

Documenting Institutional Knowledge Through a TRAC Self-Audit: A Case Study

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Digital Collections Served by UNT Digital Libraries

- **The Portal to Texas History:** hosts nearly 1 million objects relating to Texas History. Objects include newspapers, photographs, journals, personal papers, and maps.
- **The UNT Digital Library:** serves as the digital repository for campus research production.
- **The Gateway to Oklahoma History:** is hosted in partnership with the Oklahoma Historical Society and houses over 1 million Oklahoma newspaper pages and over 400,000 photographs from the Oklahoma Publishing Company.



Contributing Partner: UNT Collection of Merchandising, Hospitality, and Tourism

Collection: Documenting Plate Waste in Middle School Cafeterias

Overview

- Purpose
- Concept
- Implementation
- Results
- Take-Aways



“[UNT Campus Aerial, 1950]”

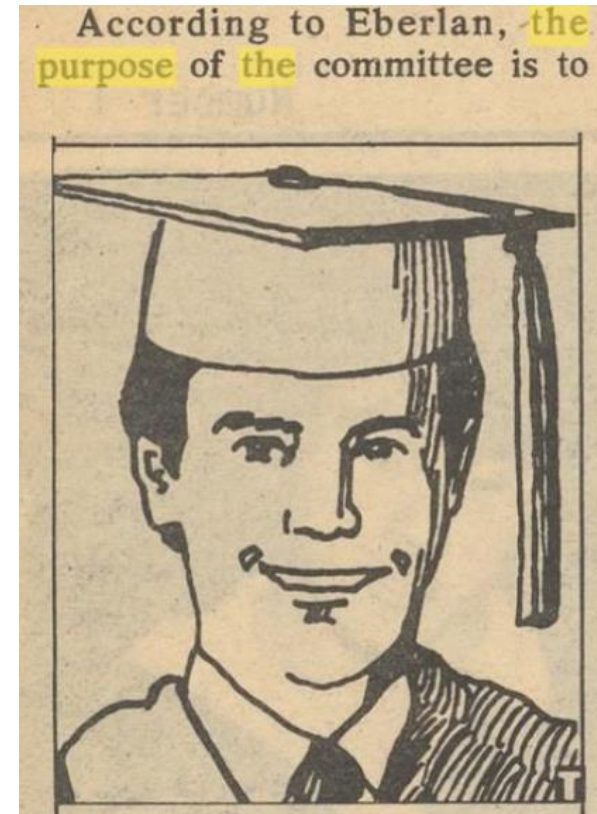
Contributing Partner: UNT Libraries Special Collections

Purpose

TRAC=Trusted Repository Audit and Certification

The TRAC process involves gathering and examining internal and external knowledge within an organization to verify the long-term sustainability of all aspects of a digital repository infrastructure.

- In 2014-2015, UNT Libraries' Digital Libraries division conducted a self-audit based on the TRAC evaluation checklist with the goal of documenting how UNT Libraries' digital repositories fulfill the requirements of a trusted repository.
- A secondary goal was that this documentation would serve as a template for other institutions interested in conducting a similar trusted repository self-audit.



