

## **Beyond Impact: Expanding the LIS Toolkit in support of University-Community Knowledge Exchange**

### **Authors:**

What is the place of knowledge exchange in Library and Information Science? More specifically, what areas of knowledge and competencies are needed to enable LIS researchers and practitioners to engage in knowledge exchange with community members? These questions are guiding our work on the (blinded for review) project, a federally funded partnership that seeks to support university-community knowledge exchange. Our questions extend beyond the impact of information behaviour (IB) research, but we believe they will be relevant to IB researchers and students attending the symposium. As noted by Given et al. (2015), these are important and understudied questions in our field.

Our project is situated in an over-researched, urban neighbourhood community where research has been extractive and researcher-driven. We aim to assist researchers to carry out and disseminate research in more reciprocal and community-driven ways, and to open and support effective two-way channels of communication around research.

To better frame the problem, it is worth noting that there are many cognate terms and models for what we refer to as knowledge exchange, including knowledge mobilization, knowledge transfer or translation, and research dissemination. (Graham et al., 2006; Tabak, Khoong, Chambers & Brownson, 2012). Much of this work has focused on the impacts of research on policy development, system design, and innovation within corporate and government settings. Given our interest in research impact within communities, we prefer the term knowledge exchange, which incorporates the principle of reciprocity, which is central to community-based research (University of Edinburgh, 2017). We see three clear opportunities for community-oriented knowledge exchange related to IB research: academic researchers engaged in community-based research; academic librarians doing community outreach and engagement to extend the impact of their research collections; and public librarians engaged in community-led or community-engaged service models (Pateman & Williment, 2013).

In developing a framework for the knowledge areas and competencies needed to engage in knowledge exchange, our starting point is the K\* Spectrum model, which identifies four roles in knowledge exchange work (Shaxson et al., 2016). The model (Figure 1) starts on the left with informational functions and the role of *information intermediary*, which is already core to LIS and closely aligned with IB research and practice. Moving to the right, the roles of *knowledge translator* and *knowledge broker* are more relational in nature and emphasize communicative and social components of information work. On the far right, *Innovation Broker*, involves more strategic thinking and leadership, and builds

upon knowledge of scholarly research and communication at the structural and societal levels. We consider these roles to be closely aligned with LIS, but nevertheless requiring knowledge and competencies that may not be emphasized currently in LIS programs, or which graduates may not be aware could be applied in these ways. Drawing upon the composite experience of our project team in working with community partners, we ideated an expanded suite of competencies to support these roles.

