KM / IM / RM Breakfast

- **Welcome**
  - Worksheet
    - Learning Points
    - Areas of Interest
    - Questions to Address
- **Panel Discussion**
  - Questions
    - Which is more important, quantitative or qualitative measurement of value of services?
      - Balance
      - You can't have one without the other
      - You need hard data to identify
      - You need qualitative to provide context, root cause
      - Can't use each in isolation
      - Understanding the language of the organisation
        - Check for bias towards quantitative
        - Emphasise qualitative
      - Proving value
        - Number of requests
        - but giving context of the complexity of requests
    - Relationships. What do you see as the main barriers to creating relationships?
      - The 'No, No"s
        - "Oh no no you can't do that."
        - "No, No we've tried that before"
        - Building a bridge to the NoNos
        - Getting them on board
        - Baby steps
          - Understand their experiences
        - Use networks
          - Find influencers
      - Over communication
        - Drowning in change
        - Ambushed
          - Loose focus
      - Speaking the same language
        - Simplify the message
      - Culture
        - Clash of Cultures
          - Legal
          - Library
        - Building bridges
      - Non Verbals
        - Giving Lip Service
        - Eye Rolling
      - Hidden messages
        - Counter messages
      - Sharing Goals
        - Taking the goals on, adopting the company goals by working outside the unit, collaboration
        - Silo
    - How to manage the inverse bell curve? Generational gap/differences.
      - New Graduates
        - Not screening for the right graduate
        - Getting people fit and then skill them up.
        - Re-attraction
      - Mid-Career Progression
        - Development Programs
        - Mentoring
          - Loops
      - Aged Workforce
        - Sage Program
        - Phased retirement
        - Mentoring
          - Dad's Army
      - Career for life
        - In the past
      - Volunteers
        - Transient
        - Rural people moving around
    - Communities of Practice: How do they work? What systems do they use?
      - Intranet / Portal
        - Records Management Systems
        - Policies
        - Procedures
      - Collaboration Tools
        - Internet
        - Sharepoint
        - Stellant
          - Oracle
      - Links to multiple resources
      - Physical face to face
        - At least once a year
        - Build trust that can be transferred across to virtual
      - Etienne Wenger
        - Invest first in beer and field trips, then in technology
        - Plan for sustainability
      - Beware of e-mail
        - Isolated
        - Use discussion forums that use e-mail
          - Has a repository for searching
      - Discoverable
        - Anyone can find it
      - Formal and Informal
        - Let people find each other
          - Social Networking
          - Driven by need
          - On Demand
        - More formal are aligned with areas of practice and strategic direction
        - Also identifying holes to be worked on
- **Records Management**
  - Public Sector
    - Caboolture Shire Council
      - Personal Background
        - Electricity Commission
          - Junior Clerk
            - Able to find things and put them back in the right place
            - Manual Cards System
            - Moved up through the ranks
            - Was a central repository for files
        - BCAE
          - Everything was new
          - Learning new computer systems
          - System was kept internal
        - CSIRO
          - Poor state of affairs
            - Files kept in basement
              - Flooded
              - Rats
        - Caboolture Council
          - Didn't have an electronic records management system
          - Diverse due to various subject matter
          - Implemented eDRMS - inherited
          - New system in 2002
          - Jack of all trades
            - website & intranet
            - FOI
          - Ancillary systems
          - Policy implementation
          - training
          - Managing collections
          - Mail
          - Archive and Disposal
      - Business Excellence
        - Opportunities for Improvement
        - Improving relationships
          - Technology is easy, people are hard
      - eDRMS
        - Control
        - Meeting the challenges of an electronic world
      - Happy for FOI to go to governance
      - Challenges
        - Size of databases
          - Files
          - Photographs
        - Merging of Councils
          - Training was rolled out to 500
            - Now rolling out to over 2000
          - Duplication
            - Virtually 3 of everything
            - Agreeing on way forward
              - What is best?
