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

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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.