

IMPORTANCE OF KNOWLEDGE MANAGEMENT IN LIBRARIES

Dr. Sunil A Mutkule *

*** Librarian**

Adv. B. D. Hambarde
Mahavidyalaya
Ashti Dist. Beed,
Maharashtra, India.

QR Code



Abstract: - *All of us know very well that knowledge is power, and everyone tries to gather it on a large scale to remain always powerful. To lead our life without fear and favour knowledge plays very important role in our life. In the age of Computer and internet, we can accumulate plenty of knowledge within a short period of time. To gather sufficient knowledge at the earliest the proper management of collecting proper information on proper time is very important. One must up-date our knowledge from time to time. The satisfaction of life depends upon our updated knowledge. Therefore, I dare to say that our mental satisfaction depends upon our thorough knowledge in various fields. The life without knowledge is in vain. To facilitate efficient information management, the academic zone needs to make improvement on a large scale. The standard information resources are expected to provide as and when asked by the readers. The digital technology is increasing day-by-day. Therefore, it is essential to adopt and accept digital technology for users of academic libraries. The knowledge management is very essential to make changes with the passage of time as it will definitely be helpful in improving the services being rendered to their readers. In this paper, I tried to deal with Knowledge Management and its role in academic libraries and also tried to examine the use of latest information technology in this area of knowledge management as in teaching, learning and research work the management of knowledge plays very vital role. The Academic Institutions have opportunities to apply knowledge management to support each and every part of their mission.*

Keywords: Knowledge Management, Information Management, Information, Organizational Culture, Information Technology.

Introduction

In the present world of information and knowledge, the knowledge has become a key resource. The main function of academic libraries is to collect, process, disseminate, store and utilize information to provide service to the user as and when required within short period of time. The reduction in budget and increased demand from faculty and students are the main problems of an Academic Libraries. The success of academic libraries depends on their ability to utilize information and knowledge of its staff to serve the users. Knowledge management plays very important role to make improvement in their services. This can be achieved through creating an organizational culture of sharing knowledge and expertise within the library. However, organizations face innumerable challenges in nurturing and managing knowledge. Libraries serve as the gateway to knowledge. The gateway is the digital means to access to information & knowledge sources that are needed. The gateway provides services that enable the users & researchers to locate & to get access to resources. The gateway is the place for individual & group study & a center for interactive learning using digital resources & networks.

In my considered opinion that sharing of knowledge is not the power. The power of knowledge depends upon its utilization. All of us knows that you have sufficient

knowledge, but if you are not utilizing it properly, then there is no use at all of such type of knowledge.

What is Knowledge Management? Knowledge -

Knowledge is the sum of information conserved by civilization in its common and everyday usage.

Knowledge is a product of human experience and it can be defined as “the management of creating, sustaining, applying, and renewing knowledge resources of an organization including its relationship with seeker and service provider.” Knowledge can be broadly divided into two types: Tacit knowledge, and Explicit knowledge

Management -

Management is a mental process. Management as the process of coordinating total resources of an organization towards the accomplishment of desired goals of that organization through the execution of a group of inter-related functions such as planning, organization, staffing, directing and controlling.

Knowledge Management -

Knowledge Management is “a process, which deals with knowledge creation, acquisition, packaging and application or reuse of knowledge.” It is basically consists of the following four steps:

- Knowledge Collection

- Organization
- Data protection and presentation
- Dissemination of Knowledge Information

Knowledge Management is the way to keep knowledge growing through sharing and such sharing is best done either in material or human terms.

The Knowledge Management is nothing but it is an art of creating value from organization's knowledge assets. Knowledge Management is the discipline of enabling individuals, teams and entire organization to collectively and systematically create, share and apply knowledge to better achieve their objectives.

“Knowledge Management will deliver outstanding collaboration and partnership working. It will ensure the region maximizes the value of its information and knowledge assets and it will help its citizens to use their creativity and skill better, leading to improved effectiveness and greater innovation” (West Midlands Regional Observatory, U.K.)

Types of Knowledge -

Knowledge is classified into two types.

- Explicit knowledge
- Tacit knowledge

Explicit knowledge -

It is formal and easy to communicate to others. It is the knowledge of rationality. That is, policies, rules, specifications and formulae. It is also known as declarative knowledge.

Explicit knowledge is knowledge that has been articulated and more often than not, captured in the form of tables, texts, diagrams, and so on .

Tacit knowledge -

It is complex form of knowledge It has two dimensions namely technical and cognitive.

This is personal knowledge, which is in human mind and difficult to formalize and also difficult to communicate.

Tacit knowledge is strongly implicated in organizational innovation. People develop and use tacit knowledge before they are able to formalize or codify it.

