

Application of Knowledge Management in Modern Academic Libraries

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ABSTRACT:

The Knowledge Management (KM) has become an important guideline for the Information and Knowledge Society, as well as for libraries. In our daily life, we deal with huge amount of data and information. Data and information is not knowledge until we know how to mine the value out of it. This is the reason we need knowledge management. The emerging field of knowledge management offers academic libraries the opportunity to improve effectiveness, both for themselves and their parent institutions. The aim of knowledge management in libraries is to maintain relationship in between library and the user. The modern academic libraries are now focusing to deliver the information in the digital form through web, Online Public Access Catalogue via internet. In this paper we have re-examined the development of knowledge management in modern academic libraries and will compare the differences between information management and knowledge management. This paper mainly focuses on the concept of knowledge management and the role of library and information professionals in managing the knowledge and information in the digital environment.

KEYWORDS: *Data, Information, Knowledge, Wisdom, Information Management, Knowledge Management, Explicit Knowledge, Tacit Knowledge.*

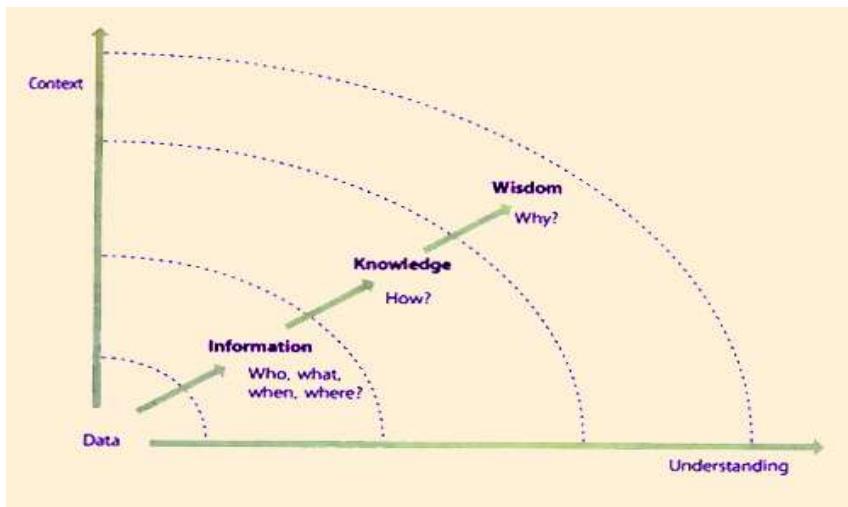
1. INTRODUCTION

In the present information and knowledge era, knowledge has become a key resource. In these days modern academic libraries are very attractive than traditional libraries. The traditional library is in agreement with the industrialised society and the modern library with, what we originally call the information and media society. The conventional function of academic libraries is to collect, process, disseminate, store and utilise information to provide service to the academic community. Whereas modern academic library use technologies while traditional libraries use manual support. Modern academic libraries attract users by providing contents in digital appearance to save their time. The concept “Knowledge Management” was started in the 20th century. It was the business world that first recognizes the meaning of knowledge in the “global economy” of the “knowledge age”.

In the knowledge economy age, the management refers to effectively classify, gain, develop, determine, use, store and share knowledge, to create an approach to transforming and sharing of tacit and explicit knowledge, and to raise the emergency and advance capability by utilizing the wisdom of the team. The applications of knowledge management have now increase to other organizations including government agencies, research and development departments, universities and others. It will also examine the role of librarians/libraries in the digital and

knowledge age should be in charge of knowledge management in their individual organization in order to influence the rational assets and to help knowledge creation.

2. PROCESS OF KNOWLEDGE CREATION:



2.1 DATA: Data is distinct pieces of information, usually formatted in a special way. Data as a general concept refers to the fact that some existing information or knowledge is represented or coded in some form suitable for better usage or processing. Data are collected from a study involving observation, experimentations or surveys.

