DEPARTMENT OF PARLIAMENTARY SERVICES

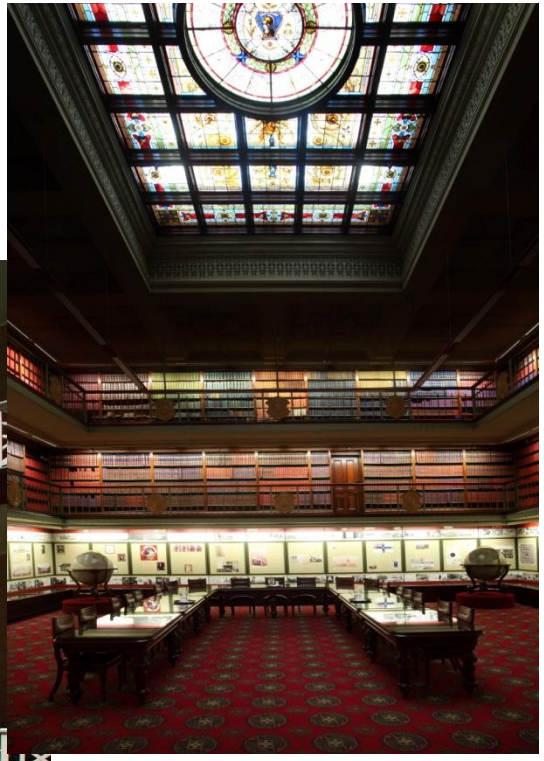
Information Services Branch

IF YOU BUILD IT, THEY WILL COME: Creating a Learning Organisation in the NSW Parliamentary Library

By Krista Meulengracht

A VERY SPECIAL LIBRARY

NSW Parliament – Exterior



Jubilee Room
(former Parliamentary Library)

WHERE DO WE WANT TO BE? HOW WILL WE GET THERE?

Annette McNicol (Parliamentary Librarian) and Simon Chalmers (Director, Information Services)

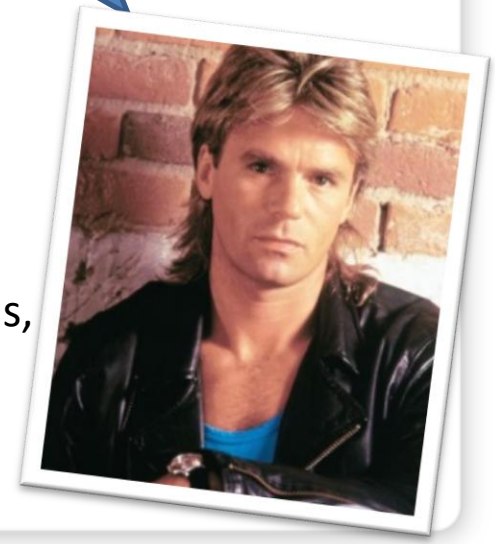
Initiatives

- Develop and implement a social media strategy.
- Redesign library intranet to enhance accessibility.

- **Build a learning organisation.**

Project Management

- Project: A temporary endeavour undertaken to create a unique product, service or result
- Project management: the application of knowledge, skills, tools, and techniques to project activities to meet the project requirements



THE 4 PHASES OF OUR PROJECT

PHASE 1: DEFINITION

PHASE 2: PLANNING

PHASE 3: IMPLEMENTATION

PHASE 4: REVIEW

PHASE 1: DEFINITION

Key activities:

1. Define what we meant by *Learning Organisation*
2. Create a project brief
   What are we trying to achieve?
   How are we going to achieve that?

PHASE 1: DEFINITION

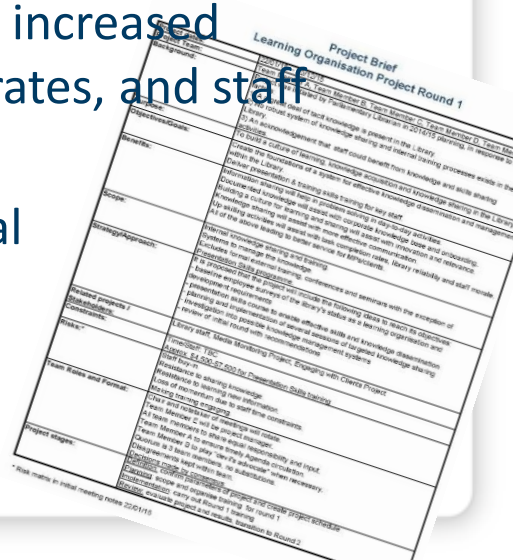
1. What is a "learning organisation" ***to us***?