Knowledge Management in Libraries -

Knowledge Management is a process aimed at creating, identifying, sharing and using knowledge at the level of an organization.

While the business world is changing in the new knowledge economy and digital age, libraries of all types are undergoing drastic changes also. The new role of libraries in the 21st century needs to be as a learning and knowledge centre for their users as well as the intellectual commons for their respective communities where, to borrow the phrase from the Keystone Principles, “people and ideas interact in both the real and virtual environments to expand learning and facilitate the creation of new knowledge.” The aim of knowledge management in libraries is to promote relationship in and between libraries; between library and the user; to strengthen knowledge internetworking and to quicken the knowledge

flow. In the knowledge economy era, libraries are entrusted with an important job of carrying out researches on development and application of information resources, construction of virtual libraries, protection of intellectual property rights in the electronic era, etc., and paving the way for knowledge innovation.

Another point is that, the academic Libraries are pinched on both sides: reduced budget and increased demand from faculty and students. To implement Knowledge Management in academic libraries is mainly driven by its mission rather than by the competition from Internet-based reference services or electronic books.

Budget shortfall is a primary driving force for the implementation of Knowledge Management in academic libraries. In recent years, budgets in academic libraries are stagnant at best and declining in general.

At the same time, students, faculty and university administration have a greater expectation of academic libraries, due in part to the advancement of information technology and in part to the explosion of knowledge in the digital age. To provide the right amount of information at the right time (Ghosh & Jambekar, 2003) is more critical than ever to the fulfilment of the mission of academic libraries and their parent institutions.

In other words, academic libraries have felt the pinch from both sides – less budget and more demand. Moreover, they have sensed the threat of being marginalized by Internet -based information

services and students and faculty's own information gathering efforts.

It is, therefore, paramount for academic libraries to operate more efficiently with reduced financial and/or human resources. Knowledge Management is such a tool that could help in this regard and at this crucial moment.

Davenport explains that Knowledge Management as a process is about acquisition, creation, packaging and application of reuse of knowledge. In any organization, the libraries are the backbone of information dissemination and the different services offered by the libraries are mainly designed to fulfill the goals/missions of the organization. The main aim of library is to provide right information to the right user at the right time. Librarians deserve a central role in the development of processes and policies that harness an organization's knowledge base. As keepers and disseminators of information within organization, librarians make substantial contributions to the successful implementation of knowledge management projects. Academic libraries are information centers established in support of the mission of their parent institutions to generate knowledge, and people equipped with knowledge in order to serve the society and advance the well-being of mankind. In the digital age, academic libraries face challenges from both within (academia) and without (the business sector). Implementation

of knowledge management enhances the traditional functions of academic library. Academic departments, or even faculty and students, may purchase or build their own portals to meet their Academic and/or research needs.

Knowledge acquisition is the starting point of knowledge management in libraries. Knowledge in academic libraries can be acquired through:-

- Establishing knowledge links or networking with other libraries and with institutions of all kinds;
- Attending training programs, conferences, seminars and workshops;
- Subscribing to online or virtual communities of practice;
- Buying knowledge products or resources in the form of manuals, blueprints, reports and research reports.

Academic libraries need to gear up to equip academic librarians with the know-how they need to cope with the rapid changes of the 21st century, which is more information driven and knowledge -generated than any other area.

Objectives of Knowledge Management in Academic Libraries -

The main objective of Knowledge management is to ensure that the right information is delivered to the right person just in time, in order to take the most appropriate decision.

The objectives are as follows:

- To promote collection, processing, storage and distribution of knowledge.
- To promote scientific research
- To promote relationship between library and users
- To protect the intellectual property right, in information technology era
- To create knowledge repositories and manage knowledge as an asset
- To organize the value of knowledge and improve effective research

Role of Library Professionals in Knowledge Management -

The conventional role of library and information professionals was to collect, process, disseminate, store and utilize information to provide multidisciplinary services to the personal and professional needs of the library users. But now their role is not restricted to information management only. They play major role in knowledge management programs and identifying, acquiring, developing, resolving, storing and sharing of knowledge. Library and information professionals have to manage relationships with external providers of information and knowledge and should negotiate with them. Knowledge management has created new ground in the field of library and information science. The library

professionals should have following types of knowledge:

- Knowledge about library's information sources for assets, products and services.
- Knowledge about where these sources stored are and what is its use.
- Knowledge about users including teaching staff, researcher and, who is using these sources and how to increase its uses.
- What are the current usage of these sources and how to increase its use?
- Creativity and ability to learn and adapt the new technologies to provide better services to its clients and ability to create, share, harness and utilize knowledge
- Understanding of knowledge creation process and impact of knowledge Information literacy skills creating, finding, sharing and using
- Understanding of the principles of "Organization of Knowledge"
- We ought to manage knowledge as an asset.
- Knowledge about accumulate information and share it.
- Knowledge about able to deal with new technology.
- Knowledge about familiar with generating new knowledge.
- Knowledge about capturing and transferring of information.

