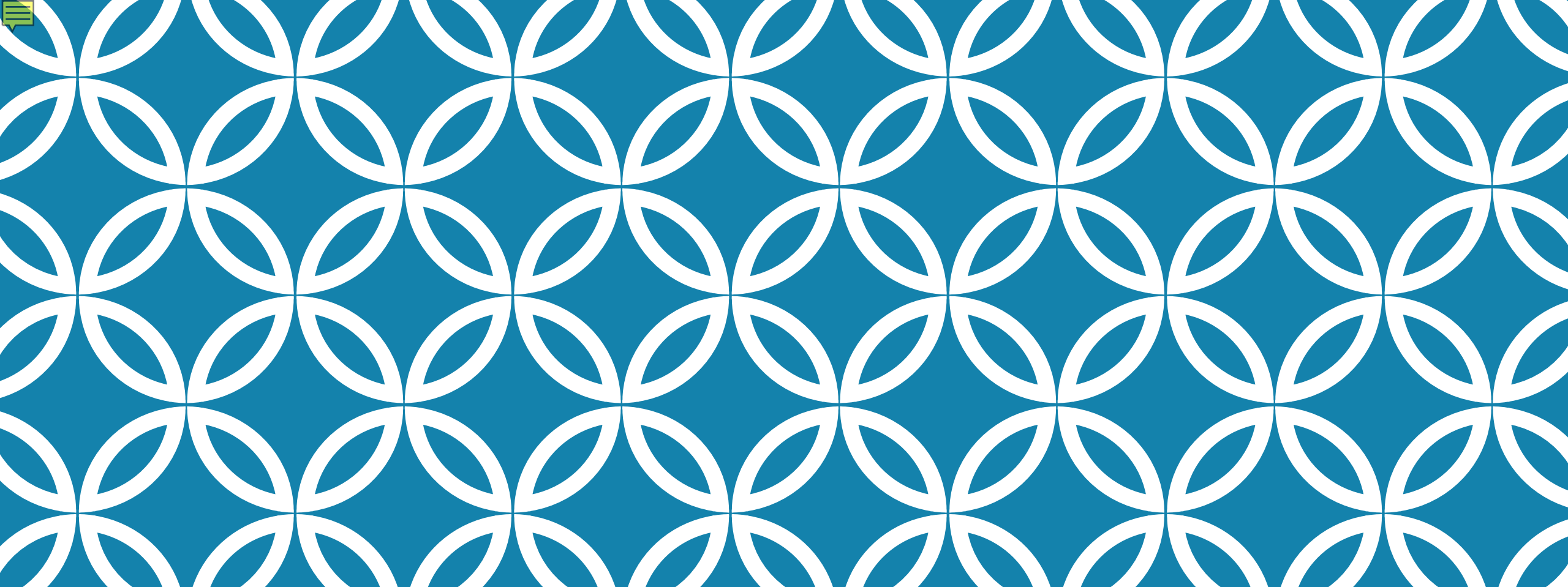
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WHAT'S YOUR INTERNAL LEARNING ENVIRONMENT?

Knowledge Management in Libraries

PROBLEM SCENARIO #1

Debra has been a senior legal researcher in your firm for well over 30 years and announces her retirement. Two weeks later, she is in Hawaii and you realize you don't have access to any of her files or documentation. What do you do?



PROBLEM SCENARIO #2

Student workers at your circulation desk are consistently confused about how to register new community borrowers for library cards. What do you do?



<https://alyse329.wordpress.com>

PROBLEM SCENARIO #3

Think of an internal information-related problem where you work. It could deal with staffing, documentation, workflow, redundancy, anything. What do you do?





WHAT IS KNOWLEDGE MANAGEMENT?

“Knowledge management is the process of capturing, distributing, and effectively using knowledge.” (1994)

"Knowledge management is a discipline that promotes an integrated approach to identifying, capturing, evaluating, retrieving, and sharing all of an enterprise's information assets. These assets may include databases, documents, policies, procedures, and previously un-captured expertise and experience in individual workers." (1998)



TACIT VS. EXPLICIT KNOWLEDGE

TACIT (PERSONAL)

Difficult to explain

Personal and context-specific

Examples: hands-on skills, special techniques, employee experiences

“know-how”

EXPLICIT (GROUP)

