**DRAFT**

**KM Librarian**

The KM Librarian is responsible for supporting knowledge requests from all of the functional groups within the organization. The KM Librarian organizes content and knowledge derived from various internal and external databases and repositories. The KM Librarian has a fundamental understanding of library science and information architecture as it applies to Internet, on-line, and web-based systems. The KM Librarian also has a broad understanding of the organization’s business processes and services, as well as the ability to interpersonally connect people to people, and people to content when servicing requests for information.

**Reporting Relationship:**

There seems to be several possible options for the location of the KM Librarian in an organization:

1. Reporting to a Knowledge Leader or Knowledge Service Director in a central KM organization
2. Reporting to a functional business unit, Industry or service line leader

**KM Librarian Competencies:**

The competencies necessary for a KM Librarian will include the following knowledge, skills, abilities, and attributes.

**Knowledge:**

1. Knowledge of how to manage requests for information from a variety of organizational requestors.
2. Knowledge of how to conduct searches and research for internal content and external information related to industry trends, practices, processes, and standards
3. Knows how to respond to research requests originating from senior leadership and/or business unit leaders
4. Knowledge of how to document, index, and become familiar with organization’s knowledge assets, knowledge content resources, information processes, and structures
5. Knowledgeable of the KM practices and processes
6. Knowledgeable of design and implementation processes and tools to improve tracking of organization’s requests for internal and external information and knowledge

**Skills:**

1. Skilled at simultaneously prioritizing and managing concurrent activities while working in a dynamic work environment
2. Skilled at using internal tools to access and deposit knowledge, information, and content assets
3. Skilled at coaching associates in proper techniques for organizing, describing, depositing, and accessing the organization’s content and assets
4. Skilled at monitoring and analyzing organizational requests for knowledge and trend reports
5. Skilled at analyzing information, content structures, and taxonomies
6. Skilled at looking for inefficiencies and gaps in information processes and making recommendations to remedy the gaps.
7. Skilled at analyzing, identifying, and implementing knowledge management operational process improvements for the library and KM environment, as necessary

**Abilities:**

1. Ability to become familiar with and actively communicate with other people in operational areas that participate in and contribute to knowledge management
2. Ability to participate in and conduct lessons learned sessions at the close of unique or complex projects
3. Ability to capture and index the organization’s knowledge and content
4. Ability to make recommendations to the organization’s leadership for improving access to content and knowledge assets
5. Ability to coordinate with KM leaders, business unit and service line delivery leadership to identify metrics to measure and track improvement in the access to information and knowledge
6. Ability to participate in projects and operational initiatives related to the improvement of accessing the organization’s data, information, knowledge assets, and other content
7. Ability to prioritize multiple responsibilities and tasks
8. Ability to manage work time efficiently and independently
9. Ability to work non-standard work hours, when necessary
10. Ability to locate information, content, and data with a high degree of accuracy and detail
11. Ability to adapt to changing priorities
12. Ability to manage projects and meet deadlines

**Attributes:**

1. Analytical
2. Critical thinker
3. Interpersonal communications
4. Respect for others
5. Good listener
6. Clarity of thought
7. Self-driven
8. Learns quickly and continuously

**Requirements:**

Bachelor's degree from an accredited university or college

Masters of Library Science or focus in related discipline preferred

**Experience:**

3-5 years of experience as a librarian in a Special Library, Corporate Library or Public Library