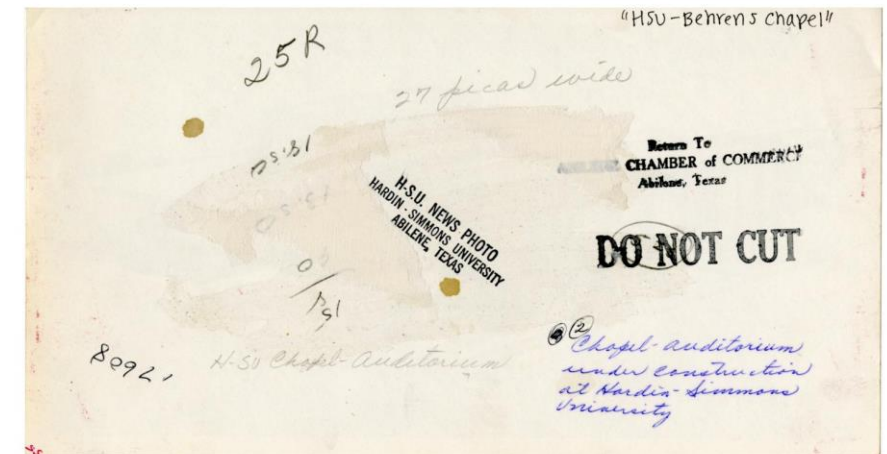
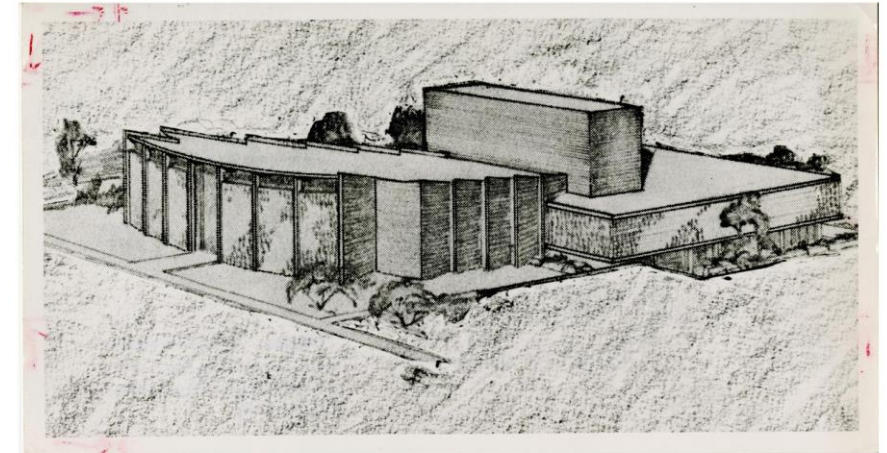
The Pony Express, September 1, 1979
Contributing Partner: Panola College,
Carthage, Texas

Concept: KM and the Trusted Repository

- TRAC centers on infrastructure and processes that support digital preservation, auditing an organization on Organizational Infrastructure, Digital Object Management, and Technical Infrastructure.
- **Inherent steps in Knowledge Management** as identified by Bouthillier and Shearer (2002) emphasize
 - Discovery of existing knowledge
 - Acquisition
 - Creation
 - Storage
 - Organization
 - Sharing
 - Use and application of knowledge

Concept: KM and the Trusted Repository

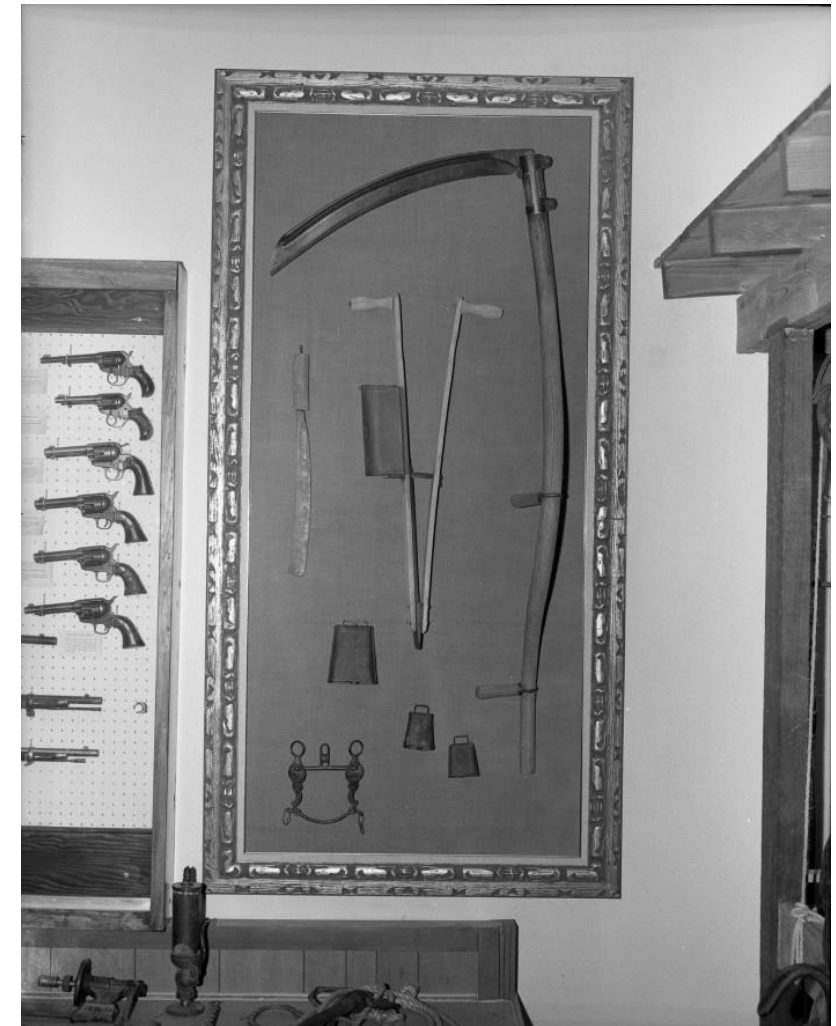
Contextual dimensions “characterize the whole organization, describe the organizational setting and influences, and shapes the structural dimensions” and can be used to identify **critical success factors, motivations, and obstacles** (Jafari et. al, 2008).



