Knob:
A Place to Turn for Useful but
Unusual Information

Aurora University Phillips Library
www.aurora.edu/library

Kathy Clark, MA, MLIS
Joyce Pallinger, MS, MLIS
Presenters

Kathy Clark

Joyce Pallinger
What will this session cover?

- Guidelines for content selection
- Creating entries
- Content maintenance
- Promoting usage

Ask A Librarian: KnoB

Reference Services Knowledge Bank (KnoB). Useful information to answer those infrequently-asked questions (Wait! Wait! I should know this!)

What is the Knowledge Bank?

Purpose - The Reference Services Knowledge Bank (KnoB) is to help primarily information services librarians with answers to questions asked by patrons.

Content Scope

- Answers for questions about resources and services under the authority of other (non-library) AU campus services, departments, etc.; the information may be non-existent or not easily found on the AU website or other information resources readily available to library patrons and staff
- Answers for questions that are related to library services or resources, and the questions are unusual in nature and/or frequency; the answers are particular and/or complex, and not readily available anywhere else

Guiding Principle - Patrons should be informed of the primary authority or source (person, department, service, website, etc.) to the extent it is possible to do so.

Complementary Resource - The KnoB and the Library Operations Manual (LOM) are complementary.
What is KnoB

- Aurora University (AU) Phillips Library Reference Services
  Knowledge Bank (KnoB)
- A resource for information services librarians
Questions asked at the reference desk with answers not centralized and openly available

- campus resources/services, not library services
- library-related, but unusual and/or complex

Information outside the scope of the Library Operations Manual (LOM), a LibGuide project
How to Build a KnoB

- Based on 1 LibAnswers queue
- Group in the queue
- Group access level is hidden; entry status is published
Content Selection

- Scope statement (on home page)
- Started with
  - unpublished entries in our *LibAnswers* queue
  - email and other sources
Structure of Entries

- Issue stated in the “Question” field
- Answer entered into the html text editor
- Answer contents
  - Explanation
  - “Source” of information
  - Optional: “Links & Files” feature (e.g., cross references to LOM, document attachments, etc.)
- Assign topic(s)
- Status “published”
Create an Entry - Edit View - Step 1

1. Select "Create a FAQ Entry"

2. Select the group

3. Type in the question/issue statement

4. Click here for HTML text editor and more

Add an FAQ Entry to the System
Enter the question and click save. You will then be able to add the answer and other elements.
Create an Entry - Edit View - Step 2

1. Enter answer text, attach files, etc.
2. Save
3. Assign then add to entry
4. Take a look
5. Select "Published"
Entry Indexing - Managing Topics

Manage Metadata

1. Select "Metadata"
2. Pick the group
3. Choose "Topics"
4. Add, edit, etc.

Use this page to manage the topics in your Group: add and edit topics, assign topics to FAQ Entries, and see which FAQ Entries are without any assigned topics.

<table>
<thead>
<tr>
<th>Id</th>
<th>Topic Name</th>
<th># of FAQ Entries</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>197</td>
<td>Academic Support Center</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>198</td>
<td>Alumni</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>198</td>
<td>Campus Departments / Services</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>1851</td>
<td>Citation Styles - APA</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
Q. Permission and help for posting a movie file in the Moodle shell for online-only courses or the online part of hybrid courses

Instructors should contact Curriculum Development at The Learning House.
Phone: (502)815-0778

Source: September 2014 email form AU information services librarian.

Related Topics
- Copyright
- Moodle
- Information Technology

Links & Files
- SEE ALSO: The Learning House website
- SEE ALSO in KnoB: Permission for showing movies in the classroom for traditional (on-the-ground) and hybrid courses at AU
Searching and Finding Entries

- Search function for LibAnswers groups provides very effective matching with relevant entries
- **Topics**
  - Browse / related topic linking
  - Provide the advantages of a controlled vocabulary
  - Allow analysis of patterns/themes
- Topics in the KnoB are currently in a development phase
Governance and Content Maintenance

- One content administrator creates and edits entries, and manages topics
- Use suggestions from the information services librarians
- Ongoing revision as needed
- Annual review planned
Promoting Usage of KnoB

- Introduced LOM and KnoB at the same time in August 2015
- Demonstrated to compare and contrast
- Encourage suggestions
- If suggestions are out-of-scope, then provide the reason and an alternative
- Send out email updates about new entries (both KnoB and LOM)
Outcome

- Accepted
- Regular requests/suggestions, additions, and revisions

Monthly Breakdown

- Not Submitted
- Match via auto-suggest
- Question Submitted
- Clicked on question
Vision for the Future

- Patterns or themes shown by “topics”
- Addition of queues for other departments
- Bolster value of library services
- Increased efficiency and service quality
  - Shared source of consistent answers
  - Easy, reliable access - not network files, email, etc.
Questions
Ideas
Suggestions
Thank You!