



LibSource Knowledge Management Services

INTRODUCTION

LibSource provides Knowledge Management (KM) services to support clients in every stage of their KM projects:

Knowledge Management Assessment

- Analyzing and assessing your organization's knowledge needs and objectives
- Meeting your people and key stakeholders to build a complete picture of your knowledge sharing needs
- Presenting recommendations based on best practice implementation and results

Knowledge Management Tools, Systems And Technology

- Linking objectives and needs to the right information systems, in ways that don't create more work for your employees
- Identifying the best knowledge management system vendors, even helping with RFPs and contract negotiations
- If required, providing a single point of entry that integrates your internal content and LibSource's research service through our proprietary and customized portal

Managing Your Knowledge Management Processes

- Providing staff with knowledge management skills to support your KM processes
- Capturing and tagging knowledge
- Facilitating effective search and retrieval of knowledge
- Reviewing usage of knowledge and identifying training needs
- Managing content and retention of content within your KM system

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Managing Your Knowledge Processes

FOCUSING ON HIGH VALUE WORK

Executives, managers, and professionals in your business should not spend their time on administrative tasks to manage and maintain the KM system, but instead should focus on developing and sharing knowledge around the organization.

Our team will work with your staff to ensure that new knowledge is captured, tagged, cataloged and distributed; existing knowledge is regularly checked and updated and externally available knowledge, which may be relevant to your business, is identified and flagged.

All LibSource KM support services are provided by a virtual team of experienced administrators, researchers and subject matter experts.

Knowledge Management Administration

- Undertaking administration related to templates, policies and procedures – updating these documents based on feedback from your staff, uploading news documents to the KM system
- Uploading knowledge documents and internal know how onto the KM system
- Management and administration of the KM system (managing folders, tagging content, cataloging, flagging items, etc. in accordance with your internal processes and system)

Managing Intranet Content

- Working with your teams to add new content to the intranet
- Working with business support teams to move manual processes to the intranet, with a focus of making process improvements and improved workflows
- Training content managers within your teams to maintain and add to their own intranet content

Management and Creation of Knowledge

- Reviewing documents flagged as know how by your staff and (where appropriate) producing abstracts/ key words
- Researching information on the KM system – identifying suitable documents, precedents and know how for use by your teams
- Producing current awareness materials and highlighting potential legal, sector and market developments which can be used to directly support client work

- Formatting and distributing topical updates for your clients

Training Administration and Support

- Liaising with your teams to arrange and book training (including internal knowledge sharing meetings)
- Assisting in the preparation of training materials
- Liaising with speakers where required
- Obtaining and reviewing training feedback

BENEFITS OF THE LIBSOURCE APPROACH

LibSource works with clients to ensure a smooth KM process leading to efficient knowledge collection and easy retrieval. The best KM processes allow your organization to run more effectively and competitively, by efficiently capturing the wisdom of people, teams and information in a useful, relevant way.

Some of the benefits we see from this approach are:

- Allowing your staff to focus on higher value work
- Providing access to a flexible and cost effective pool of virtual resources supporting all areas of your business. Removing internal silos and ensuring that support is provided exactly where and when it is needed most
- Out of hours support and ramping up / down services when required
- Ability to incorporate management of knowledge, internal know how and training / knowledge sharing
- Leveraging LibSource's experience and knowledge of KM best practice, helping clients to continuously improve KM across their organization

PRICING

We are happy to discuss pricing options for this service with clients. Pricing can range from on-demand to fixed charge, however a minimum commitment will be required to guarantee resourcing.