

ADOPTION OF KNOWLEDGE MANAGEMENT TECHNIQUES IN THE UNIVERSITY LIBRARIES – A REVIEW

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INTRODUCTION

- What is knowledge Management?

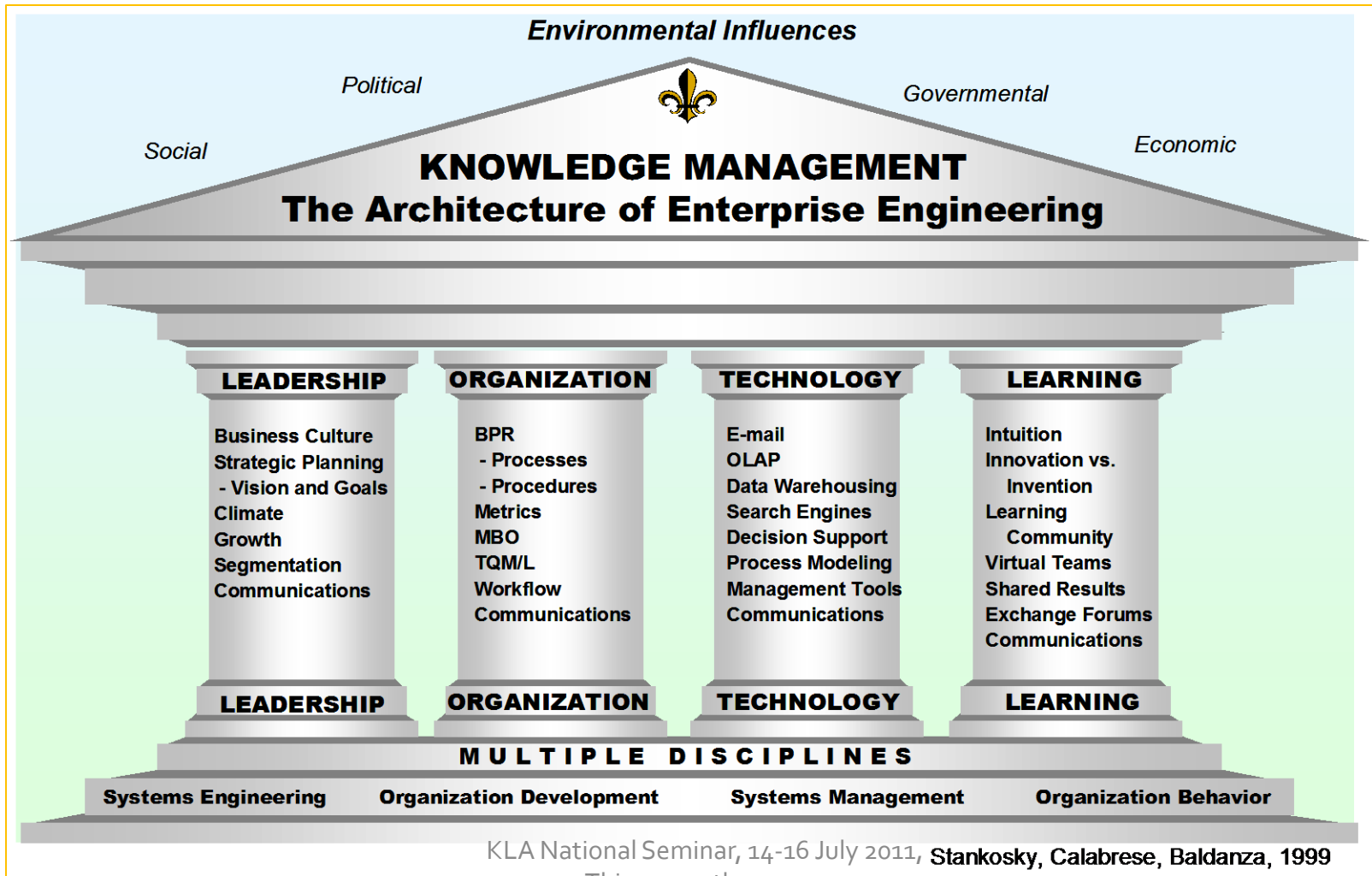
Definition:

“Knowledge Management caters to the critical issues of organizational **adaptation, survival** and competence in the face of increasingly discontinuous environmental change....Essentially ,it embodies organizational processes that seek synergistic combination of data and **information processing** capacity of information technologies, and the creative and innovative capacity of **human beings**”.

