AMAZINE KNOWLEDGE ADVENTURE TIME

Activities and resources to help you find knowledge management in a post-truth GLAMorous world

DIY LIBRARY CAREER NLS8

A zine made to complement ‘From chaos to calm through storytelling and community building in GLAM and beyond: A journey and conversation about Knowledge Management’ presented by Clare O'Hanlon and Eleanor

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Glossary

Data: observations, facts, or records that form the basis of future action. It can be captured, transferred, and communicated.

Information: processed data that has been given relevance, purpose, and context through human intervention.

Knowledge: when human judgement and experience is applied to information.

Explicit Knowledge: information that can be easily identified, captured, and communicated.

Tacit Knowledge: information that is informal, personal, and difficult to identify, capture, and communicate. Once captured it becomes explicit knowledge.

Community of Practice: a group of people with a common goal, problem, or passion who regularly come together to deepen and expand their knowledge and expertise on various topics, e.g. NewCardigan.

Network of practice: a group of people who share a common work interest, operating at arms-length through third-party facilities, e.g. professional associations.

Trust: very broad and complex (almost impossible to define), but it is hard to gain, easy to lose, and fundamental to sharing and collaboration because it involves a willingness to increase one’s vulnerability to another individual or group and feelings of confidence and security in organisations and institutions.

Knowledge Management bingo

As you attend various presentations and workshops at NLS8 cross off these knowledge management concepts and buzzwords. There may be more than you realise!

Storytelling	Tacit knowledge	Experience	Innovation	Knowledge hoarding
Experimentation	Bureaucracy	Creativity	Connection	Knowledge silos
Adhocracy	Play	Free space	Organisational culture	Corporate knowledge
Competitive advantage	Collaboration	Experience	Change	Strategy/ Planning
Community of Practice	Organisational learning	Digital disruption	Context	Trust

Colour in, and put the ship in librarianship

Title: Atlas Céleste de Flamstéed.
Collection: Astronomy - Star Atlases, Charts, and Maps

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Mapping Knowledge

Adapted from the strategic framework for mapping knowledge by Zack (1999)

Connect with Cynefin

Map your GLAMorous experiences into complex, complicated, chaotic and obvious domains

Adapted from Cynefin framework by David Snowden as of 1st of June 2014 by Snowded (licensed under CC BY-SA 3.0). See more: http://cognitive-edge.com

Knowledge Management Word Find

A	B	C	R	H	K	S	T	O	R	Y	T	E	L	L	I	N	G	R	Y
M	R	C	O	M	M	U	N	I	T	Y	A	L	P	U	C	V	U	L	K
G	K	O	R	Y	Z	E	X	Y	C	A	R	C	U	A	E	R	U	B	P
A	M	D	K	A	R	K	B	P	W	U	Q	U	C	W	H	L	D	A	R
S	G	X	D	U	P	T	E	G	D	E	L	W	O	N	K	C	U	K	C
B	R	I	T	S	N	O	G	M	J	K	X	L	L	U	D	L	J	R	T
G	A	L	N	G	F	V	N	I	W	G	Y	H	L	G	E	E	Q	S	X
O	U	A	Y	Z	H	D	A	D	H	O	C	R	A	C	Y	A	U	O	E
C	S	B	N	K	O	D	H	S	C	R	I	P	B	G	D	R	K	L	T
C	T	I	T	D	E	U	C	K	B	C	H	A	O	S	T	N	P	T	N
S	R	C	L	A	W	F	G	Y	H	I	J	A	R	J	X	Z	V	K	O
M	A	P	M	O	I	O	R	G	A	N	I	S	A	T	I	O	N	L	C
A	T	A	D	M	S	S	M	H	B	N	S	A	T	I	O	N	Y	U	O
P	E	I	V	P	D	I	N	N	O	V	A	T	I	O	N	H	I	I	S
O	G	I	G	Q	O	R	A	S	T	L	U	J	O	P	K	U	T	Z	V
M	Y	U	H	A	M	F	T	K	N	I	F	E	N	Y	C	W	I	N	G

Knowledge	Community
Collaboration	Innovation
Chaos	Adhocracy
Cynefin	Bureaucracy
Silos	Strategy
Change	Culture
Storytelling	Learn
Trust	Play
Wisdom	Context
Organisation	Data

Circle of trust

In the circle below, write five people and/or groups you want to build greater trust with in order to communicate, collaborate and share knowledge more effectively or efficiently.

GLAMVille Uni Library 2025

It is a beautiful spring morning and the library is looking particularly fabulous surrounded by native plants and birds with hints of rainbow shining through the leaves and solar panels. Upon entering, I see welcome signs in Woiwurrung language and English and I am greeted by a mix of friendly staff and robots from student services, IT, academic skills, and the library, all easily identifiable in the University’s red brand. They are busy helping students connect with each other and information in order to navigate and solve their problems with university studies and systems. I pick up my coffee from the orange community café on my way to help my student counselling colleagues set up the yellow chill-out lounge for our weekly book chat with students. Students switch off from technology and chat about challenges they have encountered and we recommend appropriately themed books (and very often they will recommend books to each other and us that we have not thought of). After this, I head off to the green heritage zone to co-facilitate a metadata party with my archivist colleagues that we designed to engage academics with recordkeeping and help them contribute to, reflect on, and learn from our organisational history and knowledge. I hover quietly through the calm blue silent study zone to get to our lunchtime journal club in our community garden with colleagues and resident library ducks (our mascots). This helps me recharge before a busy afternoon hacky hour in the purple research commons with cross-disciplinary students and researchers learning from and guiding each other. Just as I am about to leave for the day, my glasses send a notification that a book recommended to me by a student earlier in the day has been retrieved from storage and is ready to be collected.

GLAM 2025 Brainstorm space

What will your GLAM institution look like in 2025?

References

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Contact us

Eleanor Colla

Twitter: @eleanorcolla

Email: eleanorcolla@gmail.com

Clare O’Hanlon

Twitter: @clareifications

Email: clareannetteoh@gmail.com

A Purrfect Finale

We say furwell with cats for you to colour in:

WHITE CAT AND KITTENS.

Public domain illustration from the cat: its natural history; domestic varieties; management and treatment, 1887, from North Carolina State University via HathiTrust made available by the Digital Public Library of America as part of #ColorOurCollections initiative