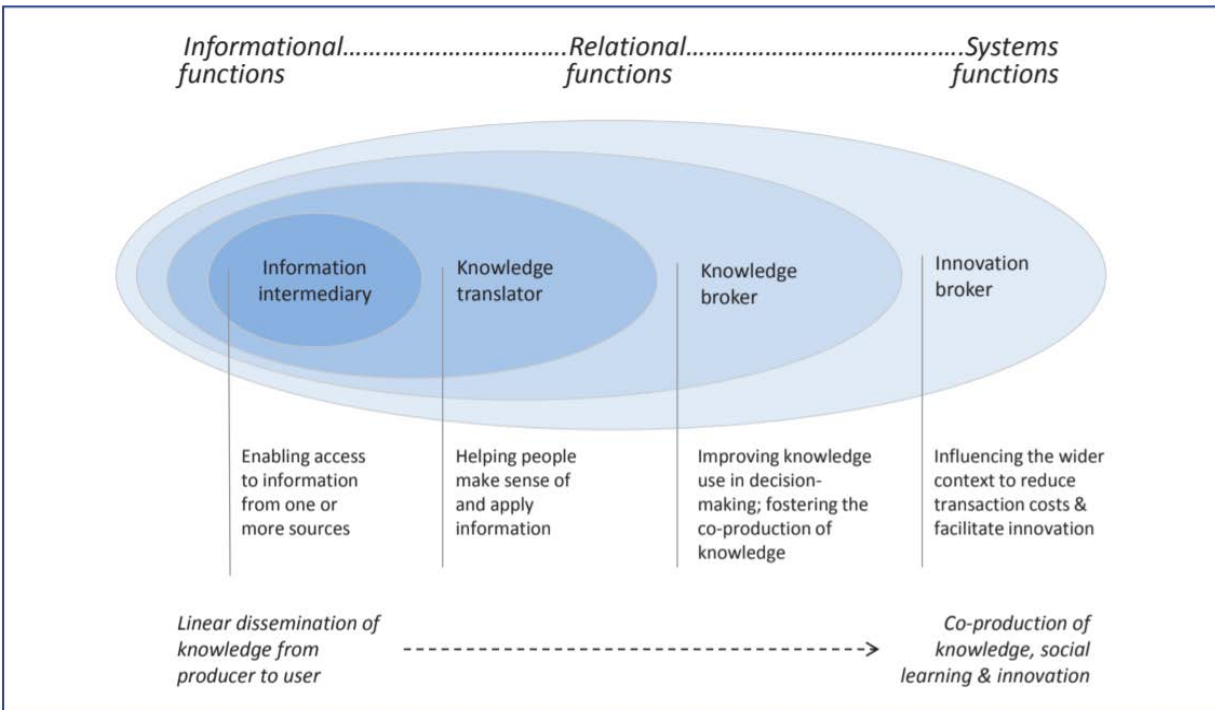


Figure 1: The K\* Spectrum, reprinted from Shaxson et al. 2012.

Figures 2, 3, 4 and 5 show our initial mappings of competencies for three roles in the K\* Spectrum model. We propose this framework for discussion at the symposium, recognizing that there is potential for Librarians and LIS researchers to play a more central role in supporting researcher and non-academics communities as they create and share information and knowledge.

