

Knowledge Management

in the

Austrian National Library

AGENDA KNOWLEDGE

2nd Conference 24 06 2010

Thesis 1

Libraries connect **knowledge** with the dimension of **time**.

“Past time and future are connected in a mysterious metabolism. It’s central organs are the big libraries, which keep all past without considering its actuality for the future.”

(Peter von Matt)

Thesis 2

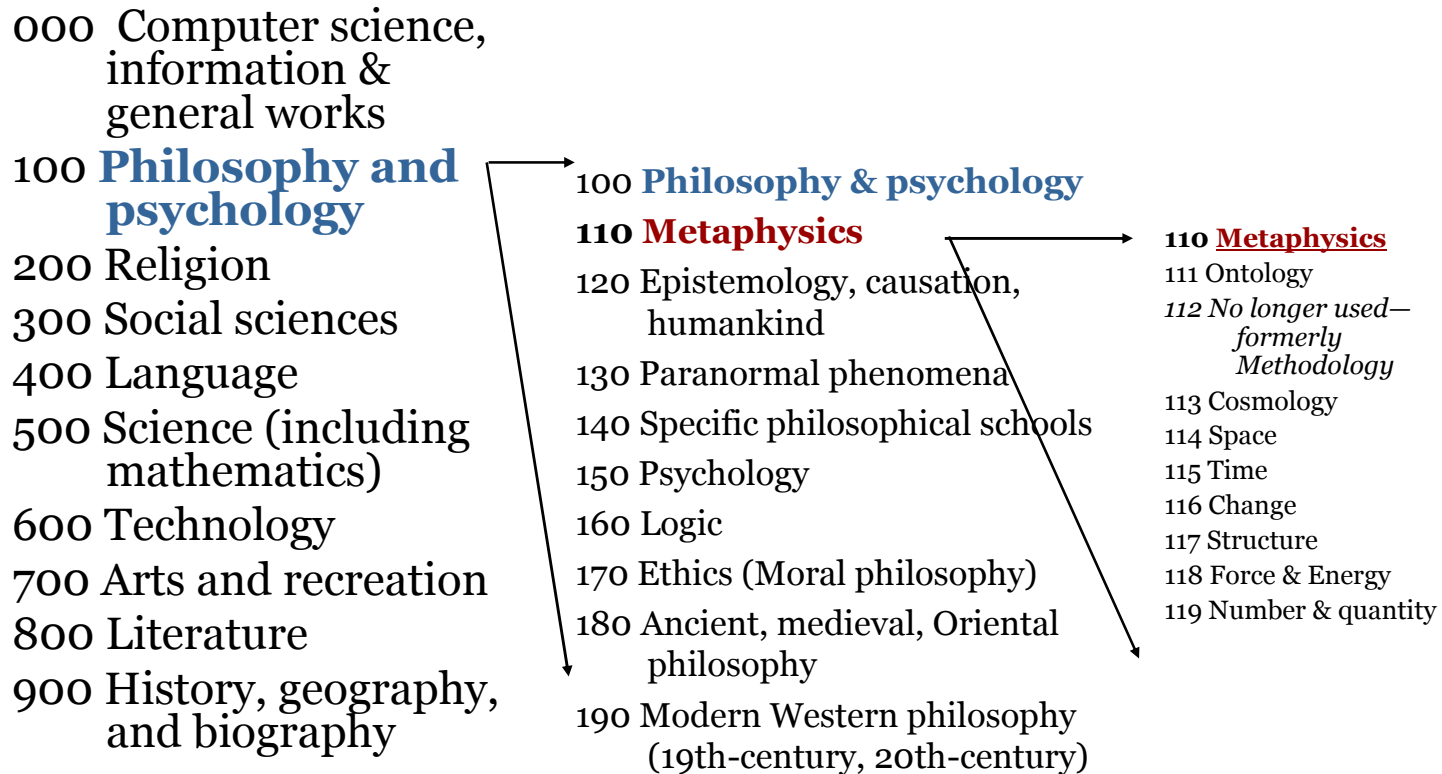
Libraries preserve **cultural memory.**

- They keep and make accessible **analogue** documents
- They keep and make accessible **digital** documents
- They act as **symbolic places of cultural identity**

Thesis 3

Libraries and knowledge management are in a kind of “**natural liaison**”.