“Behrens Chapel Concept Drawing”
Contributing Partner: Hardin-Simmons University

Implementation

- Classified types of knowledge gathered during the TRAC audit into Bouthillier and Shearer's steps as **contextual dimensions**.
- Mapped the TRAC self-audit sections to Jafari et. al.'s **critical success factors**.
- Identified **motivations, challenges, and successes** within the TRAC process.



"Farm Implements at the Deaf Smith County Museum"
Contributing Partner: Deaf Smith County Library

Dimension	Bouthillier & Shearer Application	UNT Local Definition
<ul style="list-style-type: none"> Discovery of existing knowledge 	<ul style="list-style-type: none"> Locating internal knowledge Helpful when organization is spread out and knowledge is situated in multiple, distinct areas 	<ul style="list-style-type: none"> Division-level knowledge, easy to identify Implicit, explicit, and intangible knowledge
<ul style="list-style-type: none"> Acquisition of existing knowledge 	<ul style="list-style-type: none"> Obtaining knowledge from sources external to the working department 	<ul style="list-style-type: none"> External to Division Implicit, explicit, and intangible knowledge
<ul style="list-style-type: none"> Creation of new institutional knowledge 	<ul style="list-style-type: none"> Combining different types of internal knowledge to form new knowledge 	<ul style="list-style-type: none"> Creating knowledge for identified gaps Implicit and explicit knowledge
<ul style="list-style-type: none"> Storage of existing knowledge 	<ul style="list-style-type: none"> Application of specific storage structure to prepare knowledge for organization and sharing Intermediate to organization and sharing 	<ul style="list-style-type: none"> Moving implicit information to written documentation Explicit knowledge
<ul style="list-style-type: none"> Organization of knowledge, new and old 	<ul style="list-style-type: none"> Arrangement process for making knowledge usable 	<ul style="list-style-type: none"> Final documentation, policies, appendices Explicit knowledge
<ul style="list-style-type: none"> Sharing, use, and application of knowledge 	<ul style="list-style-type: none"> Transfer of knowledge between people To be useful, knowledge must be shared with the community. 	<ul style="list-style-type: none"> Website and formal external documents Institutional presentations Schedule for auditing documentation and division of responsibilities Explicit knowledge

Results: Motivations

- **Knowledge Creation:** To identify where we created documentation and policies through the TRAC process that filled knowledge gaps.
- **Knowledge Discovery:** To reveal where we identified practices and policies.
- **Knowledge Acquisition:** To show where we obtained extant knowledge from other departments and how we used it.
- **Knowledge Organization:** To document and arrange knowledge created, discovered, and acquired during the TRAC self-audit.

Results: Challenges

- Lack of Available Field Knowledge
- Inter-departmental knowledge gaps, particularly related to budget and IT infrastructural practices

Results: Successes

- Cohesive set of documentation: useful for replication in other institutions
- New policies within the Digital Libraries Division of UNT Libraries, shared and maintained
- UNT Libraries' Digital Libraries Division will utilize the documentation to seek additional repository certifications

Take-Aways

- Analyzing the TRAC process through the lens of KM offers us better understanding of:
 - How to proceed in future document evaluations and revisions for the TRAC self-audit.
 - The role developing new Digital Libraries' policies played in filling knowledge gaps.
 - How other institutions can organize development of new knowledge through a TRAC self-audit using the organization this analysis provided.

Questions?

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