

Transitioning Together

Library and Knowledge Management Roles at WSDOT

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Event Title: 1380 – Library and Knowledge Management Practices That Help Employees Find What They Need, Wherever they Are



What transition?

- WSDOT is modernizing
- Workforce is churning
- Changing business practices
- Changing organizational structure
- WSDOT Library increasing digital content
- Knowledge management is an emergent practice



Change is an event but a transition is the process that you go through in response to the change.

William Bridges

The WSDOT Library and Knowledge Management are

*partnering
to serve the
information needs of
knowledge workers*



The WSDOT Library

- Agency library has existed for decades, though not always staffed by a librarian. Current state of library services:
- Main Transportation Library, 3 librarians
 - Services and resources related to general transportation topics, agency history and practices, and workforce/career development.
- Three Technical Libraries
 - State Materials Laboratory
 - Washington State Ferries Terminal Engineering
 - Washington State Ferries Vessel Engineering
 - Each staffed by 1 librarian
 - Services related to their technical topics
- Online, digital and print collections.
- Clientele
 - Agency employees – primary clientele
 - Legislators, researchers, consultants/contractors, other governmental agencies and the public.

Circulation

Ready Reference

Literature Search

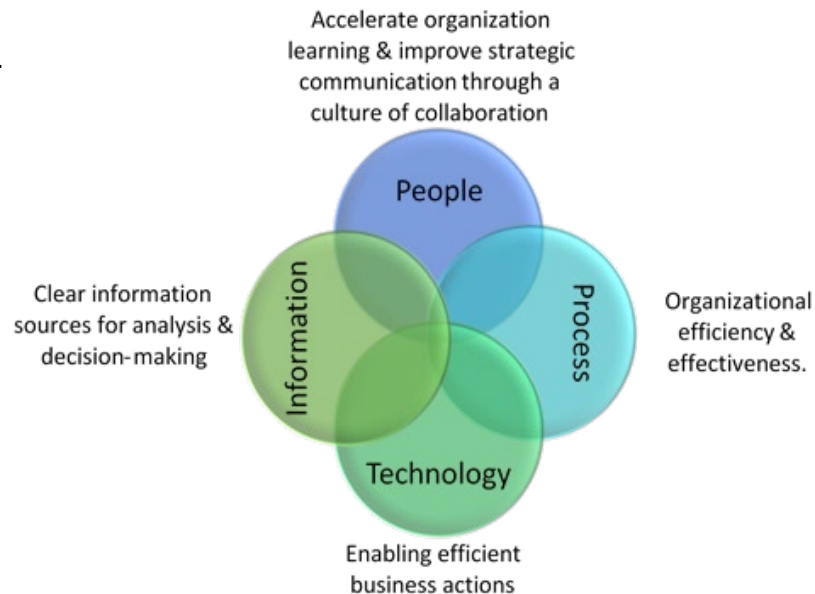
Search Techniques

News Alerts

Collection
Development &
Management

WSDOT Knowledge Management (KM)

- Knowledge Management pilots begin in 2004
- Knowledge Strategist position established in 2014
- Activities
 - KM Strategy
 - KM Technical Support
 - Data Governance
 - Resource Findability
 - Facilitation
 - KM Projects
 - Engagement
 - Multidisciplinary
 - National