> *"A learning organization is an organization skilled at creating, acquiring and transferring knowledge, and at modifying its behaviour to reflect new knowledge and insights"* (Garvin, 1993).

PHASE 1: DEFINITION

2. Create a project brief

- **Purpose:** To build a culture of le
  and knowledge sharing.
- **Goals:** Create the foundations of a system fo
  knowledge dissemination and management.
- **Approach:** Hold targeted **knowledge sharing sessions**, develop knowledge base
- **Benefits:** Better day-to-day problem solving and increased innovation; better communication, completion rates, and staff morale. → **Better service for Parliamentarians**.
- **Team:** 2 librarians, 2 library technicians, 1 clerical



PHASE 2: PLANNING

Key activities:

1. Develop project schedule / Gantt chart
2. Create, run and analyse surveys
3. Hold presentation skills training
4. Develop training curriculum
5. Set up knowledge capture system

PHASE 2: PLANNING

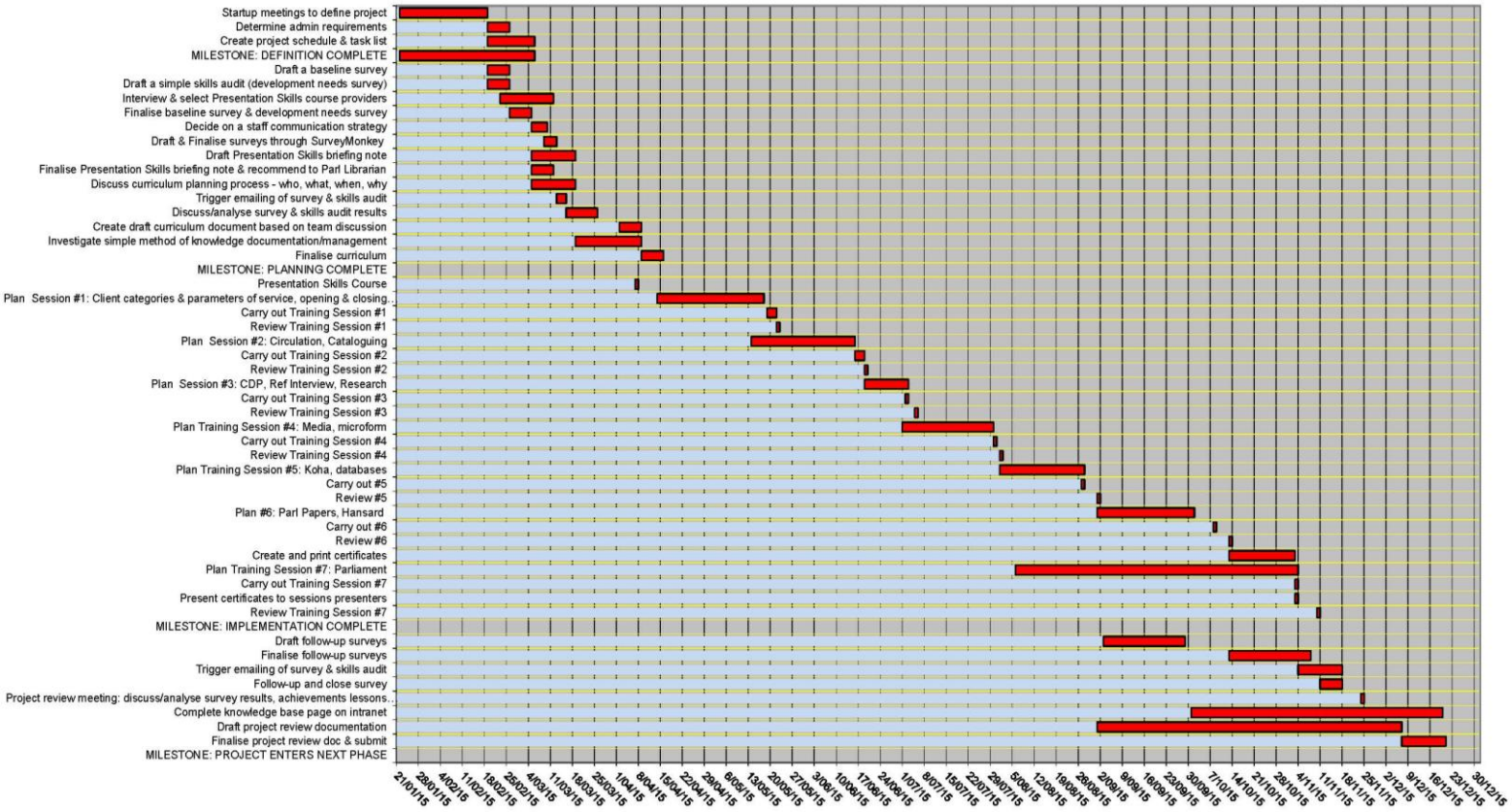
1. Develop project schedule

Project schedule & tasks

Phase	Task	Who	Start Date	Duration (days)	End Date	Complete
Define	Startup meetings to define project	Project team	22-Jan	28	19-Feb	Yes
Define	Determine admin requirements	Project team	19-Feb	7	26-Feb	Yes
Define	Create project schedule & task list	Project team	19-Feb	15	6-Mar	Yes
	MILESTONE: DEFINITION COMPLETE		22-Jan	43	6-Mar	Yes
Plan	Draft a baseline survey	TM A	19-Feb	7	26-Feb	Yes
Plan	Draft a simple skills audit (development needs survey)	TM E	19-Feb	7	26-Feb	Yes
Plan	Interview & select Presentation Skills course providers	Project team	23-Feb	17	12-Mar	Yes
Plan	Finalise baseline survey & development needs survey	Project team	26-Feb	7	9-Mar	Yes
Plan	Decide on a staff communication strategy	Project team	5-Mar	5	10-Mar	Yes
Plan	Draft & Finalise surveys through SurveyMonkey	TM A & TM C	9-Mar	4	13-Mar	Yes
Plan	Draft Presentation Skills briefing note	TM E	5-Mar	14	19-Mar	Yes