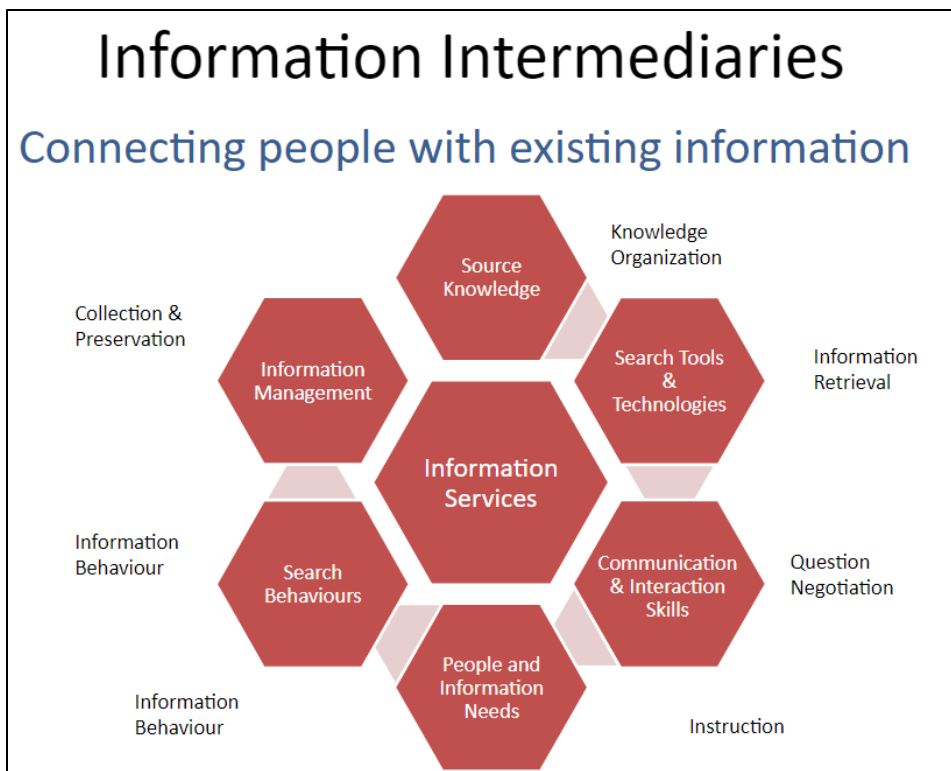


Figure 2: Knowledge Areas and Competencies for Information Intermediaries

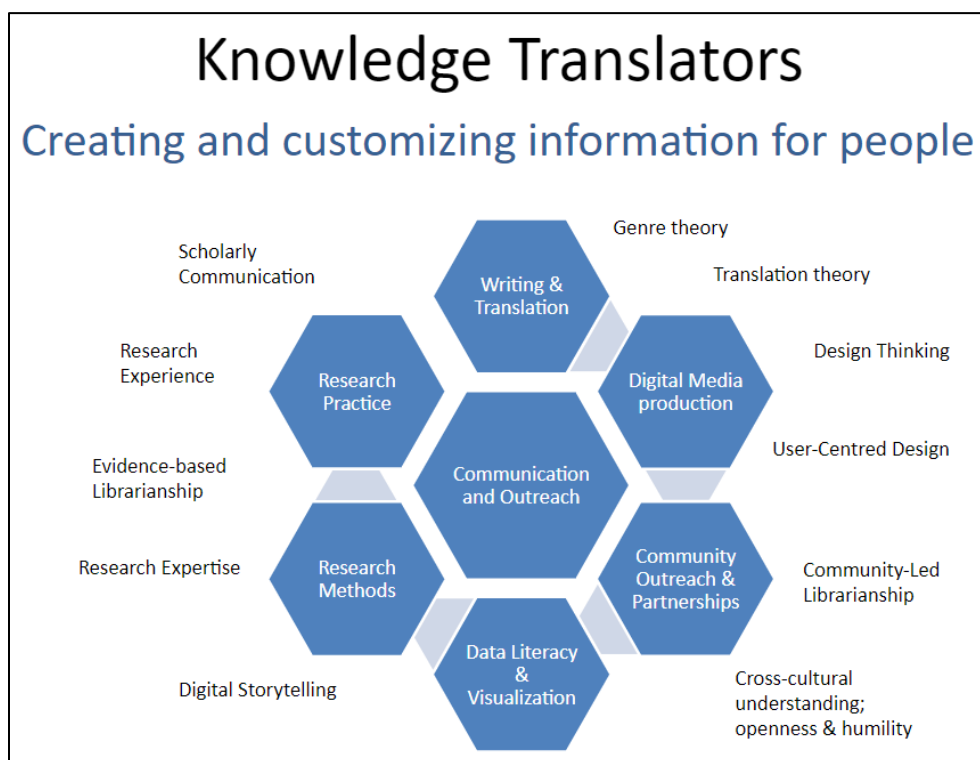


Figure 3: Knowledge Areas and Competencies for Knowledge Translators