2.2 INFORMATION: Information is the process data which can be transmitted between individuals and each individual can use it according to his need. When information is entered into and stored in a computer, it is generally referred to as data. After processing (such as formatting and printing), output data can again be perceived as information.

2.3 KNOWLEDGE: Information transforms into knowledge. Knowledge is organised body of information or facts or data or information. Knowledge is the proper collection of information, such that its aim is to be useful. Knowledge is a deterministic method.

2.4 WISDOM: Wisdom is the ability to judge what is true or right. It is an analytical and non-deterministic, non-probabilistic procedure. It is an exclusively human state.

3. TYPES OF KNOWLEDGE

Knowledge is classified into three types-

- **Explicit knowledge**
- **Tacit knowledge**
- **Cultural knowledge**

3.1 Explicit knowledge

In 1991 Ikujiro Nonaka raised the concept of “tacit” knowledge and “explicit” knowledge as well as the theory of “spiral of knowledge”. It is formal and easy to communicate to others and it is the knowledge of unity. It is also known as declarative knowledge.

3.2 Tacit knowledge

Tacit knowledge can be transformed into objective knowledge and shared in the pursuit of common or executive objectives. It is complex form of knowledge. This is personal knowledge, which is in human mind and difficult to honour and also difficult to communicate.

3.3 Cultural knowledge

B. B. Chand describes the cultural knowledge as knowledge which includes assumptions and philosophy. It is used to understand, explain and make clear the reality as well as conventions. It is also useful to form the framework among organizational members, recognize the new information and evaluate alternative interpretations and actions.

4. INFORMATION MANAGEMENT

Information management is the gathering and management of information from one place to another and the allocation of that information to one or more persons. The relevance of the principles of management to the acquisition, organisation, control, and use of information in the libraries and information centres is called the information management. Information management is viewed as the planning, organising and controlling of the information within an open system as using technology like computers, IT, etc.

5. KNOWLEDGE MANAGEMENT

Knowledge management is essentially about getting the right knowledge to the right person at the right time. Knowledge management (KM) is the process of capturing, developing, sharing, and effectively using organizational knowledge. Knowledge management may also include new knowledge creation, or it may solely focus on knowledge sharing, storage, and refinement. KM is the systematic management of an organization's knowledge assets for the purpose of creating value and meeting tactical & strategic requirements.

6. DIFFERENCE BETWEEN INFORMATION MANAGEMENT AND KNOWLEDGE MANAGEMENT

The significant difference between knowledge management and information management are given below-

1. Information management is "the provision of the right information to the right people at the right time". On the other hand Knowledge management goes beyond this, and provides not just

information, but insight, guidance, experience and know-how, for the purpose of decision support and effective action.

2. Information management is mainly concerned with people managing information sources, that is, auditing them, acquiring and storing them for easy retrieval and dissemination of information and one has to make it a point that they are well preserved. Knowledge management involves people in creating, capturing, sharing and using knowledge in an organisation in better way.

3. Information management treats information as an object and it's easier to identify information while on the other hand knowledge management treats knowledge as an object though it is not easy to identify since it is not codified.

4. Knowledge as the continuation of Data as well as Information evolution, playing important paramount role in the form of KM. We point that based on assumption that Knowledge as human knowing tool evolved as emergent property inside human being as complex system since the beginning of life and acting as human consciousness. Considering Knowledge is consciousness, we treat Knowledge always as subject. On the other hand, Data as well as Information which exists outside human being should be treated as object.

7. KNOWLEDGE MANAGEMENT IN MODERN ACADEMIC LIBRARIES

In the knowledge economy era, libraries are very importance to vocational training and lifelong education of librarians. It raises their knowledge level and ability in knowledge acquisition. The main objective of implementing knowledge management in an academic library therefore is to ensure an all-round improvement of library staff's capacity promotion of relationships between libraries and library users; it promotes knowledge innovation, strengthening knowledge inter-networking and quickens knowledge flow. Every library ambience attracts the users; the technology and innovation give the institutional libraries a modern viewpoint. Traditional libraries are focusing on the universal perception. Institutional Repositories are being changed in to digitized forms. The modern libraries are now focusing to deliver the information in the digital form through web, WEBOPAC via internet. The development of institutional storeroom by innovations of information technology has strengthened the professional libraries. Modern libraries are now called the knowledge library or the knowledge store and the tool to deliver this knowledge is the knowledge management.