Plan	Finalise Presentation Skills briefing note & recommend to Parl Librarian	TM E	5-Mar	7	12-Mar	Yes
Plan	Discuss curriculum planning process - who, what, when, why	Project team	5-Mar	14	19-Mar	Yes
Plan	Trigger emailing of survey & skills audit	TM E	13-Mar	3	16-Mar	Yes
Plan	Discuss/analyse survey & skills audit results	Project team	16-Mar	10	26-Mar	Yes
Plan	Create draft curriculum document based on team discussion	TM E	2-Apr	7	9-Apr	Yes
Plan	Investigate simple method of knowledge documentation/management	TM B	19-Mar	21	9-Apr	Yes
Plan	Finalise curriculum	Project team	9-Apr	7	16-Apr	Yes
	MILESTONE: PLANNING COMPLETE				0-Jan	
Implement	Presentation Skills Course	External	7-Apr	1	8-Apr	Yes
Implement	Plan Session #1: Client categories & parameters of service, opening & closing procedures, protocols	TM E, TM D, TM B	14-Apr	34	18-May	Yes
Implement	Carry out Training Session #1	L1 & L2	19-May	3	22-May	Yes
Implement	Review Training Session #1	Project team	22-May	1	23-May	Yes
Implement	Plan Session #2: Circulation, Cataloguing	L3, L4, L5	14-May	33	16-Jun	Yes
Implement	Carry out Training Session #2	L3, L4, L5	16-Jun	3	19-Jun	Yes
Implement	Review Training Session #2	Project team	19-Jun	1	20-Jun	Yes
Implement	Plan Session #3: CDP, Ref Interview, Research	L6, L7, L8	19-Jun	14	3-Jul	Yes
Implement	Carry out Training Session #3	L6, L7, L8	2-Jul	1	3-Jul	Yes
Implement	Review Training Session #3	Project team	5-Jul	1	6-Jul	Yes

PHASE 2: PLANNING

1. Gantt chart



PHASE 2: PLANNING

2. Create, run and analyse surveys

A. Baseline survey

Parliamentary Library - Learning Organisation Survey

As part of the Library's Learning Organisation Project, we are conducting a brief survey of staff's perceptions of a "learning organisation" and how the Parliamentary Library fits that perception. Please assist us by completing this survey. It should only take you five minutes!

