NATIONAL LIBRARY BOARD
KNOWLEDGE CHAMPIONS PROGRAMME

BACKGROUND & PURPOSE

WHAT DID WE DO?

WHAT ARE THE LESSONS LEARNT?

WHAT ARE THE IMPACT AND BENEFITS?
DISTRIBUTION MECHANISM
KM AWARENESS, ACTIVISM & SKILLS

ENABLING CULTURAL CHANGE
CONVINCING OTHERS OF THE BENEFIT
ADVOCACY
- Encourage knowledge sharing and collaborative behaviors verbally and by example
- Be a reference point for clarification on knowledge sharing and collaborative matters
- Identify and highlight stories where knowledge sharing and collaboration has seen positive impact

SUPPORT
- Help to facilitate knowledge sharing and collaboration where appropriate
- Help colleagues in capturing knowledge for use / re-use
- Provide ideas and suggestions for new initiatives or improvements to knowledge tools and techniques

KNOWLEDGE LINK
- Network with other K Champions and people who have been identified as sources of experience and expertise
- Point colleagues in a helpful direction towards relevant resources or colleagues
Projects
learning and improving, capturing and transferring knowledge from major projects

Peer collaboration
knowledge sharing through internal knowledge communities

Expertise
experience transfer in projects engaging external expertise, or where there is a risk of losing experienced staff

Emphasized how the K Champions programme will help to achieve NLB’S KNOWLEDGE STRATEGY

SENIOR MANAGEMENT
ensure that K Champions will achieve the KM Vision which they have produced in two days workshop
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REFLECT PRACTICE IN A LEARNING BLOG

Use of common language helped to facilitate better sharing and understanding.
REAL LIFE EXPERIENCES TO DEMONSTRATE KNOWLEDGE SHARING TECHNIQUES CAN AND SHOULD BE USED TO SUPPORT...

PRACTICAL WORK AND NEEDS IN NLB

K CHAMPIONS RUBBING OFF POSITIVE KNOWLEDGE SHARING ON OTHERS
Distinction between the three tracks became less stringent allowing K Champions to apply the techniques whenever opportunities arose.

STRESS ON **PRAGMATIC APPLICATION** AND **PRACTICAL VALUE OF KNOWLEDGE SHARING**
USING BLOG HELPED K CHAMPIONS TO BE COMFORTABLE WITH USING WEB 2.0 TOOLS FOR COLLABORATION

RECOGNITION AMONGST PEERS

ENCOURAGEMENT FROM SENIOR MANAGEMENT AND SUPERVISORS
K CHAMPIONS COMMUNITY OF PRACTICE

K Champs Gathering, June 09

This morning K2H held the privilege of hosting the K-Champions to a gathering which saw about 50 of the cohort gather in the sunny imagination room for an update on the various activities that the K-Champions had been doing. K2H also took the opportunity to share with the K-Champions’ K2H’s activities and plans. The K-Champions came from across NDB, encompassing different job roles and levels of participation.

KNOWLEDGE ENABLED PROJECT MANAGEMENT

ENHANCING THE CURRENT PROJECT MANAGEMENT METHODOLOGY TO ADDRESS POTENTIAL KNOWLEDGE GAPS
Techniques deemed to have benefited indirectly
“Build a knowledge culture”

Techniques deemed to have helped K Champions recognise a tangible value
“Done Better, Quicker or Cheaper”
RENEW AWARENESS IN KNOWLEDGE SHARING AND STRENGTHEN THE LEARNING, SHARING AND COLLABORATIVE CULTURE

Measure collaborative culture as part of NLB balance scorecard in FY2009
Measure online contribution and usage of knowledge platforms

STORIES & ANECDOTES
ON HOW K CHAMPIONS INTEND AND HAVE APPLIED THE TOOLS AND TECHNIQUES

Influence others in their work areas to think likewise
Demonstrate practical value in knowledge sharing, capture and transfer
I have been with Collection Development for close to eight years and have been transferring my skills and knowledge in collection development of children’s and young people’s materials to my colleagues through informal chat sessions and on-the-job training. Since there was no existing documentation aside from Collection Policies, I would need to work from scratch.

**RICH PICTURE** is a way of transferring my knowledge in a more formalised and permanent manner.

- Panna Kantilal, SHR Librarian

Before I start the project, I wanted to find who and what has been done in previous projects of similar nature.

So, I conducted a **BEFORE ACTION REVIEW (BAR)** to trace back the old documentation on process and interface requirements. It was useful to find out background information on the project, which has helped me to form a clearer direction.

- Angela, Deputy Director, Finance & Admin
I was sniffing out the possibility of using a Wiki Tool to collect and elaborate on NLB abbreviations, such that everyone can benefit, especially NLB newbies.

SO, I COLLABORATED WITH THE KM CDP TO TRY OUT THE WIKI TOOL AND LAUNCH IT IN NLB WIDE FOR ALL STAFF TO CONTRIBUTE.”
GABRIEL, MANAGER, CORPORATE DEVELOPMENT

CONNECTIONS AMONGST DIVERSE GROUPS AND DIVISIONS

NETWORK & AFFINITY BUILT OVER 10 MONTHS

IMPROVED INTER-DIVISIONAL COMMUNICATIONS & COORDINATION
THANK YOU!