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## Knowledge Management : An Untold need of Tomorrow's World

P V Raj Kumar

### Abstract

*This paper describes about the subjects that are relevant to the organization in the field of Knowledge Management, interacting with key users of a University Library. This paper highlights the concept and practice of Knowledge Management without jargons in context to the role of a digital librarian. This article gives a broad and rudimentary Knowledge Management framework, the processes and the benefits. It emphasizes the fact that the Knowledge Management caters to the critical issues of organizational adoption, survival and competence in face of increasingly discontinuous environmental change. Essentially it embodies organizational processes that seek synergistic combination of data and information processing capacity of information technologies, and the creative and innovative capacity of human beings. Further this article ploughs through the phenomenon of the fundamentality of Knowledge Management as to what this mean to library and information service professional.*

**Keywords** : Knowledge Management, Contents

### 0. Introduction

The knowledge economy is a new petal of a flower that has appeared world wide in recent years. As a sub-discipline of knowledge economy, Knowledge Management is a completely new concept and method of management . Knowledge Management is a new value and a competitive power converting intellectual assets of staff and workers in the organization into higher productive forces. It is a linkage of information with information with activity and information with Man — so as to realize the sharing of knowledge.

Today's man play a pivotal role in the knowledge economy era, by disseminating the treasure house of human knowledge, participate in knowledge innovation and become an important link in the knowledge innovation chain. 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 . In the knowledge economy era, management refers to effectively, identify, develop, resolve, use store and share knowledge to create an approach to transforming and sharing of tacit and explicit knowledge and to raise the innovational capability of the staff of the organization. Moreover, " If the cart of the Modern Economic System is to run smoothly both Information and Knowledge should form its two wheels."

### 1. Developing a Context

Like water, the rising tide of data can be viewed as an abundant vital and necessary resource. With enough preparation, we should be able to tap into reservoir... and ride the wave by utilizing new ways to channel raw data into meaningful information. That information in turn, can then become the knowledge that leads to wisdom. The value of Knowledge Management relates directly to the effectiveness with the managed knowledge enables the members of the organization to deal with today's situations and effectively envision and create their futures.

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## 2. Knowledge Management What and Why ?

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. The key to Knowledge Management is capturing the knowledge process – how information centers get their work done – and how various elements of information connect to this. The fact that the Reference Librarian knows something about why services are not utilized the way the organization desires is not of itself organization knowledge. But purposeful management processes which capture often personal and contextual information that can be used for the organizations benefit is the crux of Knowledge Management.

## 3. Scope of Knowledge Management

Knowledge Management is a term that has worked its way into the mainstream 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 overlapping areas :

- Managing Organisation  
( creating,sharing,retaining,storing,using,updating,retriving)
- Organisational Learning
- Intellectual Capital
- Knowledge Economics

A close look at many aspects of KM practices, 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 service function. The distinction between tacit and explicit knowledge is critical in understanding the scope of Knowledge Management. Knowledge Management practices aim to draw out the tacit knowledge people have, what they carry around with them, what they observe and learn from experience, rather than what is usually explicitly stated. The aim of Knowledge Management is for library to become more competitive through the capacities of their staff and clients to be more flexible and innovative.

## 4. Golden Steps In Managing Knowledge

Four steps of fundamental importance in getting started in Knowledge Management are described by Boynton :

- Making knowledge visible
- Building knowledge intensity
- Developing a knowledge culture
- Building knowledge infrastructure

They are interdependent in that embarking on one without the others will hinder the acceptance and success of Knowledge Management as a major organization force.

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## 5. Human Aspect of Knowledge Management

An essential theme in managing knowledge effectively is the understanding the importance of people as organizational assets. Life is generally much better for employees when they are seen as assets than as any other item of expenditure — that goes for librarians, academics, mechanics, and top executives. An organization guided by Knowledge Management principles should preferably be a Human-intensive industry. Such organizations should here well understand the importance of the accessibility and sharing of information, the rapid dissemination of knowledge, the role of communication and collaboration among employees, and designed both human and computer based systems to archive these goals. The core competency of organizations is increasingly centered around managing knowledge and knowledge workers. When an organizations performance is heavily reliant on knowledge work then Knowledge Management is pivotal. Knowledge work emphasizes the use of professional intellect in activities which use individual and external knowledge to produce outputs characterized by information. Human resource management is the core of Knowledge Management in libraries. Knowledge and Human management system are the key theme because there is also a developing concern for “Expertise Management” that focuses on the human aspect of Knowledge work : cognitive, social, cultural and organisational. Knowledge sharing networks and self-organising communities of interest and practice are becoming common place. Human resources and Information professionals focus on mining human and organisational knowledge contained in brain power and competence as well as organisational databases and routines.

