1) Presentation Title: What is Knowledge Management and How it May Benefit Your Department

2) Presenter Information-Primary presenter CV/resume or biographical sketch:

Kris Helge

Kris Helge serves as Director of Knowledge and Records Management at Tarrant County College. He also serves as an Adjunct Instructor at Rutgers University and Texas A&M University School of Law. He leads numerous knowledge management projects at Tarrant County College. He teaches knowledge management related courses at Rutgers University, and Constitutional Law courses at Texas A&M University School of Law. He holds a Ph.D. in Information Science from the University of North Texas, a J.D. from South Texas College of Law Houston, a M.L.S. from the University of North Texas, and a B.A. from Baylor University. He is also author of *Sustaining and Enhancing the Scholarly Communications Department: A Comprehensive Guide* (ABC-CLIO, 2019), which offers discussions of knowledge management endeavors.

3) Disciplines: Education; Educational Leadership; Higher Education Administration

4) Presentation Theme: Issues and trends in higher education

5) Presentation Type: Best practice presentation (45 minutes)

6) Abstract: Presenter and participants will define knowledge management. They will also discuss emerging strategies and best practices regarding knowledge management that benefit an academic department, such as knowledge, information, and data retention; how effective knowledge management systems help traverse unpredictable challenges such as COVID-19; how to synergize the transference of departmental and external knowledge; and how to preserve, pass along, and securely store vital data, information, and knowledge.

7) Keywords: Knowledge management, security, preservation, transference

8) Creative Commons License: Creative Commons Attribution – Share Alike 4.0

9) Presentation Documents: Description of the Session (300-500 words)

Logical and efficient knowledge management systems help academic departments lessen communication silos, prevent knowledge and information from dissipating when faculty and staff depart, allow for quick and efficient access to needed information, and help faculty universally promote their scholarship and teaching endeavors. Knowledge management creates a system that enables an organization to locate,

gather, organize, preserve, maintain, and disseminate data, information, and knowledge. Such a system can eliminate departmental and external communication silos. These silos are eliminated by creating and maintaining digital and in-person communications mediums, which promote and sustain the intuitive location and access of information, iterative transfer of information, and sustainable cognitive and digital storage of information.

Additionally, academic departments often lose pedagogical content, specialized knowledge, and scholarship when a faculty or staff member departs. Developing an organized and fluid knowledge management system can ensure such information and content remains perpetually available via scholarship repositories, data repositories, course management system repositories, and effective in-person transfer of knowledge.

Effective knowledge management systems can also provide faculty, staff, students, and the community (depending on a department's needs and goals) consistent and efficient access to needed data, information, and knowledge. For example, students can access needed information from multiple classes via one-click access points and yet be restricted from accessing confidential information. Faculty and staff have access points to communicate with each other and administration via one-click access and can locate needed information sources without having to click through multiple links, and not having to travel to a physical location. Such an effective knowledge management plan provides for the sharing, storage, synergy, and preservation of information for an academic department. This type of knowledge management system is beneficial during unexpected events such as the COVID-19 pandemic, when access to needed data, information, and knowledge is needed regardless of where one is forced to work.

Knowledge management systems may also benefit academic departments by promoting and providing universal access to faculty and student scholarship and pedagogical materials. Implementing Laserfiche, knowledge management tools from the Texas Digital Libraries, social software, knowledge visualization, decision support, and analytics software; faculty and students have seamless access to needed scholarship at conferences, in the classroom, while traveling, or working from home. Such access is also handy during unexpected times such as the COVID-19 pandemic.

In conclusion, an effective and logical knowledge management system can save faculty, staff, and students time; can help faculty, staff and students work, communicate, and collaborate via multiple locations; augment communication silos; and ensure perpetual access to needed information despite department turnover.

References:

Dalkir, K. (2017). *Knowledge Management in Theory and Practice.* The MIT Press. London, England.

Helge, K., Tmava, M., & Zerangue, A. (2019). *Sustaining and enhancing the scholarly communications department: A comprehensive review*. ABC-CLIO. CA: Santa Barbara.