

Knowledge Management in E-society – Librarians' Perspective

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Abstract

This article explores general objectives of Knowledge Management (K.M). K.M is a formal concept which describes how the organizations identify, Capture, Enhance and utilize the knowledge. It is discussed about approaches and tools of Knowledge Management in this paper. Main goal of the Knowledge Management is to improve the library services in E-society.

Key words

K.M., Knowledge Management, E-Society, Librarians' Knowledge Management. Knowledge Management in Library , Tools for K.M.

1. Introduction

K.M is a formal concept which describes how the organizations identify, Capture, Enhance and utilize the knowledge for achieving their objectives. It is increasingly believed to improve the services and maintain organizational stability, Knowledge management means improving working process. Knowledge access is only the beginning and Knowledge management never ends. It is discussed about how to improve the library services through K.M in E-society in this paper.

2. Objectives of Knowledge Management

1. To create Knowledge Repositories
2. To improve Knowledge Access
3. To enhance the Knowledge environment
4. To manage knowledge as a asset and to recognize the value of knowledge to an organization

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2. Definition of Knowledge Management

Nomaka and Takeuchi, (1995) ¹, classified knowledge in an organization as a tacit or explicit. Tacit knowledge is knowledge that rests with the employees and explicit knowledge is the knowledge that resides in the knowledge base.

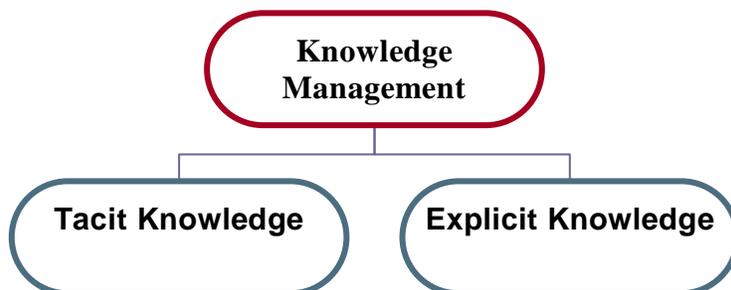
Knowledge management is a viable means in which academic libraries could improve their services in the knowledge economy. This can be achieved through creating an organisational culture of sharing knowledge and expertise within the library. However, organisations face innumerable challenges in nurturing and managing knowledge. The challenges occur because only a part of knowledge is internalised by the organisation, the other is internalised by individuals (Bhatt, 2002)

3. Need of Knowledge Management

(Mehaboobullah, 2014)² It is a fact that large amount of organizational knowledge is undocumented and organizations in contemporary society have realized that they lose knowledge when employees leave the organization. The frequent mobility of employees from organization to organization has created a growing need to retain employees and, more importantly preserves their knowledge especially the tacit knowledge which has led to a growing call for Knowledge Management.

In Library, Knowledge management is to disseminate all available information in the institution and digitalize every information for future requirement.

4. Types of Knowledge Management



4.1 Tacit Knowledge

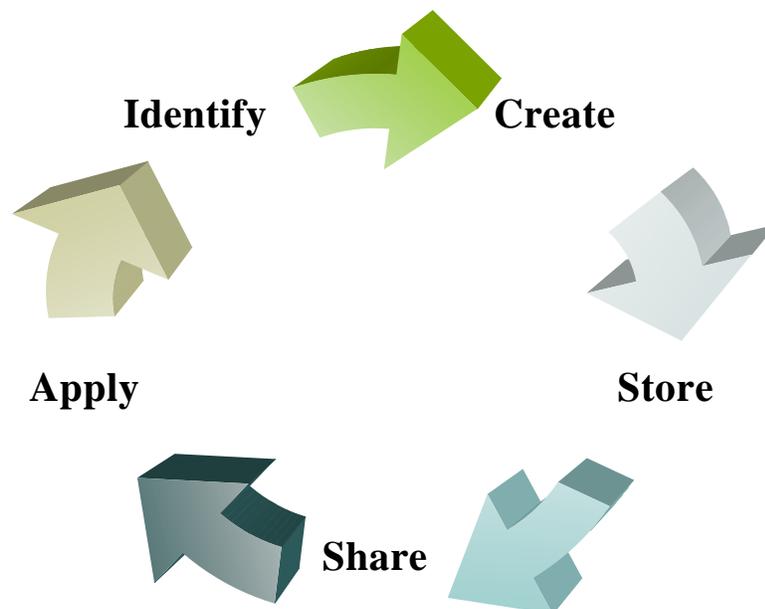
Tacit Knowledge is internalized, content-specific. Tacit knowledge is the knowledge of employee

