Knowledge Management of Libraries in Present Scenario

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ABSTRACT

Knowledge management is a major issue today. Professionals are routinely dealing with evidence- based knowledge and problem-based learning. Librarian has a significant role in the decision making of clinical practice. The article focuses on the principles, strategies, components and barriers of knowledge management with special aspect in the society.

INTRODUCTION

Knowledge Management is " audit of intellectual assets that highlights unique sources, critical functions and potential bottlenecks which would otherwise hinder the knowledge flow to the point of use", It protects intellectual assets from decay, seeks opportunities to enhance decisions, services and products through adding intelligence, increasing value and providing flexibility. e-Zest defines knowledge management(KM) as: "KM is the process by which information is used to create something actionable"

The Purpose of knowledge management is to

➢ Gain significant returns out of the data and information we produce and the way in which we produce it.

➢ Collect new materials; select materials for inclusion in database, input data, index data, search and retrieve data and deliver the output to the end user; perform data cleaning or deletion of redundant records form the database; check for the system security. From this knowledge, librarians can build a web front and can allow the user to access the information in a quick and easy way.

➢ Connect each component of knowledge with a set of experts and develop an active database of such experts.

➢ Develop links with resources both physical, such as institutions and individuals, and electronic, such as electronic resources available through the Internet.

➢ Capture knowledge from projects, assignment, gray literature, case studies, experts etc. on given subjects and make them accessible.

➢ Give as much information to the users as the users need to complete their assignments.

➢ make each knowledge Center as a one-stop center for accessing knowledge on different subjects or topics of internet to users in the public libraries.

➢ Train every user in accessing information and guide the users to the appropriate resource.

THE COMPONENTS OF KNOWLEDGE MANAGEMENT ARE

1. Information management knowledge and not just information and data, should be available from wherever it is needed to all those authorized to receive it. The Language should be simple and appropriate making both input and output easy.

2. Process management links into the identification and deployment of practices may be associated with business process reengineering.

3. People management recognition of the skills of people.

4. The five enables for knowledge creation are vision, strategy, structure, system and staff.

KNOWLEDGE RESOURCES

There are numerous kinds of knowledge resources. The intellectual and knowledge-based assets fall into one of two categories: explicit or tacit. Explicit knowledge is that what we can express to others. It is formal and systematic, easily communicated and shared, as in product specifications or a computer program. Tacit knowledge is that knowledge which comprises the rest of explicit knowledge, i.e. which we cannot communicate in words or symbols. it is highly personal, hard to formalize and therefore it is difficult to communicate. It is transferred by tradition and shared experience for example through apprenticeships or job training.

The four basic fundamentals of knowledge are

1. Knowledge Capture

    Capturing the EXPLICIT and TACIT knowledge in people to share, sustain and grow the competencies.

2. Disseminate

    Effectively, in both time and space across the organization and its partners.

3. Re- Use

    Efficient re-use of knowledge created at different times and space by others within.

4. Collaborate

    Effectively, among members of every group and across groups.

Key elements of knowledge Management Implementation

Implementation of knowledge management requires:

✓ High-level commitment to change.

✓ Human Resource of organization.

✓ to and fro communication in the hierarchical structure of management.

✓ Understanding among the staff.

✓ keeping track of the process of workflow in the organization.

A knowledge management system should be able to provide information relevant to the ongoing projects at the right time and in the right context.

Process of Knowledge Management

Knowledge Management process is about acquisition, creation, packaging and application or reuse of knowledge. Some example of each of these types of knowledge management process are:

- ➢ Knowledge acquisition: finding existing knowledge, understanding requirements, searching among multiple sources.
- ➢ Knowledge creation: research activities, creative processes in advertising writing books or article, making movies, etc.
- ➢ Packaging: Publishing, editing, design work.
- ➢ Applying or using existing knowledge: auditing, medical diagnosis.
- ➢ Reuse of knowledge for a new purpose: Leveraging knowledge product development processes, software development.

