

Knowledge and Operational Information Policy

Knowledge and Website Management

Policy Number: PCY21/015

Approved: NLA Executive, 30 November 2021

Next review: November 2024

DOCUMENT TRACKING

Date	Name	Revision
24 Nov 21	██████████	Draft for review
30 Nov 21	██████████	Approved

Contents

1. <i>Introduction</i>	4
2. <i>Policy Aims</i>	5
3. <i>Definitions</i>	5
4. <i>Policy statement</i>	6
5. <i>Key roles and responsibilities</i>	6
6. <i>Review</i>	7
7. <i>References and related documents</i>	7

1. Introduction

Pursuant to the National Archives of Australia (NAA) Digital Continuity 2020 Plan and Policy, the Library is required to treat information as a strategic asset that is created, stored and managed. This includes the digitisation of information and developing interoperability, systems and process that reduce duplication and the effect of structural changes in government.

To assure the quality and maturation of information management at the National Library of Australia Library (Library), the Knowledge and Website Management (KWM) Section have consolidated the ongoing development of the Library’s information management capability in an Information Management Strategy that articulates what good information management looks like (principles) and how the Library will achieve it (roadmap).

The themes and principles from the National Library of Australia Information Management Strategy (below) will guide all staff in managing the Library’s information and knowledge assets.

Themes	Principles
<i>Our information is Discoverable, Credible and Complete</i>	Information is readily available for use and reuse
	How long information should be kept is known
	Information created supports decisions and the work of the NLA
<i>Our information is Governed and Managed</i>	Information is systematically governed
	Information is adequately described
	Information is managed throughout its lifecycle
	Information is saved in systems where it can be appropriately managed
<i>Our information is Secure and Protected yet Accessible</i>	Our staff have access to the information they need
	Information is stored in secure systems

2. Policy Aims

To authorise and support the Library to strategically manage its information assets, and ensure compliance with Government legislation.

3. Definitions

Operational Information	Information pertaining to core business activity or activities required to operate the Library, limited to non-collection material
Minutia	Information generated as a by-product of operations, which is captured in other formats
Social	Information unrelated to Library operations

4. Policy statement

Employees, labour hire personnel, contractors, and consultants of the Library must estimate the enterprise value of information they create by classifying it by its information type in accordance with its importance to the Library, and store it in the appropriate system, as illustrated at *Figure 1: Enterprise Value* below

	Value	Information Type	System	
Importance to / impact to the enterprise	Strategic	Enterprise context	<i>Electronic Document Records Management System</i>	
		Policy and Regulation		
		Legal		
		Decision and supporting documents		
	Operational	Contract and supporting documents		<i>Intranet</i>
		HR Management		
		News		<i>OurWiki</i>
		Guides and SOPs		<i>Working-document collaboration environment</i>
		Report		
	Operational Documentation			
	Tactical	BAU	<i>System of origin</i>	
		Transactional		
	Minimal	Minutia	<i>No requirement to file</i>	
Social				

5. Key roles and responsibilities

Knowledge Management Policy Owner	<p><i>Policy Management</i></p> <ul style="list-style-type: none"> The Policy Owner ensures that policy document undertakes a review at least every three years, in accordance with the Policy Framework <p><i>Supporting Guidelines</i></p> <p>The content and design of all documents supporting the execution of this policy must adhere to the following principles:</p>
--	---

	<ul style="list-style-type: none"> Guidelines are consistent with legislation, regulations and Australian Public Service and other applicable directions and standards Guidelines support and are consistent with the Library's functions, values, and Corporate Plan
Responsible Executive - CIO	The CIO to whom the Information and Knowledge Management Policy Owner reports is considered the Responsible Executive, unless otherwise determined by the Approval Authority.
Records Manager	The Records Manager must: <ul style="list-style-type: none"> Oversee the management of the information with the highest value to the enterprise Provide additional assurance through compliance
Employees, labour hire personnel, contractors, and consultants	Employees, labour hire personnel, contractors, and consultants of the Library must: <ul style="list-style-type: none"> Estimate the enterprise value of information they create by classifying it by its information type in accordance with its importance to the Library, and store it in the appropriate system

6. Review

This framework will be reviewed every three years from the date of approval, unless required earlier.

7. References and related documents

Legislation impacting on the management of the National Library of Australia's information and Knowledge Management Policy Framework includes:

- Public Governance, Performance and Accountability Act 2013
- National Library Act 1960
- Archives Act 1983
- Crimes Act 1914
- Evidence Act 1995
- Electronic Transactions Act 1999
- Freedom of Information Act 1982
- Privacy Act 1988

- Privacy Regulation 2013
- Public Service Act 1999
- Public Service Regulations 1999
- Public Interest Disclosure Act 2013

Whole-of-Government policies and strategies impacting on the management of information and include:

- Protective Security Policy Framework (PSPF)
- Australian Government Information Security Manual (IS M)
- Secure Cloud Strategy
- Digital Service Standard
- Australia's Cyber Security Strategy
- Digital Transformation Strategy 2025
- Australian Privacy Principles
- Australian Government Public Data Statement
- Senate Continuing Order for the production of departmental and agency file lists (Harradine Reporting)

Library policies and strategies impacting on the management of information and include:

- Acceptable use of information and communication technology code
- Data Management Policy (planned)
- Information Technology Access Control Policy
- Indigenous Information Policy (planned)
- Information Privacy Policy
- Information Security Policy