

Integrating Knowledge Management in Library and Information Center through Technology

S.Chandrasekaran¹, K.S.Shivraj² and M.A. Deepamala³

¹Head, Learning Resource Centre, PSG Institute of Management, Coimbatore, Tamil Nadu, India

²University Librarian, K.L. University, Andhra Pradesh, India

³Research Scholar, Anna University, Tamilnadu, India

E-mail : chandru@psgim.ac.in, ksshivraj@gmail.com

I. INTRODUCTION

Knowledge Management (KM) is a concept in which an enterprise consciously and comprehensively gathers, organizes, analyses and shares its knowledge in terms of resources, documents and people skills. Specific knowledge management activities help focus the organisation on acquiring, storing and utilizing knowledge for such things as problem, solving, dynamic learning, strategic planning and decision making. In the present context, Knowledge is the most important factor in the long-term success of both an individual and organization, which incorporate the knowledge assets for the development of the organization. The purpose of knowledge management is to develop the organization at any **cost**.

With the shift of the source of competitive advantage from “labour” (in the agricultural era) to “capital” (in the industrial era) and now to “knowledge” (in the information era), opportunities as well as threats are being experienced by individuals as well as organisations to stay competitive, with or without the desired level of knowledge support. Survival and growth in such turbulent times requires extraordinary degree of organisational agility-ability to respond to changes quickly and on a continuous basis. In the context of the information thriving era, it is effective Knowledge Management (KM) support that holds the key to the survival and growth of individuals as well as organisations. Information Services (IS) and Information Service Providers (ISP's), better termed as Knowledge Managers (KMs), are going to play a pivotal role in preparing individuals as well as organisations to meet the challenges posed by the information era, as no individual or organisation, howsoever rich and resourceful it may be, can afford, on its own, to develop (and utilise) adequate knowledge resource base to meet its learning objectives, cent per cent.

II. OBJECTIVES OF KM

The following objectives can be set in terms of the process within the context of KM:

Ensure an effective and efficient development of new knowledge and improvement of existing knowledge with a view to the strategy of the organization and the individual objectives of the employee.

1. Ensure a specific distribution of new knowledge to other departments and transfer of knowledge to new employees through transfer or relocation of knowledge bearers
2. Ensure an effective securing of knowledge, which is

also easily accessible to the whole organization

3. Ensure the effective and efficient combination the best knowledge available within an organization or its network
4. In terms of the dimensions of knowledge, the following objectives can be set using KM
5. Keep the content of knowledge bearers up to date and correct under changing circumstances: apply the best knowledge
6. Makes the location of knowledge bearers optimal in the context of service process: apply knowledge in the best form
7. Adapt the availability of knowledge to the time that the knowledge is needed: apply knowledge when required.

1. Categories Of Knowledge

Knowledge can be divided into two broad categories,

TACIT: This is personal, context specific knowledge that is difficult to formalize, record, or articulate, it is stored in the heads of people.

EXPLICIT: This is that component of knowledge which can be codified and transmitted in systematic and formal language.

Spiral of Knowledge

New knowledge always begins with the individual. A brilliant researcher has an insight that leads to a new patent. Making personal knowledge available to others is the central activity of the knowledge-creating Company. It takes place continuously and at all levels of is as much about the organization.

The distinction between tacit and explicit knowledge suggests four basic patterns for creating knowledge in any organization.

- From Tacit to Tacit. Sometimes, one individual shares tacit knowledge directly with another.
- From Explicit to Explicit. An individual can also combine discrete pieces of explicit knowledge into a new whole.
- From Tacit to Explicit.
- From Explicit to Tacit. What's more, as new explicit knowledge is shared throughout an organization,

other employees begin to internalize it – that is, they use it to broaden, extend, and reframe their own tacit knowledge.

III. BENEFITS OF KNOWLEDGE TRANSFER AND KNOWLEDGE SHARING

1. Stop reinventing the wheel and as a result save time and reduce effort.
2. Speed up decision-making processes.
3. Provide an effective way of inducting new staff.
4. Encourage the use of knowledge and promote collaboration.
5. Capture knowledge for organizational use.
6. Help trust become gradually institutionalized by collaborating and sharing.
7. Encourage the transfer of best practice.
8. Promote innovation in processes and products.
9. Affect the bottom line – financial or otherwise.

IV. KNOWLEDGE UTILIZATION THROUGH TECHNOLOGY

In the present scenario IT functionality is supporting in the knowledge and learning process with the following steps

A. Knowledge Acquisition: It is a process of development and creation of insights, skills and relationships. Data capture tools with filtering abilities, intelligent database and other electronic devices can support knowledge acquisition.

