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Knowledge management in the digital transformation (2)

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FROM INFORMATION TO KNOWLEDGE AND BACK AGAIN: HOW NASA LIBRARIES AND KNOWLEDGE MANAGEMENT WORK TOGETHER FOR THE ADVANCEMENT OF SPACE SCIENCE

Abstract

This paper will outline the history of and continuing association between NASA libraries and knowledge offices, with a special focus on this relationship at NASA's Jet Propulsion Laboratory, and will be informed by interactions within other space agencies and private industry. Libraries have been operating in the knowledge management (KM) space since the concept of KM was defined and codified. At NASA's Jet Propulsion Laboratory, the JPL Library led many early KM initiatives and continues to work closely with the JPL Knowledge Office on strategy and applications of benefit to the Lab. These efforts include creating and supporting best practices around Information Management and Knowledge Management, knowledge capture and transfer, maintaining the efficient flow from data to information to knowledge, defining the transmission of knowledge back to information, and developing the structure and function of organizational information. Unlike the European Space Agency (ESA) whose libraries wholly transformed into Knowledge Centers, the NASA Center Libraries and Knowledge Offices currently will remain as separate entities with distinct reporting structures, allowing subject matter experts to collaborate with others within and outside their organizations. While it is a challenge structurally that the NASA Agency and Center Knowledge Management offices report to the Office of the Chief Engineer (OCE) and the Libraries report to The Office Of Communications (OCOMM), the NASA libraries and Knowledge offices continue to work in tandem to advance knowledge management thinking, solutions, and research.