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# Is Information Literacy Enough for a Knowledge Worker?

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# Information literacy in the workplace research

- Not a heavily studied area – limited literature
- WORKPLACE INFORMATION LITERACY
- KNOWLEDGE LITERACY
- INFORMATION/KNOWLEDGE FLUENCY





# Aims of the presentation:

[www.jarche.com](http://www.jarche.com)

- **To introduce an alternative way of thinking about IL in the workplace**

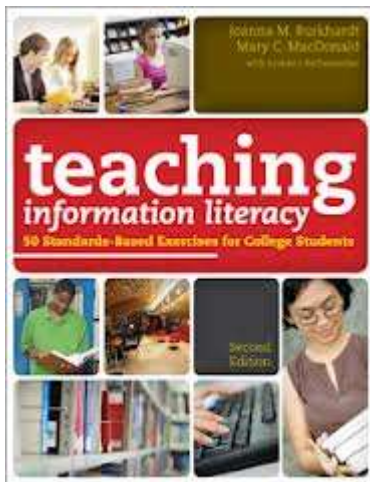
General questions:

- What is the information landscape in which knowledge workers operate?
- Do the skills we impart (via information literacy instructions) extend to the workplace? Are they the skills that employers want and employees need?

# Information literacy in an educational setting

- **educational concept - information and knowledge as accessible through the attainment of a systematic set of procedures or competencies,**
- **the acquisition and development of a set of skills - closely to library literacy (library research skills) or computer /IT/media literacy programmes and a way of learning in formal contexts,**
- **literacy as a tangible and assessable set of skills or processes which underpin access to information through text and information and communication technology (ICT),**
- **text as the primary source of information and knowledge for learning.**





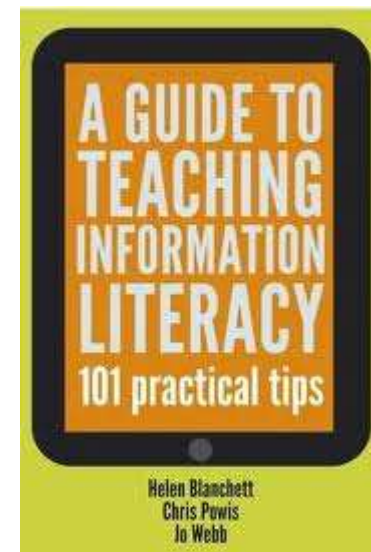
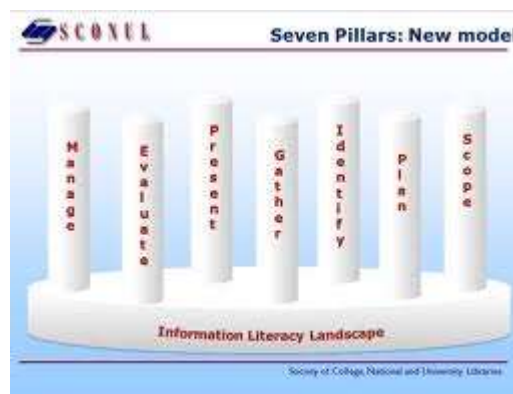
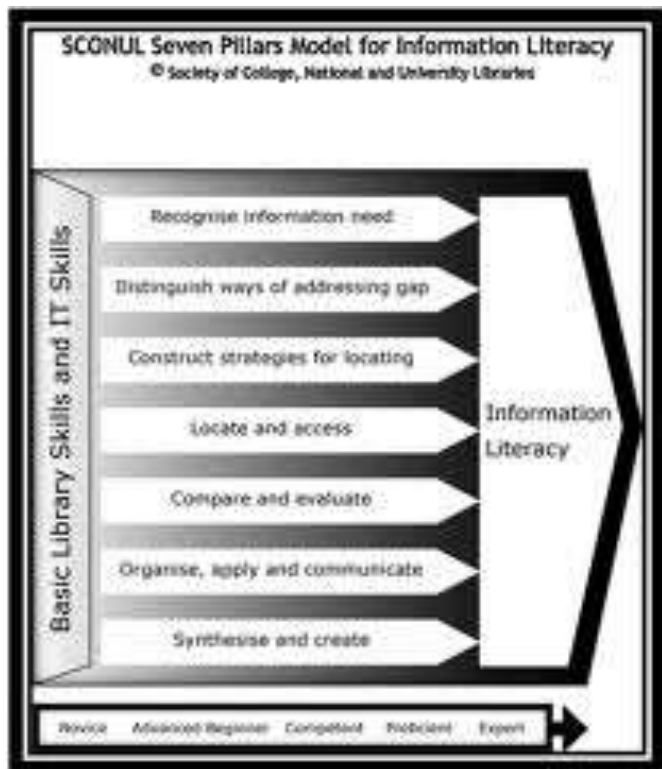
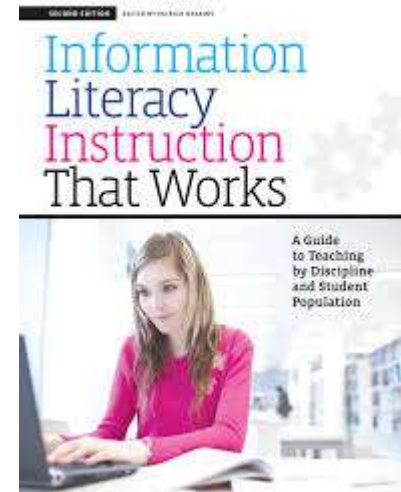
ACRL Association of College & Research Libraries

