
KNOWLEDGE MANAGEMENT AND ITS USE IN LIBRARY

Pramod Kumar Singh

Abstract

This paper describes about the different aspects of knowledge Management and its applications. The paper states that the value of knowledge for an organization is described in detail. The importance of LIBRARIANS and Information professionals in managing the knowledge management of organizations is described. Knowledge creation and knowledge sharing is described. The types and scope is mentioned. The paper has profiled the knowledge management in libraries.

Keywords : Knowledge Management, Knowledge Sharing

1. INTRODUCTION

Knowledge management is very essential to the success of the organization as it not only helps in discovering the resources, but in the current scenario also help in evolving new business rules and models. When we refer to knowledge, most of us mainly tend to think of codified and documented knowledge like patents, databases, manuals, white papers etc. There is no universal definition of knowledge management, just as there is no agreement as to what constitutes knowledge in the first place. For this reason it is best to think of knowledge management in the broadest context. Knowledge management is the process through which organization generate value from their intellectual knowledge-based assets. Most often, generating value from such assets involves sharing them among employees departments and even with other companies in an effort to devise best practices. It is important to note that the definition says nothing about technology, while knowledge management is often facilitated by Information Technology. Information Technology by itself is not knowledge management.

Knowledge Management in libraries should be focused on effective research and development of knowledge, creation of knowledge bases, exchange and sharing of knowledge between library staff, users, training library staff, speeding up explicit processing of the implicit knowledge and realizing of its sharing. Knowledge management will inject new blood into the library culture. The main contents include; Mutual trust, open exchange, studying sharing and developing knowledge operations mechanism of libraries, enjoying the knowledge management process. User's delight staff's quality and enrichment as well as an all - round improvement of library starting from house keeping activities to knowledge marketing will become important objective of knowledge management in Business and Management libraries.

2. DEFINITION

Knowledge Management is not about managing or organizing books or journals, searching the internet or arranging for the circulation of materials. However, each of these activities can in some way be part of the knowledge management spectrum and processes. Knowledge Management is about enhancing the use of organizational knowledge through sound practices of information management and organizational learning. It is the process of transforming information and intellectual assets into enduring value. It connects people with the knowledge that they need to take action, when they need it. A Reference Librarian knows something about why services are not utilized the way the organization desires.

3. NEED FOR KNOWLEDGE MANAGEMENT

There is sufficient evidence of many companies who have benefited from knowledge management initiatives. Based on these experiences, knowledge management experts argue that, for organization and institutes to be successful and competitive today, they need to continually engage in two activities.

- I) Find effective way to translate the institution's on going experience into knowledge (By taxonomically structuring the knowledge and by building enterprise. Wide vocabulary through key words, which facilitates effective retrieval.
- II) While transferring and leveraging companies and institutions knowledge across time and space (Through Internet Technology) for better leverage, it is necessary to consider the following key issues;
 - a) Find a method for transferring the knowledge to a group or individual who can reuse it.
 - b) Translate what has been learned into a form that other can use.
 - c) The receiving team or individual adapts the knowledge for use in a particular context.

4. TYPES OF KNOWLEDGE MANAGEMENT INITIATIVES

Knowledge Management Initiatives are taken by organizations and learners world wide, which reveal how these companies create value from their intangible assets.

There are three types of knowledge management initiatives:

i) External Structure Initiatives

Gaining information and knowledge from customers for example through net scape, USA, a close link via the Net for opinion leaders among customers, who are encouraged to report problems, enables it to create new generations of soft ware at a fast pace.

ii) Internal Structure Initiatives

Building knowledge sharing culture should be done for example, 3M USA with 60,000 products of their own innovation process has an organization that balances between creativity and conservatism. 3 M's values encourage learning and risk asking, but managers are required to link continues learning to revenues.

iii) Competence Initiatives

Creation of careers based on knowledge management for example IBM USA and most Japanese large companies encourage dual careers, Employees are encouraged to switch between professional and managerial jobs, in order to gain holistic knowledge about the company.

5. SCOPE OF KNOWLEDGE MANAGEMENT:

Knowledge Management is a term that has worked its way into the main stream of both academic and business arenas since it was first coined in the 80's. The current state of the knowledge management field is that it encompasses four over lapping areas;

- i) Managing organization. (Reating, sharing, retaining, storing, using, updating, retrieving)
- ii) Organizational Learning.
- iii) Intellectual Capital
- iv) Knowledge Economics

A close look at many aspects of knowledge management practices shows that it can well be accepted that they bear a close resemblance to well established practices in librarianship and information management. This means that there is considerable opportunity for librarians to use their traditional skills to assume a new function of managing knowledge within the library which would compliment the traditional library services function. The aim of knowledge management for a library is to become more competitive through the capacities of their staff and clients to be more flexible and innovative.