An all round improvement of library staff quality and positioning of the human value will become important objectives of Knowledge Management in libraries.

## 6. Knowledge Innovation

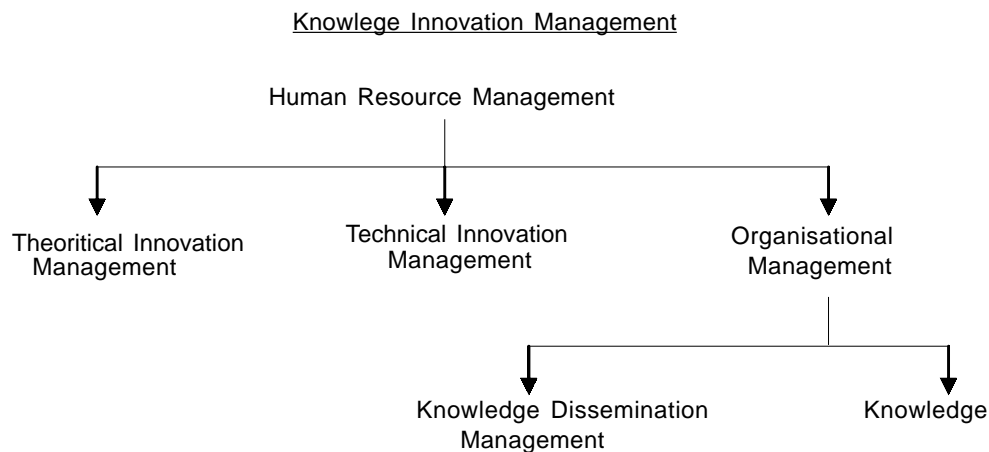
Knowledge innovation is the core of the knowledge economy society. As bases for collection, processing, storage, and distribution of knowledge and information, libraries represent an indispensable link in the knowledge innovation. Libraries must pay attention to diffusion and conversion of knowledge. They act as bridges for tuning the results of knowledge innovation into realistic productive forces. Knowledge Management in libraries is to promote the relationship in and between libraries, between library and user, to strengthen knowledge internet working and to hasten knowledge flow. Libraries enhanced activities in the field of research and development and application of information resources, construction of virtual libraries, protection of intellectual property rights in the electronic era etc an all the criteria founding the base for knowledge innovation.

## 7. Key to 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. Man's brain alone is not suffice to accomplish such important task in the modern society. Knowledge changes with each passing day. Only a closely knitted link of knowledge resources and knowledge workers by computer networks, thus constructing knowledge networks in libraries are essential for the making of knowledge warehouse of libraries. Globalisation from the knowledge perspective, mean that information is free to move across National borders and is available for innovation in new ideas, services – anywhere in the world. The effect will be that traditional libraries “outershell” ,the boundary between the librarian and the users on the inside and clients and researchers on the outside, will become permeable. The tradition of “control communications” with the external world becomes extinct.

## 8. Contents of Knowledge Management in Libraries

In my opinion, Knowledge Management in libraries should include such aspects as follows :



## 9. 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 processes 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 want to be key players in the emerging Knowledge Management phenomenon, they 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 reengineering the various walks of life. How far the library circles to meet the challenges of the knowledge economy are to build a Knowledge Management system for libraries is a subject that demands our urgent study and solution.

*“ Ultimately knowledge literate people are those who have learnt how to learn  
 They know how to learn because they know how knowledge is organized, how to find information  
 And how to use information in such 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.”*

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#### About Author



**Mr. P. V. Raj Kumar** is Assistant Librarian at Anna University, Chennai - 600 025 India and holds PGDBIM, MA in Economics and MLIS. He was associated with several training programmes, workshop, seminar and conferences. He authored and presented more than 20 Technical Papers.

**E-mail : [pvr@annauniv.edu](mailto:pvr@annauniv.edu)**