SHARING KNOWLEDGE IN THE LIBRARY

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LIS 880

Fall 2025

ORGANIZATION OVERVIEW
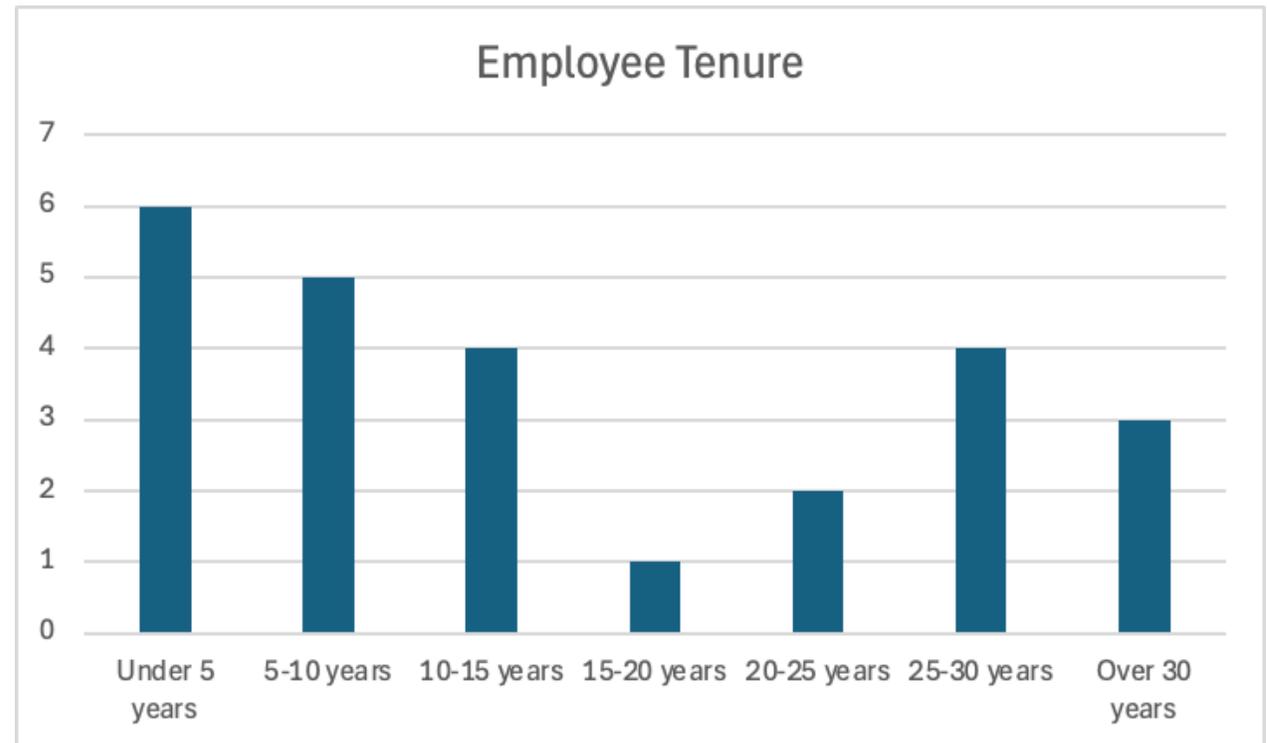
Community College Library

25 Librarians:

- 8 Adjunct Faculty

- 17 Full-Time Faculty

Variety of Tenure

- 9 Employees over 20 years of service who are near retirement

ISSUE: Adjunct librarians are struggling to know their roles and processes.

Employee Tenure

A bar chart titled "Employee Tenure" with the following values:
- Under 5 years: 6
- 5-10 years: 5
- 10-15 years: 4
- 15-20 years: 1
- 20-25 years: 2
- 25-30 years: 4
- Over 30 years: 3

CURRENT STATE OF KNOWLEDGE MANAGEMENT

ONBOARDING PROCESS FOR ADJUNCT LIBRARIANS

1. Brief Training and Onboarding focused on HR procedures

2. Shadowing current adjuncts for 2-3 shifts

3. Access to Intranet with uneven organization

BARRIERS TO KNOWLEDGE MANAGEMENT

- Culture that presumes intrinsic knowledge

- Lack of prioritization from leadership

- Lack of KM roles and accountabilities

ENABLERS OF KNOWLEDGE MANAGEMENT

- Pre-existing Technology (Teams, Intranet)

- Championship and support from KM team

Milton & Lambe, 2020, pp. 32-33

PROPOSED KM PROJECT

Techniques for Improving Adjunct Onboarding

- Community of Practice for new and current adjunct librarians, with a faculty librarian leader

- Shared documentation practices to build a knowledge base using existing technologies