Parliamentary Library - Learning Organisation Survey

1. In the Library, we have management who encourage innovation and critical thinking.
- ◯ Strongly disagree
- ◯ Disagree
- ◯ Neither Agree Nor Disagree
- ◯ Agree
- ◯ Strongly agree

2. In the Library, we are always investigating new products and services.
- ◯ Strongly disagree
- ◯ Disagree
- ◯ Neither Agree Nor Disagree
- ◯ Agree
- ◯ Strongly agree

3. The Library has an effective process to identify and implement staff development needs.
- ◯ Strongly disagree
- ◯ Disagree
- ◯ Neither Agree Nor Disagree
- ◯ Agree
- ◯ Strongly agree

B. Development Needs

Parliamentary Library - Development Needs Survey

As part of the Library's Learning Organisation Project, we are requesting input into staff development needs.
Please assist us by completing these questions. It should only take you a few minutes.

* 1. Name:

Name:

Parliamentary Library - Development Needs Survey

Please rate your level of confidence in the following areas.

2. I can communicate with MPs using appropriate protocols.
◯ Very Confident ◯ Somewhat Confident ◯ Not at All Confident

3. I know our main categories of clients and the parameters of Library services offered to them.
◯ Very Confident ◯ Somewhat Confident ◯ Not at All Confident

4. I know our collection development policy.
◯ Very Confident ◯ Somewhat Confident ◯ Not at All Confident

5. I can use library hardware such as the microfilm/microfiche readers and printers.
◯ Very Confident ◯ Somewhat Confident ◯ Not at All Confident

6. I can add, remove and update borrowers in Koha.
◯ Very Confident ◯ Somewhat Confident ◯ Not at All Confident

7. I understand our cataloguing procedures.
◯ Very Confident ◯ Somewhat Confident ◯ Not at All Confident

8. I can search Koha effectively.
◯ Very Confident ◯ Somewhat Confident ◯ Not at All Confident

PHASE 2: PLANNING

3. Hold presentation skills training

PHASE 2: PLANNING

4. Develop training curriculum

Date/Session	Time allocated	Topic	Presenter	Support Person
Session 1	5 mins	Introduction	SP1	TMB
21 May	20 mins	Client categories & parameters of services	SP2	
	10 mins	Opening & closing procedures	SP2	
	20 mins	Protocols for communicating with MPs	SP1	
Session 2	20-30 mins	Circulation basics: borrowers, renewals, barcoding	SP3	TMA
18 June	20-30 mins	Cataloguing basics	SP4	
Session 3	15 mins	Overview of the Collection Development Policy	SP5	TMD
2 July	20 mins	Reference Interview basics	SP6	
	20 mins	Overview of Research Services	SP7	
Session 4	20-30 mins	Media resources basics	SP8	TMB
30 July	20-30 mins	Using microfilm/microfiche	SP9	
Session 5	20-30 mins	Searching Koha basics	SP5/SP4	TMC
27 August	20-30 mins	Introduction to Library databases	SP10/SP11	
Session 6	20-30 mins	Overview of Parliamentary Papers	SP12	TMA
1 October	20-30 mins	Searching Hansard basics	P13	TME
Session 7	60 mins	Who's Who in Parliament	Education	TMD
3 November				

PHASE 2: PLANNING

5. Set up knowledge capture system

Learning Organisation Resources

Here you'll be able to find all the resources mentioned in library Learning Organisation sessions.

Access all other professional development resources here.

Date/Session	Topic	Resources
Session 1 May 21, 2015	• Introduction • Client categories & parameters of services • Opening & closing procedures • Protocols for communicating with MPs	• Communicating with Members - Powerpoint presentation • Code of Conduct for Parliamentary Staff • Client service levels • Opening and closing procedures • Commonwealth Parliamentary Library client services policy

PHASE 3: IMPLEMENTATION

Key activity:

1. Hold knowledge sharing sessions

"Really, really helpful. Learned some new things that immediately helped."

"Great presentation; experienced the proverbial 'light-bulb' moment."

"The chart alone was an a-ha moment. So helpful."