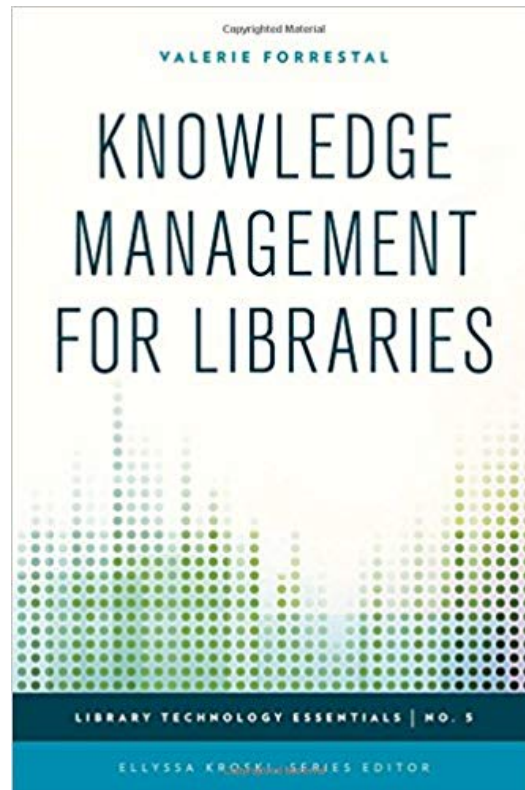
Can be articulated, captured in drawings and writing

Can be transferred to others and archived

Examples: online tutorials, procedures manuals

“know-what”

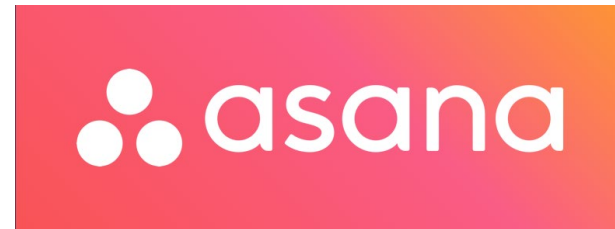
KM AND LIBRARIES



“Books, journals, and technology are key components of any modern library, but a library’s most valuable asset is its staff. Providing platforms that can capture the knowledge and expertise of your staff, and facilitate communication and professional development among them, is an investment that will only build in value over the years.”
– Valerie Forrestal