8. CONTENTS OF KNOWLEDGE MANAGEMENT IN MODERN ACADEMIC LIBRARIES

Following are the contents of knowledge management in modern academic libraries -

8.1 KNOWLEDGE INNOVATION MANAGEMENT

Knowledge innovation management in modern libraries refers to the management of the creation, diffusion and remove of knowledge. Knowledge management and innovation are

closely related. Innovation can be dependent on company's initial useful internal knowledge management systems.

8.2 KNOWLEDGE DISSEMINATION MANAGEMENT

Knowledge dissemination has different meanings to different people. Its most common definition is the transfer of knowledge within and crosswise settings, with the expectation that the knowledge will be used as learning, enlightenment, or the acquisition of new perspectives or attitudes or in the form of modified or new practices. Knowledge dissemination is of equal importance as compared to knowledge innovation. Following the essential to build up knowledge dissemination management in libraries are-

- Successively strengthening the creation of libraries' own document resources and deepening the development of document information resources;
- Continuously raising the value of libraries' staffs and back up continuous engineering education of working staffs;
- Giving full play to the special role of the expert system in knowledge dissemination.

8.3 KNOWLEDGE APPLICATION MANAGEMENT

Knowledge Application Management is a structure for assessing, capturing, managing and distributing the knowledge essential to construct, maintain and use information systems. In the 21st century modern libraries should also attach importance to condition of services for users to acquire knowledge and effectiveness of knowledge information.

Modern libraries can create virtual libraries or information centres for these organs independently according to their respective information needs by using on the high-speed information networks. Setting up digitized knowledge services which is actually a development trend of libraries in the present day. The modern libraries or digitized libraries are the technical modes and development trends of libraries in the knowledge economy era. The knowledge services of libraries in the future will start with creation of databases comprising electronic journals and books in different languages that have discipline features and can operate on high-speed information networks.

8.4 HUMAN RESOURCES MANAGEMENT

Human sources are those sources in which any human or individual serves as a source of information. Human Resource Management brings out the important values of trust, care, teamwork, encouragement and development which help the libraries meet the principle of being a good librarian and thereby motivating staff to give their best. A great amount of expert knowledge is overcome by library staff and users, both in and outside the libraries. The knowledge and accumulated experiences of library staff members from the intellectual assets of any library and should be valued and shared. The library staff members who share their tacit knowledge and experiences through writing, publishing, or mentoring should be properly recognized and rewarded.

9. APPLICATION OF KNOWLEDGE MANAGEMENT IN MODERN ACADEMIC LIBRARIES

Applications of knowledge management in the field of academic libraries are as follows-

9.1 KNOWLEDGE RESOURCES MANAGEMENT

Modern library is also like a digital library, here use Library Automation, (acquisitions, cataloguing, circulation and OPAC), CDs, DVDs, Microfilm, E-Books, E-Journals, Databases, Library Co-Operation and Resource Sharing, (Inter-Library loan) Networked digital information resource sharing, (web OPAC, SDI, CAS, Article alert service),etc.

The librarians today distinguish their role more as a custodian of knowledge. Modern libraries need to develop their resources access and sharing strategies from printed to electronic and digital resources in concert with their mission and charges. Restricted by limited technology, staff, and space libraries must carefully analyze the needs of their users and seek to develop cooperative acquisition plans to meet these needs.