Information Systems and Technology

Development in technology have reshaped the goals and systems, librarianship and changed the way information professionals function. Librarians must be able to understand and use technology and systems to manage all forms of information, including:

- • basic principles of automated systems: (record and file construction, computer hardware and software, telecommunications and networking, database management software),
- • systems analysis, artificial intelligence and expert systems,
- • human behavior and technology.
- • acquisition, design, use and evaluation of information systems
- • integration of systems and technology into the long term information management needs and plans of the institution.

Instructional support System

Teaching ways to access, organize and use information to solve problems is an essential and ever-widening responsibility of the librarian. Effective instruction entails not only knowledge of the structure and content of specific courses and technology, but also an understanding of and expertise in ILearning theory and cognitive Psychology, curriculum and instructional development, instructional system design, educational needs assessment and analysis, learning style appraisal, instructional methodologies and evaluation of learning outcomes.

Research, Analysis and Interpretation

The library has its responsibility to explore the " fundamental nature of information storage and organization, utilization and application in learning, the generation of new knowledge." In order to control and interpret research, the librarian is called upon to apply knowledge, skills and understanding of the theoretical basis of information; education and clinical practice; information structure, transfer and processing; analysis evaluation and application of research results; methods for evaluating system effectiveness and efficiency; statistical theory and research methodologies.

Librarians as knowledge Managers

Tools of knowledge management consist of 70% services and 30 % technology. Librarians provides these services and are thus playing the role of knowledge manager. their functions are :

- Providing services to the user community
- sharing of Information and understanding of user needs
- Analyzing documents, classifying and sorting them for easy retrieval
- Building the indexes, etc.

Barriers of Knowledge Management

KM is subjected to a number of barriers. In KM one can never mandate anything. That actually has been one of the major issues with the failure of many complex KM systems over time. One can create the best KM tool available out there and then mandate to knowledge workers to make extensive use of it, but if they feel it is not part of their job, and themselves the whole system crashes ! KM needs to move on from this preconception that you can mandate people to share their knowledge. It just doesn't work like that. Most knowledge workers would be willing to share their knowledge because they want to, not because they have been told to do so. Knowledge sharing cannot e forced, if anything, only encouraged, by motivation.

KM as a concept came into existence in the mid-90s but doesn't seem to have taken shape in the Indian enterprise. Currently, only 8% of companies and very few medical colleges and hospital have adopted KM initiatives and only 17% plan to invest in this are in the future. The other challenges faced by the promoters of knowledge management are as follows:

- Intellectual Capital:- managing of tacit knowledge is not easy. Because, we don't know what is in human mind. It is not possible to document tacit knowledge.
- Culture:- Because of narrow mindedness or insecurity majority of people don't want to share their knowledge; some people don't want to interfere they want to stay natural and they are away from knowledge sharing.
- Obsolescence:- there are types of Information which gets obsolete as soon as it is generated for ex: Stock market information. Because of these types of ever changing information it is difficult to give this information quickly to capable user.
- Overloading:- Knowledge gets accumulated. If obsolete information is not removed it leads overload. And it is difficult to identify which is useful from this information.
- Technology:- Due to rapid changes in technology it is difficult to communicate the knowledge to the user because, technology helps knowledge management to a large extent. Technology is tool for knowledge management.
- Structure:- Structure of knowledge management should show overall economy. whether to follow centralized or decentralized system.

CONCLUSION

To conclude, it may be stated that knowledge management is not managing or organizing books or journals, searching the Internet for clients or arranging the circulation of materials. However, each of the activities can in some way be part of the knowledge management spectrum and process. knowledge management is about enhancing the use of organizational knowledge through sound practices of knowledge management and organizational learning. Thus knowledge management is a combination of information management, communication and human resources. Good knowledge centers will put as much emphasis on connecting people with people- know-who'- as they do on connecting people with information and document collections. They will be concerned with active not archive knowledge so need to be fully up to speed with what is happening in the organization including current priorities and work in progress- who is doing what now.

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