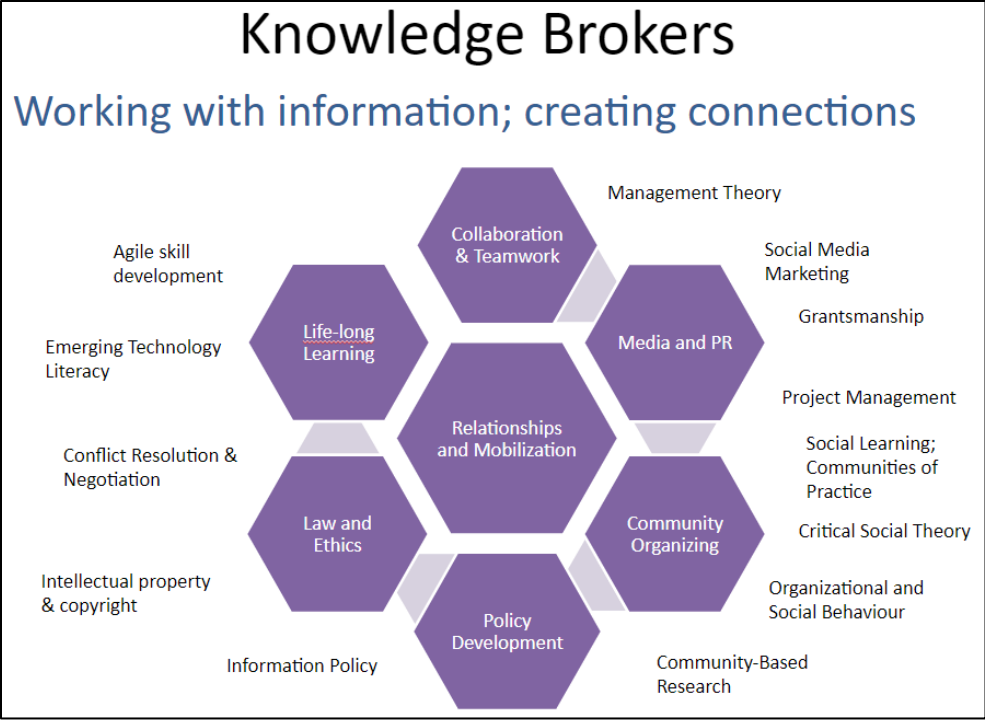


Figure 4: Knowledge Areas and Competencies for Knowledge Brokers

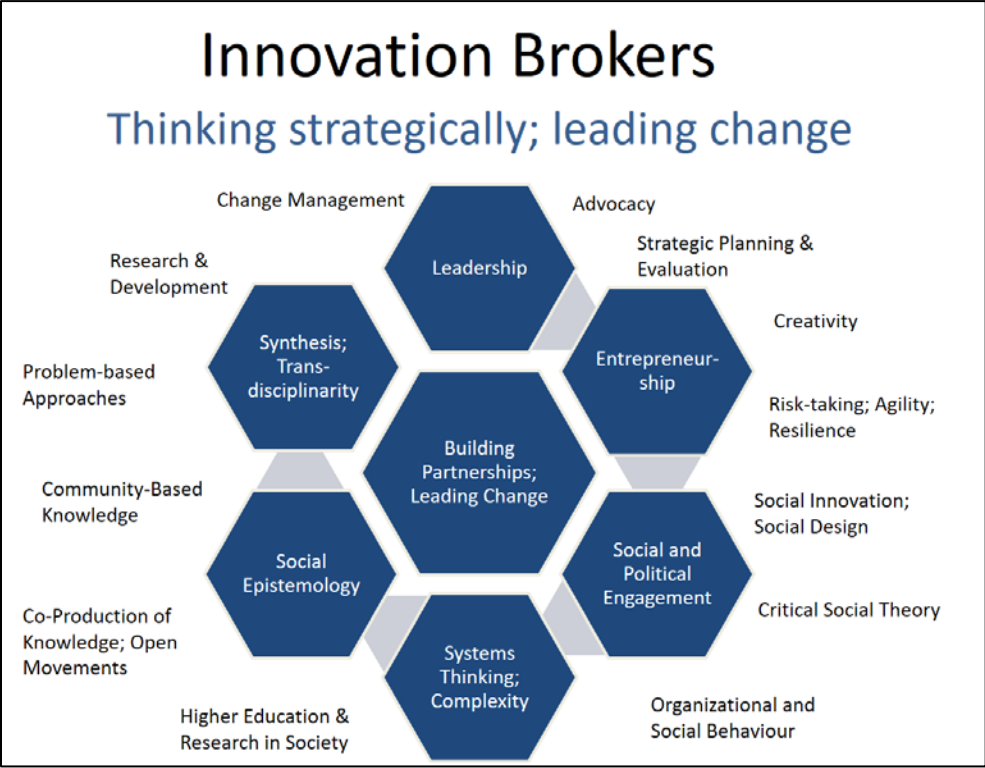


Figure 5: Knowledge Areas and Competencies for Innovation Brokers

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