4.2 Explicit Knowledge

Explicit knowledge refers to that type of knowledge which is transmittable in formal, systematic language. Explicit knowledge is easily distributed.

5. Steps in Knowledge Management

1. Identifying the knowledge
2. Creating knowledge
3. Storing Knowledge
4. Sharing Knowledge
5. Applying Knowledge



6. Level of Approaches in K.M

6.1 Knowledge Management at Individual level (Personality enrichment)

Librarianship is user-centered profession, so effective performance depends on the skills of Librarian. Any individual with an ability to present his ideas or work through soft skills will land him to a great job.

6.2 Knowledge Management at Team level

Trinity skills needed for the Librarians at team level.

1. Love the profession.
2. Love the Patrons
3. Empathy: The ability to see the world as another person, to share and understood another person's feelings, needs and concerns.

6.3 Knowledge Management at Organizational level

Working in virtual space and sharing knowledge through library portal

6.4 Knowledge Management at Society level

Inter – Organizational (Society) sharing or exchange of knowledge.

E.g E- Patasala, Library Consortia, Social Networking sites linkage etc.

7. Benefits of Knowledge Management in Library

1. Enhance value to customers through new and improved services.
2. History of the Organization is archived
3. Individual knowledge contributions are stored in Institutional repository.

8. Knowledge Management Beneficiaries (Society)



9. Tools for Knowledge Management in Libraries - Digital Library

1. E-Learning (Education portal through Computer, E-Resources)
2. Mobile Learning (Learning or Portal through Mobile Access)
3. Social Networking
4. Community Cloud (e.g. CSIR, Public Libraries Network etc.)

Providing platform for knowledge transfer, exchange and capacity building of E-Society

10. Tools for Knowledge Management in Libraries - IR(Institutional Repository) ³

KM is a process where organizations have formulated ways in the attempt to recognize and archive knowledge assets within the organization that are derived from the employees of various departments or faculties and in some cases, even from other organizations that share the similar area of interests or specialization (Joseph, 2001) Besides, it is defined as the process of transforming information and intellectual assets into enduring value. It also connects people with the knowledge that they need to take action, when they need it (Kidwell et.al, 2000). In view of this, IR has become a valuable knowledge store which could be utilized by knowledge worker such as the researcher to produce new knowledge artifacts. Moreover, as KM is concerned with making the right knowledge available to the right processor such as human or computer, at the right time in the right presentations for the right cost (Holsapple and Joshi, 1999)

11. Tools for Knowledge Management in Library – library 2.0

Library 2.0 is application of web 2.0 for library services. Virtual reference service using social networking sites like Facebook and Twitter. Library Blog are used in retrieving knowledge. Subject wise blogs are given opportunity to capture tacit knowledge since users can share their views directly on the blog. It helps to increase visibility among their peer group blogs can be tagged and archived which aids in quick retrieval of knowledge.

Library portal on wikis for reader's advisory and subject guides.

12. Tools for Knowledge Management – E-Literacy

The ability of the library is to make digital natives (students) best use of library resources in the 21st century E-society. Online Library tutorials, FAQs in Library portal and E-mail discussion groups. Arranging Information searching course for the effective use of digital collections and databases available in the library.

13. Conclusion

Librarians play a major role in transforming data into information, and information into knowledge management. Librarians play vital role in finding tools for Knowledge management, finding ideas for Knowledge management, Gathering knowledge and sharing knowledge virtually through Digital Library, Institutional Repository and Library 2.0 apps. Benefits of K.M in the Library is better satisfaction and improvement in library services. Outcomes of Knowledge management can be measured and assessed for improved library services.

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