9.2 RESOURCES SHARING AND NETWORKING

Every library has a long tradition of resources sharing and networking. When two or more libraries talk to each other or provide services to each other, then libraries from the network for sharing of resources. In the electronic information age, resource sharing is very easier. The use of computer and communication technology plays a vital role in the sharing and exchange of resources. Sharing can take place in acquisition, technical processing of materials, inter-library loan, etc. The CORC project of OCLC should be especially useful for libraries to cooperatively capture digital resources of all types. Resource sharing via networking is the only substitute. There is a trend towards library and information networks. LANs, WANs, MANs, Internets and Extranets are manifestation of this trend.

9.3 INFORMATION TECHNOLOGY DEVELOPMENT

Information technology is a very important tool for knowledge management. Increase of information technology (IT) and its applications in Modern Library and Information Centres, the concept of document management has been changed to information management and again the entire situation of information management has started its change to knowledge management (KM). In recent years, many of the recently developed information technology for databases and information/document management can be utilized in knowledge management such as data warehousing, data mining, text mining etc.

Modern Library and information centres should be developed customized based on the perfect environment for new media applications. Due to impact of globalization, economic competition and revolution of ICT, the libraries are undergoing great change in its environment. ICT tools and techniques, knowledge management systems, internet, web resources, digital libraries have made an important change in the existing library systems

and services. It is a major challenge for the library professionals. Knowledge acquisition is the starting point of knowledge management in Libraries.

9.4 USER SERVICE

The knowledge management in libraries is to provide users with a range of quality services in order to improve the communication between the librarians and the users and creation of knowledge.

10. ADVANTAGE OF KNOWLEDGE MANAGEMENT IN MODERN ACADEMIC LIBRARIES

Today's library holds a wealth of knowledge. Often the most valuable knowledge is the expertise of senior employees or information professionals and is often dispersed around the organisation. Here are some advantages of KM are given below-

1. Knowledge management has been seen as a survival factor for libraries, helping them to respond to challenges the LIS profession faces in an infrequently changing environment.
2. Current awareness and automated information digests.
3. Modern knowledge, content and library management solutions provide 24/7 access to the library's resources, anywhere and anytime, via modern digital devices – taking the modern organisation mobile and offering a Bring Your Own Device (BYOD) solution.
4. Improve performance and client-focused solutions.
5. Increase productivity and efficiency.
6. Cloud Computing and Integration.
7. Knowledge Management is an effective, project-based means of organising and making available information and knowledge to users of the modern library.
8. Development of ICT in the field of library and information science.

11. DISADVANTAGE OF KNOWLEDGE MANAGEMENT IN MODERN ACADEMIC LIBRARIES

Every library professionals who works in any modern or traditional libraries wants to use the techniques of knowledge management to get the organization goal and provide enhanced service to its users but due to some following disadvantages they are not able to use that-

1. Knowledge is power. Too often people see knowledge advertisement as a way to personal power. However by the same disagreement, knowledge sharing is empowerment.
2. Local centre is often a perceived disadvantage to knowledge management, which can be converted to a network focus by the establishment of communities of practice.
3. Knowledge management are irregular presentation outcomes and lack of striving for automatic information.
4. Knowledge management is often used as a business strategy in information technology, human resources, and online companies.

12. CONCLUSION

At the concluding part I can say that the major trust of KM in librarianship is to enhance accessibility of information, and customize to the professional needs. But there is a need to reshape the structure of academic libraries for them to be able to improve the services they provide to library users. Libraries have a long and well-off experience in the management of information. They should be in a position to map internal and external knowledge that would assist them in increasing their efficiency. In the present scenario knowledge management is a powerful tool for promoting innovation, realizing and re-engineering the various aspects of day-to-day activities of an organization. Knowledge is growing very fast in every aspect of life and it is becoming very difficult for knowledge professionals to capture and disseminate the available information to the deserving person without using the emerging technologies. Librarians should work together with IT professionals and others to develop the proper knowledge management system. The new role of modern libraries in the present day needs to be as a learning and knowledge centre for their users as well as the educational commons for their individual communities.

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