## Information Literacy Competency Standards for Higher Education

Introduction

Standards Toolkit

About ACRL



# Every year we live in a very different information world

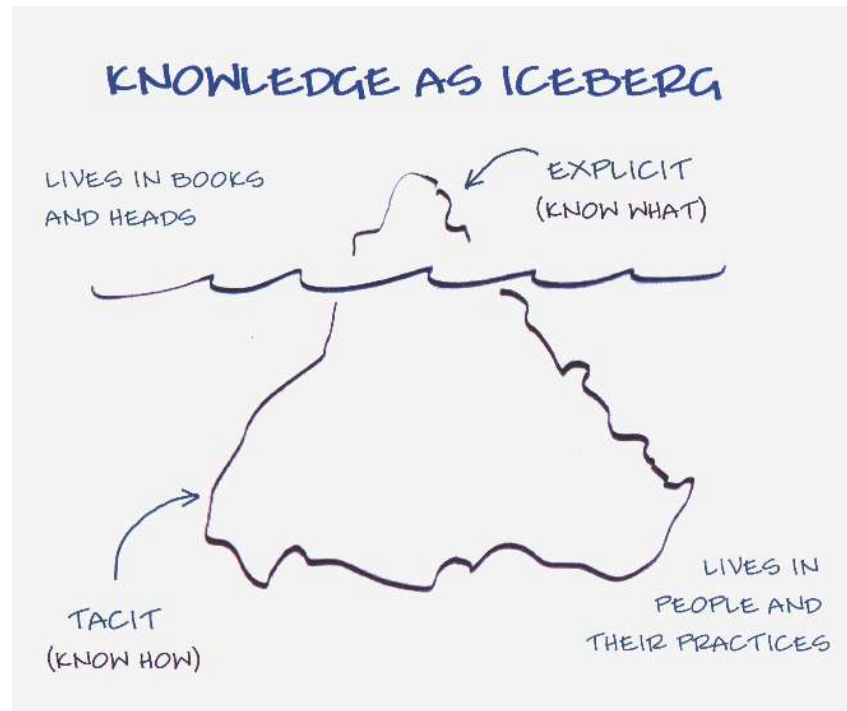
(The SCONUL Seven Pillars of Information Literacy, 2011)

- progression in IL each year
- it is problematic to present a single conception of IL as „truth”
- context creates difference