      - Opportunities
        - Relationships with people in the same discipline in other areas
          - Know their businesses well
          - Sharing knowledge and experience
        - Technology
  - Private Sector
    - Sinclair Knight Merz
      - Personal Background
        - Addicted to Records Management
        - Initially looked at Environmental Science
        - Temping
        - Opportunity in Records Management
          - Initially a month or two in Veteran Affairs
        - Building Services Authority
        - Tried to get away from Records Management
        - Engineer Consulting
          - Moved from temp to permanent role
        - You don't choose Records Management, it chooses you
      - Records Management @ SKM
        - Initially responsibility of Librarian
        - Advising, training and assisting staff in storage and archiving
        - Record keeping is not keeping records (under desk)
        - Using Access DB
          - Being reviewed
        - Once files are created they do not move until the project is finished
      - Upcoming
        - New system implementation/adoption
        - Moving to new premises
          - Uncovering what people have (under desk)
          - Audit
      - Likes
        - There will always be records
      - Dislikes
        - Lack of prestige
        - Seen as an overhead/expense
        - Struggling for funding for new projects
      - Challenges/Opportunities
        - Relationships with IT/Legal
        - Document Controllers
          - Project staff
          - Guiding people on how it should be done
          - Improving
- **Information Management**
  - Public Sector
    - Claudia Davies
      - Legal Aid
      - Librarian
        - Medical Diagnostics
        - Science Knowledge
        - DPI Library
          - Legal Aid Qld
      - Local Liaison Officer
    - Legal Aid QLD - Library
      - Small Library
      - Creating DB for specific intiatives
      - Inhouse legal databases
        - Specific areas of practice
      - Training
        - Moved into training at the point of need
        - On demand
        - Subtopic
      - Legal Reference and Research
      - Access to Knowledge
        - Easier - Seamless
      - Enjoys collaborating with other professionals
      - Working on defining/redefining the role
        - Moving from traditional library to Knowledge Management
      - Quote
      - Influence of political drivers in public sector
    - Struggling for recognition
      - Credentials
        - Qualifications to become a librarian are increasing
        - Big employers are saying they can't get the right people with the right qualifications
          - Taking lower qualified people and training them up
      - Meaningful performance indicators
        - A lot of qualitative output
      - Continuing professional development
        - Difficult to get investment
          - Need to show value
      - How do Librarians define themselves?
        - As a profession
        - Have to go and tell people our value
      - Increasing value of office space - decrease availability
        - Storage of collections
        - Show the value of collections
      - Workforce planning
        - Retiring workforce
        - Difficult to attract people to the profession
        - Going to effect larger institutions in the future
    - Opportunities
      - World Congress 2010
        - Large amount of librarians visiting
      - WE have to start moving away from the library as the box that people can visit.
        - "Guerilla Librarianship"
          - Google
        - Stop thinking in traditional terms
        - Flexible, fast acting
        - Getting resources out in the business
        - Using skills to build initiatives for individual groups when needed.
  - Private Sector
    - Deacons
      - Definition of Librarians
        - Greatest research tool that any Legal Firm has.
      - Personal Background
        - Library Cadetship
          - Public Library
        - Moved into Legal industry
        - UNE Armidale
        - QLD Police
          - State wide library service/network
          - Understand how important info is and how accurate it needs to be.
            - Prosecutions
            - Forensics
            - Pooper Scooper
        - Deacons
          - Electronic Records co-ordinator
          - Focusing on Australian agencies
          - Nationalised collections
      - Challenges / Opportunities
        - Legal Environment
        - Trying to find the balance between online/hardcopy
          - Property Cost increases
          - Looking to get move value out of floor space
          - Justifying
          - What do we need to have onsite?
          - What can we move offsite?
          - What can be stored electronically?
