

MAKING CONNECTIONS WITHIN YOUR AGENCY

MICHAEL MOLINA – LIBRARIAN

OKLAHOMA TRANSPORTATION LIBRARY

THREE CASE STUDIES FROM OKLAHOMA



KNOWLEDGE
MANAGEMENT



POOLED FUND
STUDY



WORKFORCE
DEVELOPMENT

KNOWLEDGE MANAGEMENT AT ODOT: WHEN THE AGENCY COMES TO YOU WITH A QUESTION/PROBLEM

AASHTO MEETING ON KNOWLEDGE MANAGEMENT – OKLAHOMA CITY

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graph TD; A[AASHTO MEETING ON KNOWLEDGE MANAGEMENT – OKLAHOMA CITY] --> B[MEETING WITH OKLAHOMA DOT OFFICE OF RESEARCH]; B --> C[OUTLINE PROJECT]; C --> D[SEARCH FOR CONSULTANT/S]; D --> E[PRESENTATION TO SENIOR STAFF];
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MEETING WITH OKLAHOMA DOT OFFICE OF RESEARCH

OUTLINE PROJECT

SEARCH FOR CONSULTANT/S

PRESENTATION TO SENIOR STAFF

POOLED FUND STUDY: WHEN YOU COME TO THE AGENCY WITH A QUESTION/PROBLEM



Discussions about previous pooled fund



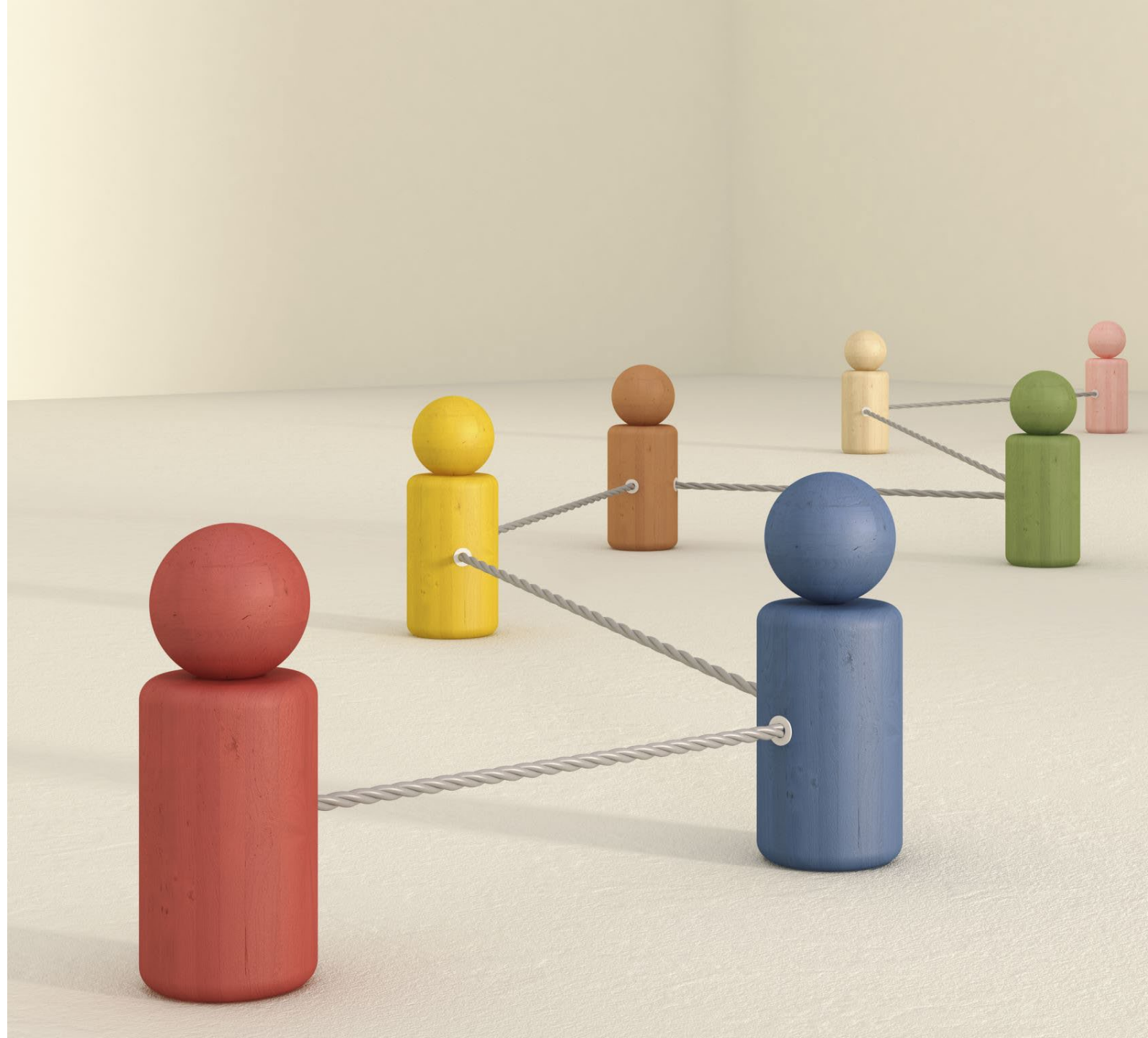
Development of a survey to gauge interest