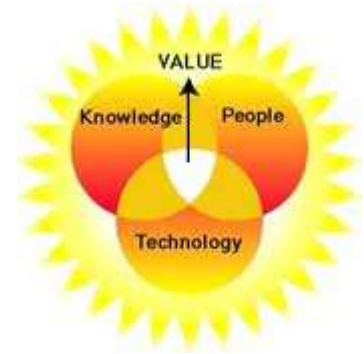


# Workplace/knowledge workers lens

- a very specific workplace - knowledge-based organizations
- the role of IL in learning outside educational settings



# The organization as a “knowledge ecosystem”



- Interactions between people, process, technology and content.
- **Knowledge emerges through connections, dialog and social interaction.**
- **Social sources of information and knowledge in organizations** play significant role in knowledge production/development.
- **Physical and social information aspect of knowledge (non-codified forms of knowledge in the work environment).**



# Knowledge-base organizations

- As a workplace of knowledge workers, information literate people
- Organisations need people who can both collect and connect information literate people operating in a knowledge management environment.
- **Learning in the workplace is a form of social interaction**

**70 : 20 : 10 model**

THE KNOWLEDGE-  
CREATING COMPANY

How Japanese  
Companies  
Create the  
Dynamics of  
Innovation



IKUJIRO NONAKA  
HIROTAKA TAKEUCHI



cathexis.typepad.com

# The 6 Pillars of The Digital Workplace



# Knowledge workers

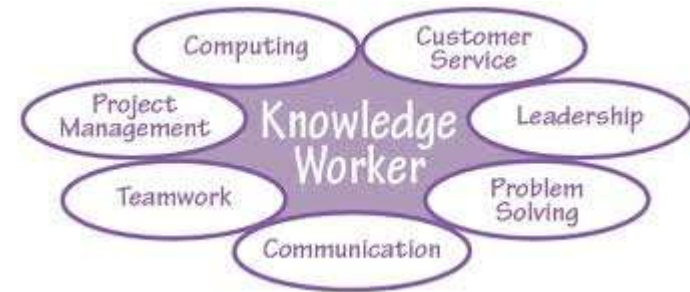


<http://www.britannica.com/blogs/2008/>

- well educated,
- develop knowledge through long practice (41%) or a combination of long intensive study, long practice and special talent (39%),
- need not only codified knowledge,
- use both tacit and explicit knowledge for their work (57%),
- only 15 % mostly use explicit knowledge,
- the results of their work are non-material (65%),
- 67% prefer the combination of teamwork and individual work,
- understand broader context of their knowledge.

(L. Mládková, 2011)

# Knowledge workers



f2.washington.edu

- **COGNITIVE APPROACH** (evaluation, analysis, application, comprehension, knowledge)
- **SKILLS** (exposure, acquisition, application automatic use); **problem-solving skills that enable individuals to process information effectively and work within complex, ever-changing environment**
- **PERSONAL CONSTRUCTION** (receiving, responding, valuing, organizing, internalizing)

*Knowledge-related work requires thinking!; being creative, always questioning, interpreting, understanding situations, adapting to changes ...*

**Information needs are not always identified or evaluated by the worker**

# Knowledge workers

- not only “**homo oeconomicus**”
- important mental and emotional states that human individuals and groups go through in the course of their everyday activities





The "Iceberg" metaphor describes the relationship between Explicit & Tacit Knowledge

[kmonadollaraday.wordpress.com](http://kmonadollaraday.wordpress.com)



[ggsp-tohelp.blogspot.com](http://ggsp-tohelp.blogspot.com)

+ C. Kuhlthau model

# Information literacy and KM

- Information literacy and the fostering of an information literate workforce are **key components in any KM initiative.**



# Conclusions



<http://www.1000ventures.com>

- IL as context specific and context sensitive
- **People are the principal source of information.**
- It is essential to recognize the **key role of human relationships in the development of information literacy in the workplace.**
- **From information literacy to knowledge literacy ?**



**THANK YOU**

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**NATIONAL INFORMATION  
LITERACY AWARENESS  
MONTH  
OCTOBER 2013**

<http://infolit.org/about-the-nfil/national-information-literacy-awareness-month-is-october/>