        - Turnover of Staff
          - Induction
          - Training of staff in the use of knowledge tools
          - Online tutorials don't get used
          - Reacting to demand when needed
        - Legal Publisher Monopoly
          - Negotiation
            - Keep negotiating
            - Be tough
          - Have a good relationship
          - They can name their prices
        - Internal Marketing
          - Services we offer
          - Tools/resources we buy
          - Direct line of contribution to revenue
            - Providing direct services to the client
            - IP
        - Need to go beyond basic service
          - They no longer need to come to you
          - Packaging services together
          - Proactive research
            - Making connections
            - Linking professionals to resources
        - Merging with Knowledge and Records management
          - Offsite storage
          - Archiving
          - Take control of these situations rather than having it done to you.
- **Knowledge Management**
  - DES
    - Public Sector
      - Personal Background
        - Started as Fire Fighter
        - From back seat to front seat
        - When we learn something, we don't share
        - Now off the truck
      - Responsibilities
        - State Operations Directorate - Operations Improvement Unit
          - One person can make a difference
            - Learning from others and putting it back into the organisation
          - Not change for change sake
        - Major Project
          - Harnessing the experience of a large workforce to improve Community Safety
      - Challenge
        - Sharing knowledge
          - Across 40,000 people across the state
        - If a candle burns from both ends it will not last the night
      - Opportunities
        - Have been through management improvements
          - structures
        - Now looking at operational improvements
          - Policies and procedures, paper based, old
          - Documentation was 10 years out of date
          - Capturing and sharing experiences
            - 'Converting' to Knowledge
            - Disseminating
          - Respect people are different and learn differently
            - Various avenues
          - People are the greatest resource
          - Information is only of value when it gets used
            - Promoting learning
        - Need to gauge the people
        - Peoples passion in what they are doing
      - Sharing
        - Realising the value of lessons learnt by using the knowledge
        - Communities of practice across the globe
        - Local Knowledge
          - How to transfer between generations
          - Aging workforce
            - With them go the experiences
        - Finding the right medium / vehicle
      - Getting the right information to the right people at the right time
      - Dislikes
        - Competing for resources
          - A lot of things happening
          - Everyone has passion
          - Limited resources. limited funding
  - Thiess
    - Private Sector
      - Personal Background
        - Started doing Japanese and Tourism
        - Small town Library
          - Impact of the community
        - Postgrad studies in Library Science
        - Library Software Vendor
        - Masters in Info Mang major in KM
        - NMR
        - Moved onto Thiess
      - Challenges
        - Large volumes of procedures
          - Project to reorganise procedures
          - Well funded
        - Compliance
          - Quality
          - Health & Safety
          - Environment
        - Diversity
          - Multi Culture
          - Geographic
        - Rapid Growth
        - Retention
          - Inverse Bell Curve
          - Roster / Fly in, fly out
          - Churn
            - CoP helping provide sense of family
            - Trust
        - Collecting
          - Collect versus connect continuum
        - "Not invented here" Syndrome
          - Subtopic
        - Reward system not aligned to knowledge sharing culture
          - Business units competing does not foster sharing
        - Common Language
          - Easier to converse across the organisation
        - Intellectual Property
          - Joint Venture with Competitors
          - CoP outside the firewall
            - Trying not to give away to much
        - Subtopic
      - Opportunities
        - Social Networking
          - Facebook
          - Trust Relationships
        - New Markets
        - Savvy Kids and Willing Fossils
        - People love to talk & share
          - Cultural history
          - Storytelling
        - Innovation
          - Innovative jobs winning
      - Objectives
        - Develop the capability to deliver
          - Continually train and educate people
        - Knowledge Sharing Culture
          - Safety Analogy
          - Has anyone done this before?
          - Who could I bring in to share this experience with?
            - Who else can learn?
          - Communities of Practice
            - People not Technology
            - Technology is an enabler
            - Groups of passionate people who have a like passion in doing their craft better
            - Naturally born
              - Not seeded
            - Supported
            - Drill & Blast
              - No common standard
              - Using online tools to compile standards
            - Intangibles
              - Recognition
              - Relationships with Peers
          - Behaviour
            - Open to others
      - Likes
        - People and the work they do
        - Always learning
      - Dislikes
        - Stereotypes
        - "Not invented here" syndrome

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