

**“Helping users help themselves”:
Knowledge
Management for scholarly publications**

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The Problem

Scholarly journals and publishing operations possess a type of institutional memory that often gets lost over time due to the changeover and lack of knowledge transfer and management that occurs.

Why this is bad

- **Loss of institutional memory**
- **Repetition or Inefficiency**
- **Key knowledge often resides in the mind of the few**

Effective Knowledge Management as a solution

- **Tacit vs. explicit knowledge**
- **A variety of methods for capture: written, audio/video recordings**
- **Blogs, wikis, content management systems could be used**

Next steps

- **identify key issues for journals/conferences/publishing operations) that could be used and adapted**
- **A list of “interviewing” questions for outgoing editors, staff, etc.**