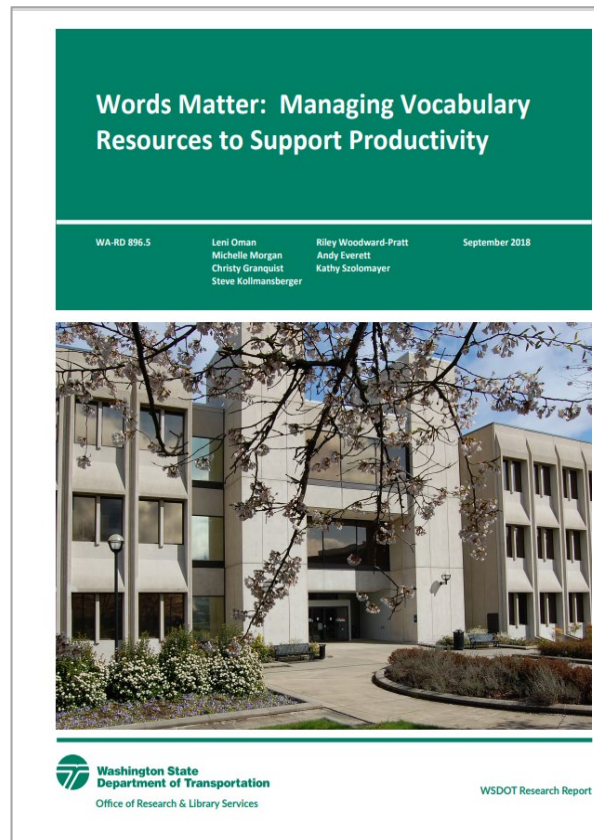
In what ways do Library Services and KM functions work together?

- WSDOT Libraries capture and provide access to information resources and help employees and others find the information they need.
- WSDOT KM helps identify, capture, find, and share agency knowledge and information resources.
- We work collaboratively
 - Vocabulary Management
 - Enterprise Glossary
 - Manual Modernization
 - Open Data
 - Data and information governance



Vocabulary Management

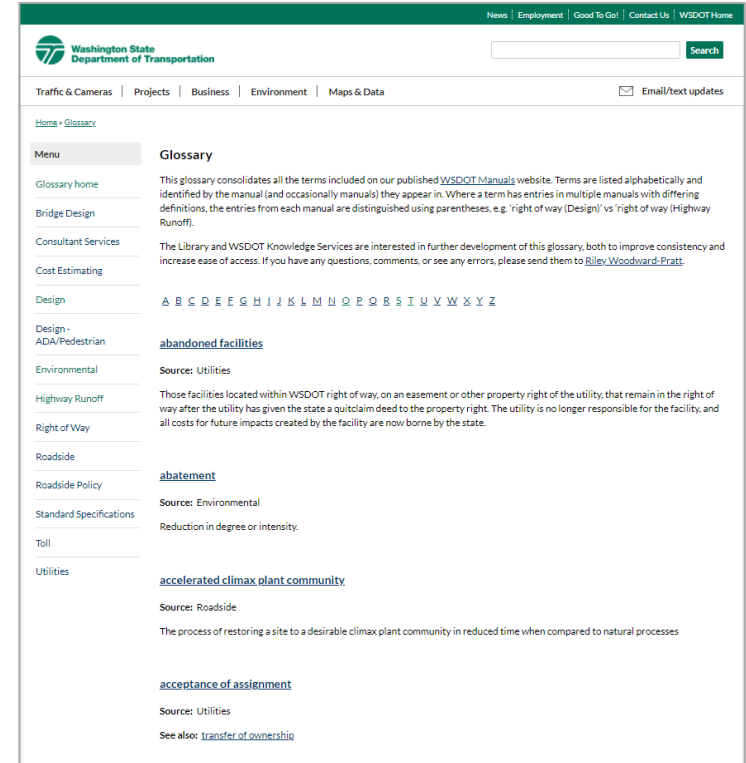
- Partnership between Knowledge Management, the WSDOT Libraries, and Data Management Services
- Aligning vocabulary resources to improve common understanding and search and navigation
 - Metadata
 - Taxonomies
 - Glossaries
 - Thesaurus
 - Ontologies
- Technical Support
- Proposed Business Function Classification Schema



[Words Matter: Managing Vocabulary Resources to Support Productivity \(wa.gov\)](https://www.wa.gov)