Skills Needed by the Library & Information Professional -

Teng and Hawamdeh summed up the skills needed by the Library & Information professional in aknowledge based environment:

- IT literacy, that is knowing how to use the appropriate technology to capture, catalogue and disseminate information and knowledge to the target audience and knowing how to translate that knowledge into a central database for employees of the organization to access;
- A sharp and analytical mind;
- Innovation and inquiring;
- Enables knowledge creation, flow and communication within the organization and between staff and public.

It is important for academic libraries to encourage librarians to constantly update their skills and competencies in this changing environment.

Advantage of Knowledge Management in Academic Libraries -

- Promote innovation by encourage the Opening channelof communication ideas and Improving quality and efficiency of decision-making
- Continuous improvement and learning from others
- Selection and use of information and data
- Makes it possible for you to support new technologies easily and capture

new knowledge for future use

- Improves staff engagement and communication
- Employee raining/education/development programme

Disadvantage of Knowledge Management in Academic Libraries:

- Searching for new source of information
- Adapting knowledge to users need
- Sharp and analytical mind
- Creating/disseminating new knowledge and embedding it in new technologies and products
- Information Technology Literacy Enables knowledge creation, flow and communication within the organization.

Implementations of Knowledge Management in Academic Libraries -

A knowledge management initiative in libraries becomes imperative in order to harness the wealth, wisdom, expertise, and experiences embedded in the heads of such employees before they leave the library. This can be achieved through brainstorming, open discussions, and provision of fertile ground for creativity, sharing of ideas, organizing workshops, conferences, mentoring, web archiving, digitization, and identification and collectively addressing problems and finding solution.

Therefore there are a number of approaches that academic librarians should follow and harvest the tacit and explicit

knowledge of workers to the full advantage of the library. These include acquisition of modern tools, updating skills and standardization, knowledge creation, knowledge capturing, knowledge sharing, and skills in ICT.

Knowledge is useless without its implementation. Each and every person ought to use their knowledge for the benefit of the society without which it is useless and in vain. We must share our knowledge on a large scale.

Conclusion -

Academic libraries are thus playing a vital role in crossing the borders, the key to opening all gateways to knowledge. Knowledge Management helps library and information professionals in improving the services being rendered to their users. Information professionals have to recast their roles as knowledge professional. The Librarian's roles should not be limited to being the custodians of information but they have to acquire skills to keep themselves updated so as to cope intelligently and objectively with the effective and efficient knowledge management in Academic libraries

This study presents a short description of emerging issues and implementation of knowledge management in academic libraries. The environment in which

academic libraries operate is changing and it is essential for librarians to realize the potential of knowledge management and library managers need to prepare themselves to implement knowledge management to increase the operational efficiency of academic libraries. But, implementation of knowledge management requires foresight and planning and its success largely depends on the organizational culture. It requires a holistic and multidisciplinary approach to management process. It is the high time for librarians to reposition themselves in the central stage of and as a leading player in knowledge management.

References

- 1) Dhanasegarn,G. 2006. “ Knowledge Management in Libraries- Indian Scenario”, Indian Journal of Information, Library & Society, Vol No.19, pp83-88.
- 2) Dhiman, A. K. (2011). Knowledge Discovery in Database and Libraries. Information Technology, 31, 446-45.
- 3) Mahapatra, P.K. and Chakrabarti, B. (2002) Knowledge management in Libraries, Ess Ess Publications, Ndw Delhi. Pp.8-17.
- 4) Pathak, Ram Kumar (2014) Knowledge Management in Academic Library: A need based approach. IOSR Journal

Of Humanities And Social Science (IOSR-JHSS) Volume 19, Issue 1, PP 17-23

- 5) Poonkothai, R. (2016) Knowledge Management as an important tool in Library
- 6) Roy, Himanish (2015) Knowledge Management and the Role of Academic Libraries, International Journal of Research in Library Science Volume 1, Issue 1, pp. 20-25.
- 7) Sharma, Amit (2014) Knowledge Management, Anmol Publications Pvt. Ltd. New Delhi. PP.11-12.
- 8) Sinha, Aruna (2014) KNOWLEDGE MANAGEMENT IN ACADEMIC LIBRARIES, journal of Indian research. Volume 2, No.1, 123-125.

DESIDOC Journal of Library &