COMMON KM TOOLS





USEFUL KM (LEARNING ENVIRONMENT) TOOLS

Job Aids

Relationship Maps

Routine SOP Audits

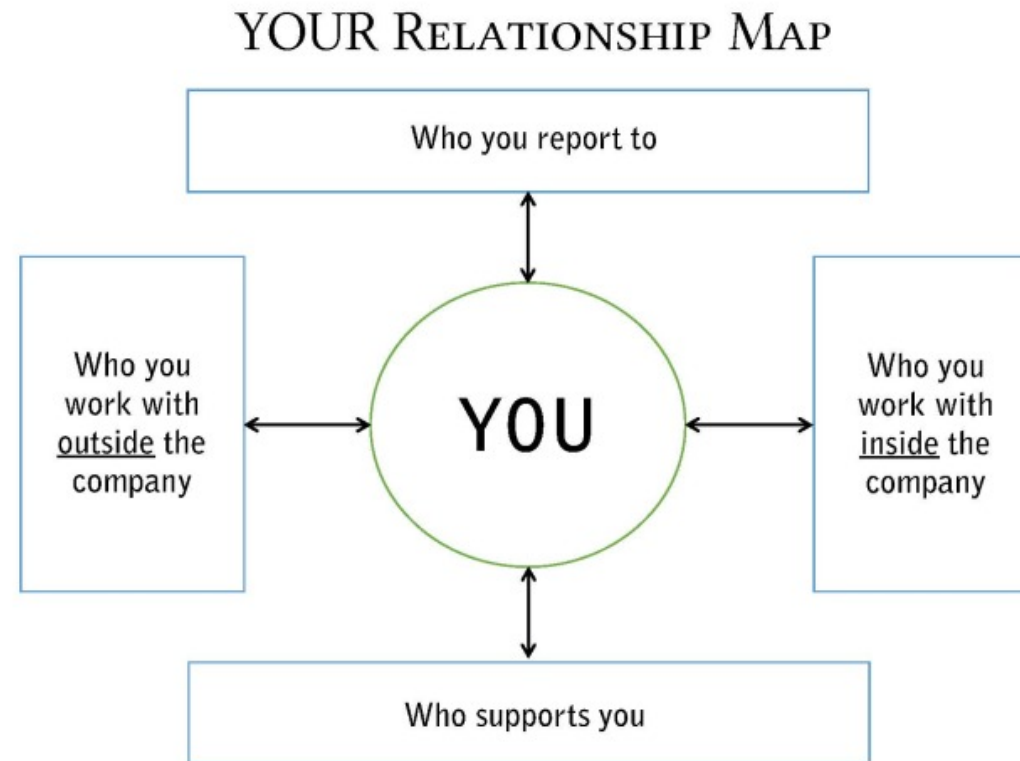
Real-Time Storytelling

Communities of Practice

JOB AIDS

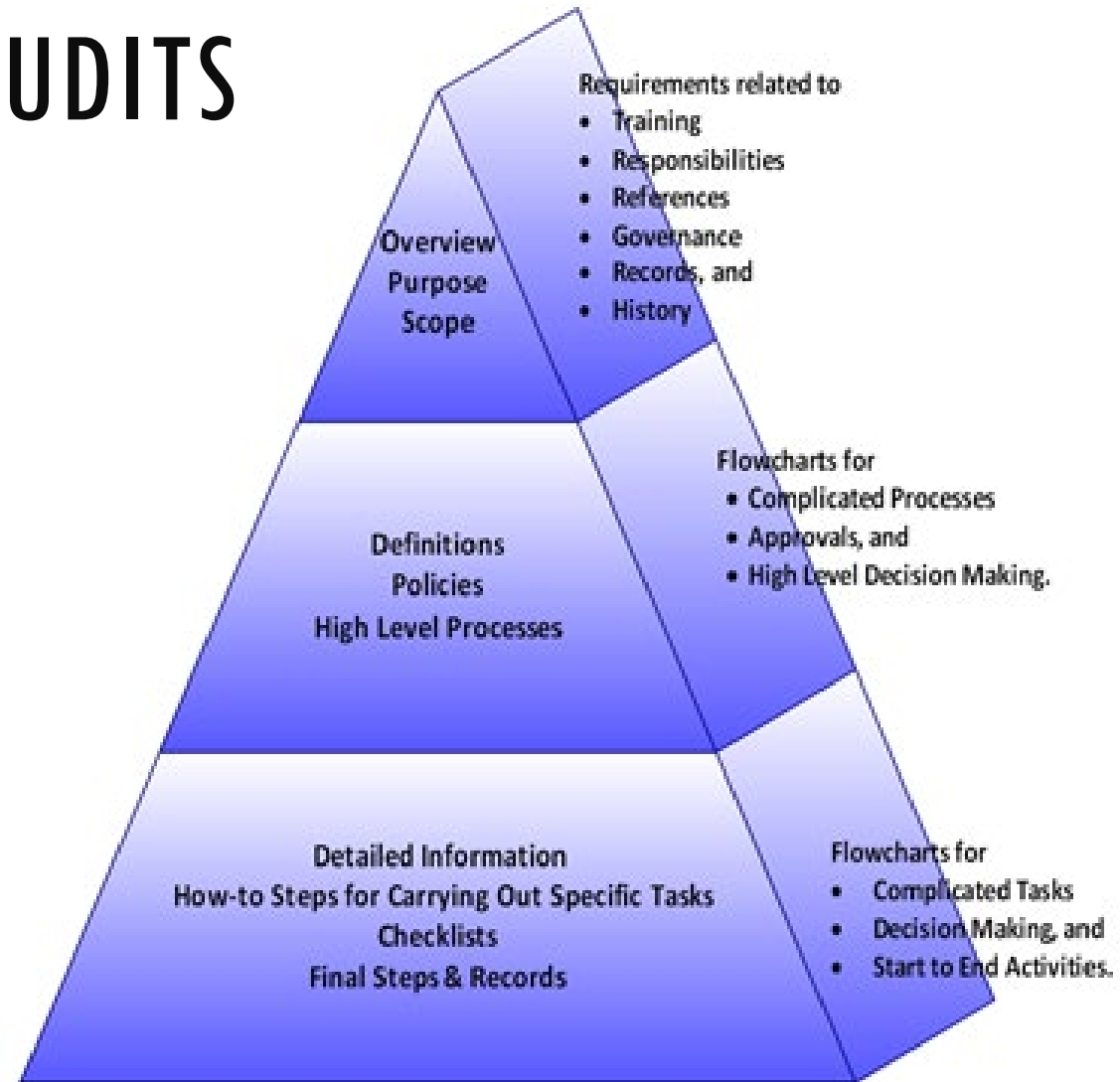


RELATIONSHIP MAPS



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Source: <http://dergelcfo.com>

ROUTINE SOP AUDITS



Tiered Structure of a SOP

REAL-TIME STORYTELLING



<https://elearningindustry.com/storytelling-for-elearning-tips-strategies-examples>

COMMUNITIES OF PRACTICE



Based on Allan, B. (2008). Knowledge creation within a community of practice

PROBLEM SCENARIO #1

Debra has been a senior legal researcher in your firm for well over 30 years and announces her retirement. Two weeks later, she is in Hawaii and you realize you don't have access to any of her files or documentation. What do you do?



Possible Strategies:

- Relationship Map
- Storytelling
- Job Aids

PROBLEM SCENARIO #2

Student workers at your circulation desk are consistently confused about how to register new community borrowers for library cards. What do you do?



Possible Strategies:

- SOP Audit
- Job Aids
- CoP for student workers

<https://alyse329.wordpress.com>

PROBLEM SCENARIO #3



Possible Strategies:

- ?
- ?
- ?

THANK YOU! WANT TO LEARN MORE?

- KM Insight - <https://kminsight.co.uk/insights>
- KMWorld - <https://www.kmworld.com>
- Gurteen Knowledge Website - <http://www.gurteen.com>

(and please excuse the shameless plug)

Knowledge Management: A Practical Guide for Librarians –

<https://rowman.com/ISBN/9781538144572/Knowledge-Management-A-Practical-Guide-for-Librarians>