6. VALUE OF KNOWLEDGE MANAGEMENT

Knowledge is not the same thing as a knowledge worker. And just as there is a difference between the knowledge that exists in a knowledge management systems and knowledge that exists in the mind of the knowledge worker, there is also a difference between the kind of knowledge that exist in the mind of the knowledge worker and that, which exists within a community of knowledge worker. This distinction makes it easier to account for knowledge assets. A knowledge worker is an asset that appreciates over time. Knowledge itself is more often a depreciating asset. Patents, for example, lose their value if not converted into product or licensed quickly.

7. KNOWLEDGE CREATION

Knowledge Creation revolves around the activities that result in conversion of knowledge . The process of conversion involves creation of tacit knowledge through informal sharing, moving from tacit knowledge to explicit, enhancing explicit content by combining codified knowledge and using explicit knowledge to create new tacit knowledge through thinking and sharing.

8. KNOWLEDGE SHARING

Sharing knowledge requires a different kind of environment, a unique combination of human and information system to reduce the knowledge gap. Knowledge sharing requires a different set of tools and mind set that appreciates the following:

- i) Knowledge /learning is by people i.e. it is a human activity
- ii) Thinking creates knowledge .
- iii) knowledge is created as it gets used and is dynamic. It moves through organizations and communities in many ways.

9. INFORMATION TECHNOLOGY FOR KNOWLEDGE

- i) Connecting people to people by providing collaboration tools, that are ideally built on existing e-mail or intranet systems and introduce work flows, Intranet systems and introduce workflows. Intranet would offer a way for the community to store and share their documents.
- ii) Connect people to information through knowledge centres. These centres will be a place to search, place to query etc. On line training courses can be offered through this forum.
- iii) With internet and electronic information librarians are converted to cybrarians Teamed up with knowledge managers and subjects experts, cybrarians can guide employees to internet sites that contain useful information.

10. KNOWLEDGE MANAGEMENT INITIATIVES IN INDIA

The knowledge management Initiatives has started in different sectors of the economy. They may be categorized as follows.

- i) Initiatives at the corporate level.
- ii) Initiatives at the Research and Development level.
- iii) Initiatives at the NGO level.
- iv) Financial Institutions level Initiatives.
- v) Initiatives at the Academic Institutions level.

11. KNOWLEDGE MANAGEMENT IN LIBRARIES

Information technology is a tool for knowledge management in libraries knowledge acquisition is the starting point of knowledge management in libraries. The application of information technology enlarges the scope of knowledge acquisition.

The objective of knowledge management of libraries is to promote knowledge innovation. Knowledge innovation is the core of the knowledge economy society. As basis for collection, processing, storage and distribution of knowledge and information. Libraries represent an indispensable link in the scientific system chain, an important link in the knowledge innovation. Secondly, libraries take part in scientific research process directly. The library work is a component of knowledge innovation. Thirdly, libraries must pay attention to diffusion and conversion of knowledge . Knowledge Management in libraries is to promote relationship in and between libraries, between library and user, to strengthen knowledge internet working and quicken knowledge flow. In the knowledge economy era, libraries will carry out research on development and application of information resources, construction of virtual libraries, protection of intellectual property rights in the electronic era etc, thus founding the base for knowledge innovation.

12. CONCLUSION

Knowledge Management is not owned by any one group in an organization, nor by any one profession or industry. Knowledge management requires a holistic and a multidisciplinary, approach to management process and an understanding of the dimensions of knowledge work. It is an evolution of good management practice sensibly and purposely applied. But librarians and information specialists, if they want to be, key players in the emerging knowledge management phenomenon, have to understand the multiple perspectives of the other players. Knowledge Management occupies a very outstanding position in the creation of the knowledge innovation system of a country.

Knowledge Management has become a powerful tool for promoting innovation and realizing re-engineering the various walks of life.

“Ultimately knowledge literate people are those who have learnt how to learn they know how to learn because they know how knowledge is organised, how to find information. And how to use information in such as a way that others can learn from them. They are people prepared for life long learning because they can always find the information, needed for any task or decisions at hand.”

The paper has tried to cover different aspects of knowledge management. It has been observed that knowledge management for corporate is mainly for getting competitive advantages over the rival companies. The paper has touched upon the uses of knowledge management.

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About Author

Mr. Promod Kumar Singh is Assistant Librarian at Central Library, Vinoba Bhave University Hazaribag, Jharkhand-825301. He holds MA in English and M.Lib. and information science from BHU Varanasi. He is associated with several training programmes, workshops, Seminar and conferences. He authored two books. "Library Automation and Digitised Methods of Library services."

Email : promod singh@yahoo.com