Dewey Decimal Classification (Melvil Dewey, 1876)



Ludwig Wittgenstein: Tractatus Logico-Philosophicus (1921)

1. The world is all that is the case.

1.1 The world is the totality of facts, not of things.

1.11 The world is determined by the facts, and by their being all the facts.

1.12 For the totality of facts determines what is the case, and also whatever is not the case.

1.13 The facts in logical space are the world.

1.2 The world divides into facts.

1.21 Each item can be the case or not the case while everything else remains the same.

Thesis 4

Also libraries have a long and professional experience in managing large amounts of documents, knowledge management - in our modern sense - is one step beyond that.

Austrian National Library

- Its roots go back to 14th century as Imperial Court Library of the Habsburgian empire
- Legal deposit library for all Austrian publications (including electronic publications)
- ~ 8 mio. items, half of it books
- ~ 300 employees (FTE)

Including:

- 8 specialized departments like Map Department, Department of Music, Picture Archives, Department of Papyri a.o.
- 3 museums: Globe Museum, Papyrus Museum, Esperanto Museum
- and the famous “Prunksaal” one of the most impressive historic library buildings (1723-26)

Österreichische
Nationalbibliothek



Alfred Schmidt / Austrian National Library

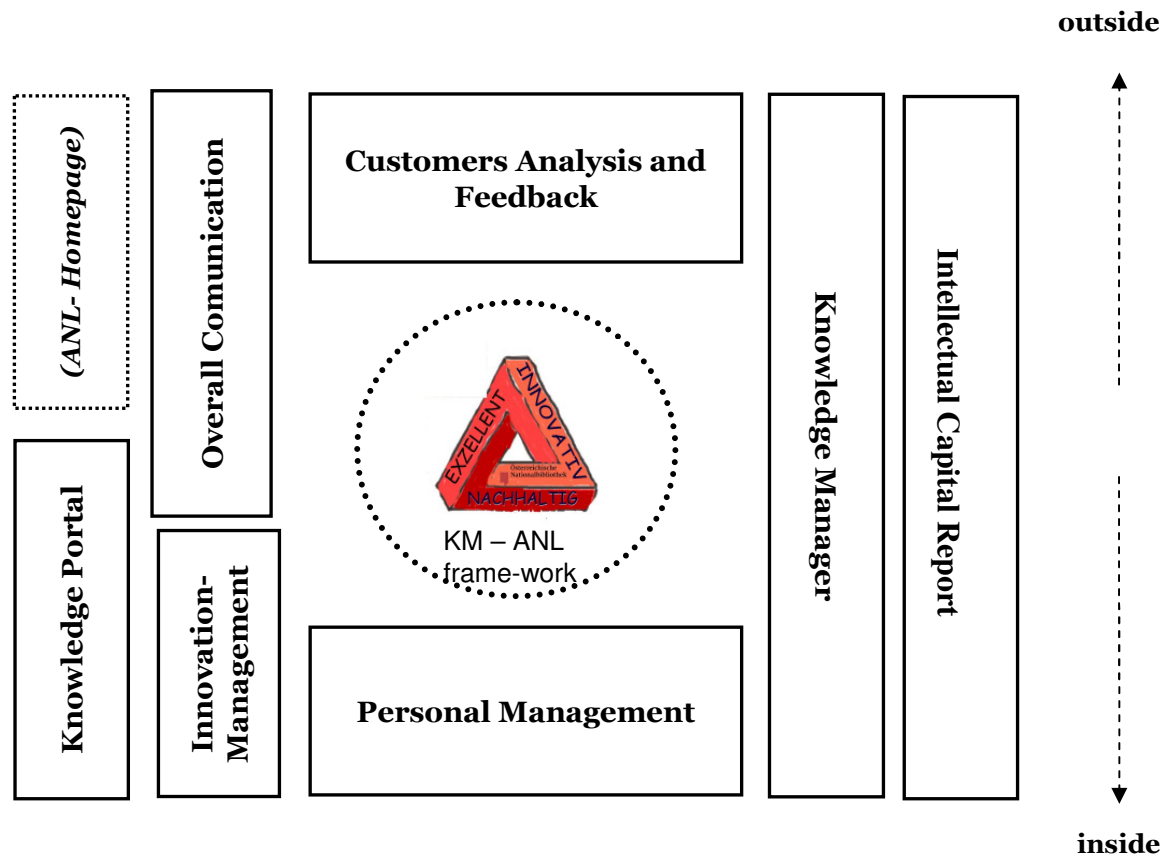
KM-Project Austrian National Library

Aims:

- To increase the **efficiency** of the ANL in the fulfilling of her legal mandate, her tasks as a national library
- To increase the **transparency** of the organisation's workflows and aims
- To increase the **identification** of the employees with the ANL and with their tasks.

KM-Project ANL

7 steps-framework



KM-Project ANL **7 steps-framework**

(1) Placing a Knowledge Manager (2009)

as the responsible person for the introduction of the KM concept in the ANL.

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(2) Installing a Knowledge Portal (2009/10)

Creating a comprehensive technical tool to support the KM process in the ANL, based on MOSS (Microsoft Office SharePoint Server 2010)

Main requirements:

- Document management.
- Collaboration / Groupware / Communities.
- Workflow management

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(2) Installing a Knowledge Portal

The screenshot shows the 'Seiten - Default' page of the Austrian National Library's intranet. The browser is Windows Internet Explorer. The page has a red header with the library's name and a navigation menu. The main content area includes a welcome message and a survey titled 'Feedback zum Wissensportal'.

Willkommen im Wissensportal der Österreichischen Nationalbibliothek