B. Knowledge Sharing: Knowledge sharing comprises disseminating and making available what is already known.

C. Knowledge Utilization: Knowledge sharing and utilization have been supported by information technology. Search engines and electronic library catalogue are helping users in utilization of knowledge in the form of database, web page and other printed and non-printed information sources. KM is an essential survival imperative in the knowledge based economy because of these following reasons.

1. Changing requirements for success
2. The quest for better, faster and cheaper KM
3. Avoiding the infinite loop of work duplication
4. Competing through process
5. Functional decomposition
6. Timely information delivery
7. Preventing knowledge delivery

IT will greatly impact the areas of knowledge management developments in the coming years, they are;

1. There will be major knowledge transformation and repositories such as computer based training and educational programs.

2. Knowledge Management will be supported by many artificial intelligence (AI) developments such as intelligent agent, natural languages et.

3. Intelligent agents will not only acquire desired and relevant information and knowledge but will also reason within it relative to the situation at hand.

4. Organization should experience faster organizational and personal learning through more effective discovery of knowledge via knowledge discovery and other systematic methods.

5. There should be less loss of knowledge through attrition or personnel reassignment achieved by effective capture of routine and operational knowledge from departing personnel.

V. INTEGRATION OF TECHNOLOGY IN A LIBRARY AND INFORMATION CENTER

A large set of technology components around which a KM system is built is often already in place. The key driver of an effective KM system is the proper leverage and tight integration of existing technology tools, information resources, and library and information center.

The KM technology components must be integrated into a seamless whole. So that the process of adding new content to the repository is then as painless and efficient as possible. The library and information center is a knowledge center is a knowledge center, it can be the basis for such integration. Fig. 2 shows how a knowledge center can connect islands of data in situations where the Internet and Intranet is not expansive and new information is being generated at a high rate. The strength of knowledge center comes from its ability to integrate existing repositories without having to start from scratch. Furthermore, the KM team can then take existing explicit knowledge into account efficiently allowing more time and resources to deal with the harder part of managing explicit knowledge.

Library professionals act as quality controller of the storage and retrieval of universe of knowledge. Librarians have a standard response to proposals that part of their professional responsibility should be to provide information about quality of the texts that they collect, describe, and make accessible. The major task of any library is to supply those information sources the user will find valuable and useful. The amount of satisfaction a user finds in a library depends directly upon the sources available for their use.

VI. KNOWLEDGE MANAGEMENT TOOLS

1. **INTERNET:** The Internet is a rapidly growing network of thousands of business, educational and research networks connecting millions of computers and their users in over 100 countries.

2. **INTRANET:** A Internet like network within your institute that uses Internet technologies to provide an Internet like environment within the enterprise for information sharing.
3. **EXTRANET:** A Internet like network within your institute that uses Internet technologies to interconnect the intranet of a business with the intranets of Universities, Affiliated Colleges and Organizations.
4. **GROUPWARE:** It is a Collaboration Software. Software tools that help teams and workgroups work together in a variety of ways to accomplish joint projects and group assignments.
5. **DOCUMENT MANAGEMENT:** This System helps in managing the vast amount of information. It creates repositories of corporate electronic documents. They provide tools for creating, indexing and processing complex documents.
6. **SEARCH AND RETRIEVAL:** Powerful information search and retrieval engines. It helps the users in tracing and retrieving the required knowledge. Users have begun to recognize search and retrieval systems as powerful knowledge management applications.
7. **ELECTRONIC PUBLISHING:** The advent of Internet, Intranets, Extranets has given a real boost to the publishing business. Integration of electronic online publishing with Knowledge Management would enable an organization to present information and knowledge in a consistent and easily accessible format irrespective of its source, creator or location.
8. **DATA WAREHOUSE:** An integrated collection of data extracted from operational, historical and external databases and cleaned, transformed and catalogued for retrieval and analysis (data mining), to provide business intelligence for business decision making.

VII. CONCLUSION

Present society will be changing in the direction of “learning society” or a knowledge society. World will be devoting increasingly to intellectual endeavors. Knowledge has already become the critical economic resource. One kind of change that might have been expected would have been an increased prominence for library and information services. The skeptic’s intellectual position is the liberal librarians official and professional position. The library profession’s commitment to intellectual freedom and opposition to censorship as its main ideology, would seem better to take pyrrhonian skepticism as the official ideology of librarianship.

With the use of technology, knowledge based system provides the framework for handling the exchange and

integration of knowledge from various information sources. It forces knowledge bases to be created for ultimate sharing and analysis. Knowledge based systems are an ideal technology for capturing, preserving and documenting knowledge.

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