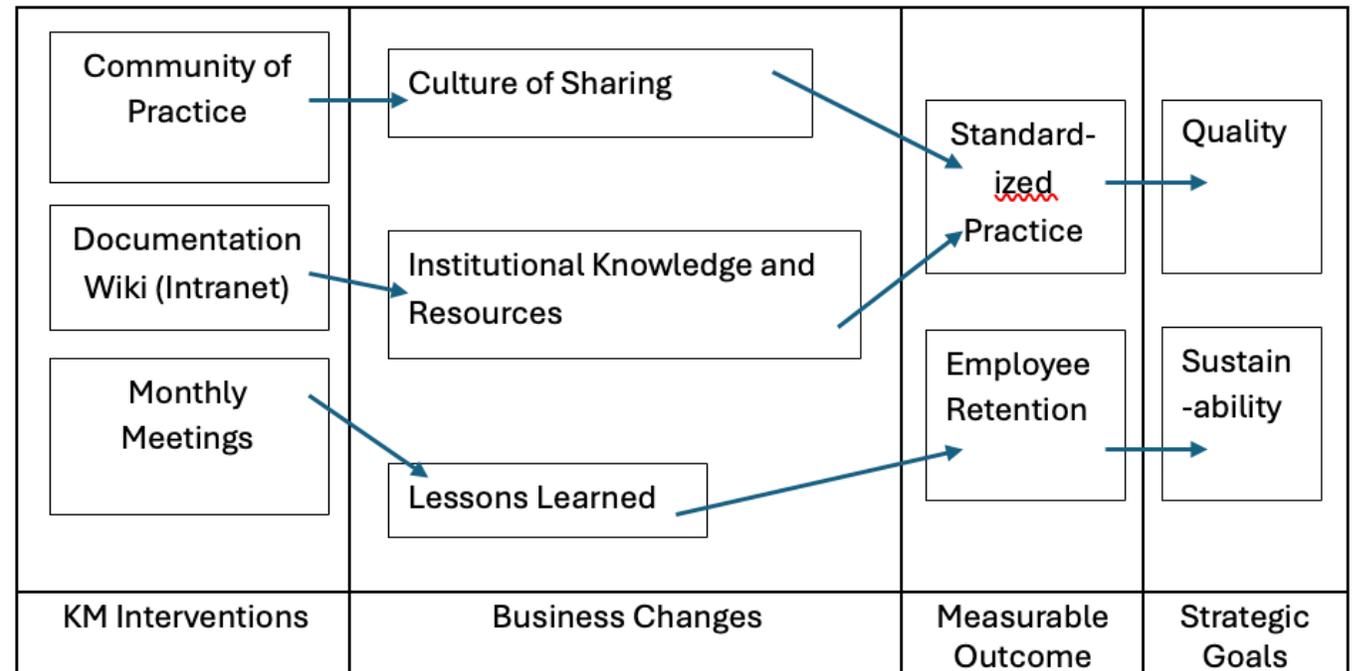- Regular meetings for sharing lessons learned

COMPETITIVE ADVANTAGE AND BENEFITS

Improve succession and advancement planning.

Standardize delivery of objectives.

More efficient onboarding and better talent retention.

Benefits Map -- Milton & Lambe, 2020, p. 88

SWOT ANALYSIS

ASPECT	ANALYSIS
Strength	Tap into our reserves of institutional knowledge.
Weakness	No consistency with training or sharing knowledge.
Opportunity	Updated technology for knowledge capture.
Threat	Uneven performance could undermine reputation. Bad experiences for staff could lead to turnover.

KNOWLEDGE MANAGEMENT TEAM

STAKEHOLDERS

- Management
- Faculty Librarians
- IT Experts
- Faculty throughout College
- Students

CHAMPIONS

- Individual Adjuncts
- Faculty Librarian Leader

TEAM ROLES

- Project Manager
- Knowledge Manager
- Communications Lead
- KM Coaches

With our relatively small group, the top 3 roles could be rolled into one.

Milton & Lambe, 2020, pp. 68-69

COSTS OF KM PROJECT

COST FACTOR	NOTES	EST. TIME	EST. COST (based on 10 employees)
Knowledge Audit	Documented Knowledge (Intranet) Skills (Research, Pedagogy) Methods (Communication) Relationships (Faculty, Coworkers) Experience (Networking)	3 Hour Interview with 2-3 Employees	$450
Staff Time	Meetings, Research, and Planning	Initial 20-40 Hours of Setup 1 Hour Meeting per Month	$20,000
Software	Current Options: MS Teams, Springshare LibGuides Intranet	3 Hours of Re-Training	$1,500

EXECUTIVE SUMMARY

TIMELINE AND PLAN

Planning and KM Framework

Kick-Off Roll-Out

Knowledge Audit

Meeting Schedule

Knowledge Capture

Embedding into Onboarding

WHY IS THIS KM PROJECT WORTH IT?

The library is known as a sanctuary of shared knowledge – but we are failing to capture and share the implicit knowledge held by our current employees.

This is making onboarding new employees (and retaining current ones) more difficult, and leading to inconsistent quality in our teaching and services.

With an investment in this KM program, we can build the framework for sustainable quality for all of our employees, faculty, and students.

THANK YOU

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SOURCES

Milton, N. J., & Lambe, P. (2020). *The knowledge manager's handbook: A step-by-step guide to embedding effective knowledge management in your organization* (Second edition). Kogan Page.