



# North Suburban Library System Knowledge Management at the Library

The North Suburban Library System is a multitype library consortium with over 650 members. We are a non-profit organization that is funded through the Illinois State Library, division of the Secretary of State's office. With thirty staff strong, we provide services to our members from Continuing Education classes, to grant assistance and electronic services, as well as support our members through advocacy, leadership, partnerships and innovation.

Web site <http://www.nsls.info>

## Pilot Projects

**Yellow Pages** - An internal yellow pages of staff experts, making it easier to assist members in locating staff experts on particular topics of information within NSLS.

- Allows staff to more efficiently help member libraries.
- Future plans are to include member experts in the directory.

**Consulting Knowledge Base** - An online, recordable, retrievable, and searchable knowledge base of staff consultations with members.

- Saves staff time, prevents duplication of work and increases the level of service to members.
- Tracks member questions and identifies additional member needs.

**Online Community Networks and Communities of Practice** – Applies COP theories to our current member networking groups to enhance knowledge sharing and use among members.

- Currently three pilot networking groups testing in-house developed software.
- Eventually expand to additional networking groups as appropriate.

**Hot Washes** – After Action Reviews implemented during and after all major events and projects in order to capture and use what went right, what went wrong, and what were the lessons learned.

- Increases our efficiency and avoids past mistakes, saving both staff time and money.
- Guidelines and a standard form were created for staff.
- Hot Wash notes will be archived on staff Intranet, highlighting top 3 lessons learned.

**Meeting Enhancements** – Examines the current functions of staff meetings and addresses a variety of issues vital to our team-based work structure, where the exchange of knowledge at meetings is key

- Creates basic ideas to enhance the sharing, capturing, and use of knowledge at meetings.

**Intranet and Staff Shared Directory** - The foundation of our KM projects, this is where our knowledge is captured, organized and accessed internally by staff.

- Involves the revamping of our staff Intranet and the reorganization of our shared directory for files.

### Our KM Vision Statement

- *Capture, share and transfer our organizational knowledge to connect our members and employees to each other, to meaningful content, and to NSLS*
- *Increase the wealth of our organization, and enhance our effectiveness to better serve our members and their communities.*
- *Expand the use of our member's knowledge and create collaboration between member and NSLS efforts for greater possibilities.*
- *Place the knowledge needed into the hands of our members and create a system to capture knowledge for future use.*
- *Uphold an environment where deeper knowledge is shared and applied, promoting a higher level of learning and innovation.*