Das Wissensportal dient als hausinterne Informationsplattform (Intranet) der ÖNB und wird als erster Schritt im Rahmen des Projekts Wissensmanagement realisiert. Auf der technischen Grundlage eines Microsoft SharePoint Servers 2010 bietet es die Möglichkeit, alle für das Haus relevanten Informationen auszutauschen und übersichtlich abzulagen. Darüber hinaus stehen auch interne virtuelle Arbeitsbereiche für die Sammlungen, Hauptabteilungen und auch für Referate und Arbeitsgruppen zu Verfügung.

Die vorliegende erste Version ist noch in vieler Hinsicht erweiterbar, - nicht zuletzt abhängig von Ihren Wünschen und Anregungen. Jede Art von Feedback ist willkommen!

Für alle technischen und inhaltlichen Fragen benutzen Sie bitte unser [Ticketsystem](#).

Feedback zum Wissensportal

[Auf die Umfrage antworten](#) [Aktionen](#) [Einstellungen](#)

Umfragenname:	Feedback zum Wissensportal
Umfragebeschreibung:	
Erstellt:	03.09.2009 16:25
Anzahl Antworten:	6

Grafische Zusammenfassung der Antworten anzeigen
 Alle Antworten anzeigen

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(2) Installing a Knowledge Portal

5 main sections of the ANL Knowledge Portal:

- ANL VKI
- „Black board“ for all actual information
- own websites for all sections / departments of ANL (public – internal)
- own websites for all “official” working groups (public – internal)
- “Employee’s portal”

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(3) Innovation Management (2010)

Making fruitful the creative potential of the ANL's employees.

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(4) Intellectual Capital Report (2010/11)

The ANL wants to use this powerful instrument for :

- creating more transparency concerning its tasks and benefits to the public
- and as an internal management instrument

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(5) Overall Communication (2011)

- strengthen the “cross communication” beyond the borders of our departments and divisions
- and the networks with external (library) experts outside

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(6) Personal Management (2012)

- Improving the expertise of the employees of the ANL by defining clear responsibilities for special knowledge domains (“subject leadership”)
- Asking employees about their problems and needs (employees attitude survey)

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(7) Customers Analysis and Feedback (2012)

- Lack of knowledge about our customers
- Changing needs and expectations of library customers (online services)
- Customer satisfaction as leading goal
- Periodical customer surveys and feedback management

Thank you for your attention!