PHASE 3: IMPLEMENTATION

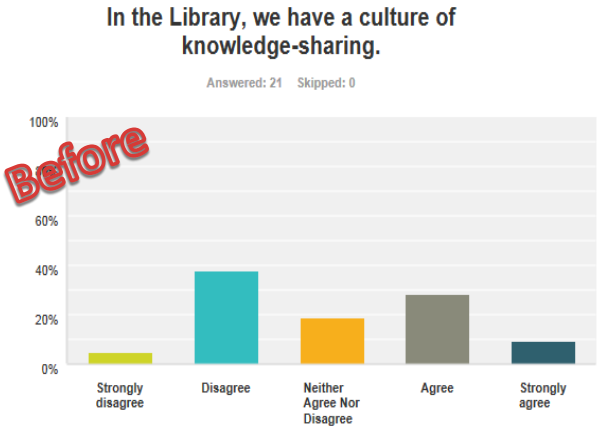
PHASE 4: REVIEW

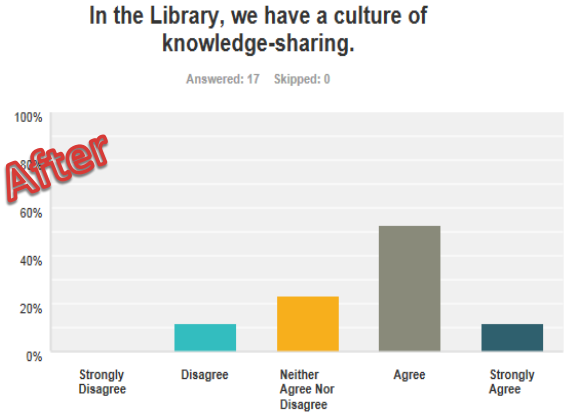
Key activities:

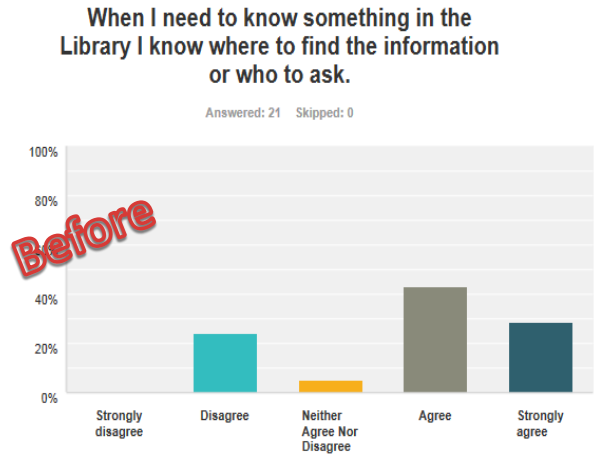
1. Create, send and review follow-up survey
2. Review and document project and recommendations
3. (Celebrate!)

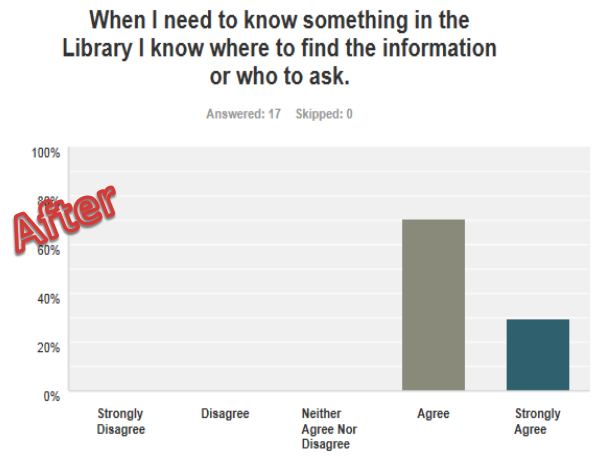
PHASE 4: REVIEW

1. Create, send and review follow-up survey









PHASE 4: REVIEW

2. Review and document project and recommendations

PURPOSE OF THIS PROJECT REVIEW

This Project Review has been prepared by the Developing a Learning Organisation project team in order to:

- Evaluate whether project objectives were met
- Highlight achievements and impacts the project had
- Determine how effectively the project was run
- Contribute to a continuous improvement framework in the planning and delivery of all future rounds of this and other Library projects

PHASE 4: REVIEW

3. Celebrate achievements:

- Improved knowledge sharing.
- Increased knowledge acquisition.
- Greater knowledge capture.
- Enhanced core capabilities.

CONCLUSION/WAY FORWARD

1. Think about what "creating a learning organisation" means for ***your*** library.
2. Use project management to help you get there.

(Who knows where you'll end up!)