Creating proposal and seeking approval

WORKFORCE DEVELOPMENT: WHEN MAKING CONNECTIONS LEADS TO MORE OPPORTUNITIES

- Discovered needs through conversations related to other projects
- Connected with the University of Oklahoma and Human Resources at ODOT
- Formed and enlarged committees and met with representatives from other departments





HOW TO PROCEED?

- How do I start within my own agency?
- What are the common roadblocks I need to look out for?

ROADBLOCKS TO INFORMATION: HOW TO FIND OUT AGENCY NEEDS

Administration doesn't like it when I do non-library related tasks

- Everything can be library-related depending on how you phrase it. Develop a sales-pitch for your superiors to show what a progressive, versatile library they have with how it will be tackling these issues
- Focus on cost-savings for the agency

No one talks to me or knows I even exist

- See what meetings are being held in departments and see if you can reserve a spot to talk about the library
- Identify key people or department heads to introduce yourself to. Don't be afraid to cold-call and let them know about library services or latest additions to the catalog that are pertinent to their areas of interest

I try to advertise for the library and raise awareness, but it doesn't work

- If reaching out to department heads and administration fails, reach out to users of the library to make connections

I don't know how to find out what issues I can help with

- Develop a survey to see what pain-points people are having

THE MAIN PROBLEM: TIME

- It's great to have problems you can solve, but how do you manage them?
 - Have an understanding with your boss of the time commitments required
 - Use contract language to clearly define roles and responsibilities
 - Don't overestimate things just because it seems huge. Just 1 hour a week on a project can yield significant results over time



THE OTHER MAIN PROBLEM: MONEY

- How do I pay for these projects?
 - Work with a small team whose current funding arrangement allows them to contribute to the project
 - Seek outside or additional funding from within agency or from grants
 - Stay lean:
 - Devote as little or as much time as you're able
 - Use existing free software and applications
 - Recruit volunteers from within the agency (odds are if it's a shared concern, some are willing to spend up to an hour a week or more)



THIS IS A LOT OF EXTRA WORK. HOW DOES THIS BENEFIT ME?

Raises awareness for your library

Demonstrates library value

Creates a network of library champions who recognize what the library does and can do for the agency

Increases capabilities to address agency problems

KEY TAKEAWAYS

- Build a network with people whose interests and problems overlap with your capabilities
- Important to have champions in multiple departments
- If larger issues come to you, see how you can build off them into new projects to ensure long-term sustainability
- Don't be afraid to be pro-active and seek out issues or search for pain points that your skillset can address
- Make regular communication a priority





LIST OF RESOURCES

- National Transportation Knowledge Network
 - <https://transportation.libguides.com/ntkn>
 - Section 508 Working Group
 - Library Advocacy Working Group
 - Digitization Working Group
 - Contact rosalyn.alleman@dot.gov
- AASHTO Committee on Knowledge Management
 - <https://km.transportation.org/>
- Funding Sources for Transportation Information (TRB)
 - <https://www.trb.org/ResearchFunding/ResearchFunding.aspx>
- Transportation Library Community/Advocacy Group
 - <https://www.linkedin.com/groups/12567702/>