Enterprise glossary

- Ongoing effort to create a comprehensive resource of agency definitions
 - To add clarity to agency communication
 - Document discipline-specific definitions for the same term
 - Provide a reliable process through which terms are vetted, by agency's Vocabulary Team
- Began as a KM initiative in partnership with the WSDOT Library and Data Management Services
- Supported by the WSDOT Vocabulary Team
- Hosted by the WSDOT Library

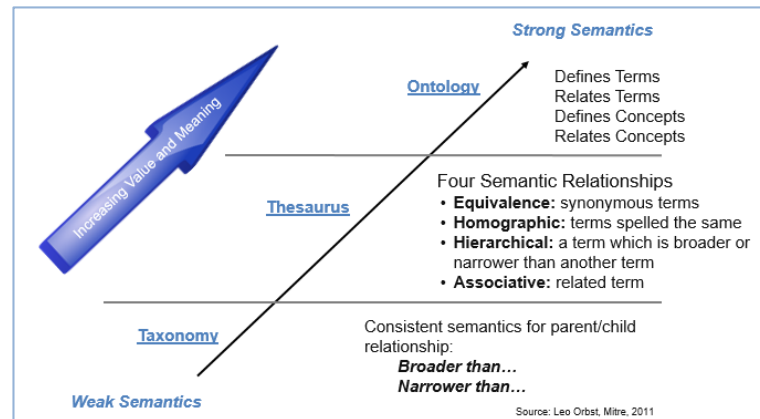


The screenshot shows the WSDOT Department of Transportation website's glossary page. The header includes the WSDOT logo, navigation links (News, Employment, Good To Go!, Contact Us, WSDOT Home), a search bar, and a secondary navigation menu (Traffic & Cameras, Projects, Business, Environment, Maps & Data). The main content area is titled 'Glossary' and features a 'Menu' sidebar with links to 'Glossary home', 'Bridge Design', 'Consultant Services', 'Cost Estimating', 'Design', 'Design - ADA/Pedestrian', 'Environmental', 'Highway Runoff', 'Right of Way', 'Roadside', 'Roadside Policy', 'Standard Specifications', 'Toll', and 'Utilities'. The main text area provides an introduction to the glossary, followed by an alphabetical index (A-Z). The first entry is 'abandoned facilities', with a source of 'Utilities' and a detailed definition. The second entry is 'abatement', with a source of 'Environmental' and a definition. The third entry is 'accelerated climax plant community', with a source of 'Roadside' and a definition. The fourth entry is 'acceptance of assienment', with a source of 'Utilities' and a 'See also' link to 'transfer of ownership'.

[Glossary | WSDOT \(wa.gov\)](#)

Manual Modernization Pilot

- Partners:
 - Spy Pond Partners, LLC and IKnow, LLC
 - NCHRP
 - Report 947 [Implementing Information Findability Improvements in State Transportation Agencies](#)
 - Knowledge Management
 - WSDOT Libraries
 - Data Management Services
 - Interactive Communications
- Improving the ability to search and navigate across agency manuals
 - Text mining
 - Ontologies



[Research - WSDOT Manual Modernization, Vol. 1: Scoping | WSDOT \(wa.gov\)](#)

What challenges and successes related to library services and knowledge management functions have you experienced due to the pandemic?

Challenges

- Limited access to physical library collections at WSDOT and partner libraries
 - Delaying delivery of some information
- Significantly reduced in-person interactions with users
 - Limits spontaneous collaboration
- Spending constraints
 - Limits ability to purchase new titles
 - Limits resources for improvements

Successes

- Increased use of digital and online resources
- Increased awareness of findability and access needs
- More time to market library services
- Involvement in cross-agency teams increased visibility to library and its services.
- Daily News Clips help provide continuity
- Increased participation by employees in several forums



What recommendations do you have for other organizations seeking to better coordinate their library and KM functions?

- Learn from each other
- Consider organizational structure
- Collaborate on common interests
- Be realistic
- Pilot projects
- Celebrate successes



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