In simple terms

KNOWLEDGE MANAGEMENT SEEKS TO MAKE THE BEST USE OF THE KNOWLEDGE THAT IS AVAILABLE TO AN ORGANIZATION, CREATING NEW KNOWLEDGE IN THE PROCESS.

THE FOUR PILLARS OF KNOWLEDGE MANAGEMENT



A PARADIGM SHIFT IN THE OUTLOOK OF KNOWLEDGE

OLD WAY

- Capture form is written, auditory or graphical representations
- Organization is via tables of content, indexes, classification systems used by libraries, publishers etc.
- Access when physical body goes to where the knowledge is located..a library, a company, or a research lab, a school.
- Tacit knowledge is rarely tapped.
- Leverage is a sum game



NEW WAY

- Capture form is digits in cyberspace
- Organization via software programs designed upon engineering principles, mathematical equations, word associations in cyberspace 24x7.
- Access wherever the physical bodies link via computers.
- Tacit knowledge tapped using many different technological tools
- Leverage is exponential multiples upon multiples.

KNOWLEDGE MANAGEMENT SYSTEMS

Knowledge Management Systems (KMS) are computer based information systems that:

- Can help an enterprise acquire, manage, retrain, analyse and retrieve mission-critical information and help turn enterprise information into well-organized and actionable knowledge.
- Can help an enterprise identify and interconnect experts, managers and knowledge workers and help extend, retain and disseminate their knowledge in an organization.

Some of the KM system Technologies of Today

- Portals
- Business Intelligence-Data warehousing, Data mining
- Document Management
- Intelligent agents
- Search engines
- Knowledge Resource Directories
- Customer Relationship Management
- Messaging/e-mail
- Groupware and Collaboration Technologies
- Web calenders/Remiders

KM Applications and Technologies (Binney 2001)

	Transactional	Analytical	Asset Management	Process	Developmental	Innovation and Creation
Knowledge Management Applications	<ul style="list-style-type: none"> Case-Based Reasoning (CBR) Help Desk Applications Customer Service Applications Order Entry Applications Service Agent Support Applications 	<ul style="list-style-type: none"> Data Warehousing Data Mining Business Intelligence Management Information Systems Decision Support Systems Customer Relationship Management (CRM) Competitive Intelligence 	<ul style="list-style-type: none"> Intellectual Property Document Management Knowledge Valuation Knowledge Repositories Content Management 	<ul style="list-style-type: none"> TQM Benchmarking Best practices Quality Management Business Process (Re)Engineering Process Improvement Process Automation Lessons Learned Methodology SEI/CMM, ISO9000, Six Sigma 	<ul style="list-style-type: none"> Skills Development Staff Competencies Learning Teaching Training 	<ul style="list-style-type: none"> Communities Collaboration Discussion Forums Networking Virtual teams Research and Development Multi-disciplined Teams
Enabling Technologies	<ul style="list-style-type: none"> Expert Systems Cognitive Technologies Semantic Networks Rule-based Expert Systems Probability Networks Rule Induction, Decision Trees Geospatial Information Systems 	<ul style="list-style-type: none"> Intelligent Agents Web Crawlers Relational and Object DBMS Neural Computing Push Technologies Data Analysis and Reporting Tools 	<ul style="list-style-type: none"> Document Management Tools Search Engines Knowledge Maps Library Systems 	<ul style="list-style-type: none"> Workflow Management Process Modeling Tools 	<ul style="list-style-type: none"> Computer-based Training Online Training 	<ul style="list-style-type: none"> Groupware e-Mail Chat Rooms Video Conferencing Search Engines Voice Mail Bulletin Boards Push Technologies Simulation Technologies
<ul style="list-style-type: none"> Portals, Internet, Intranets, Extranets 						

KMS in major industries Microsoft Sharepoint

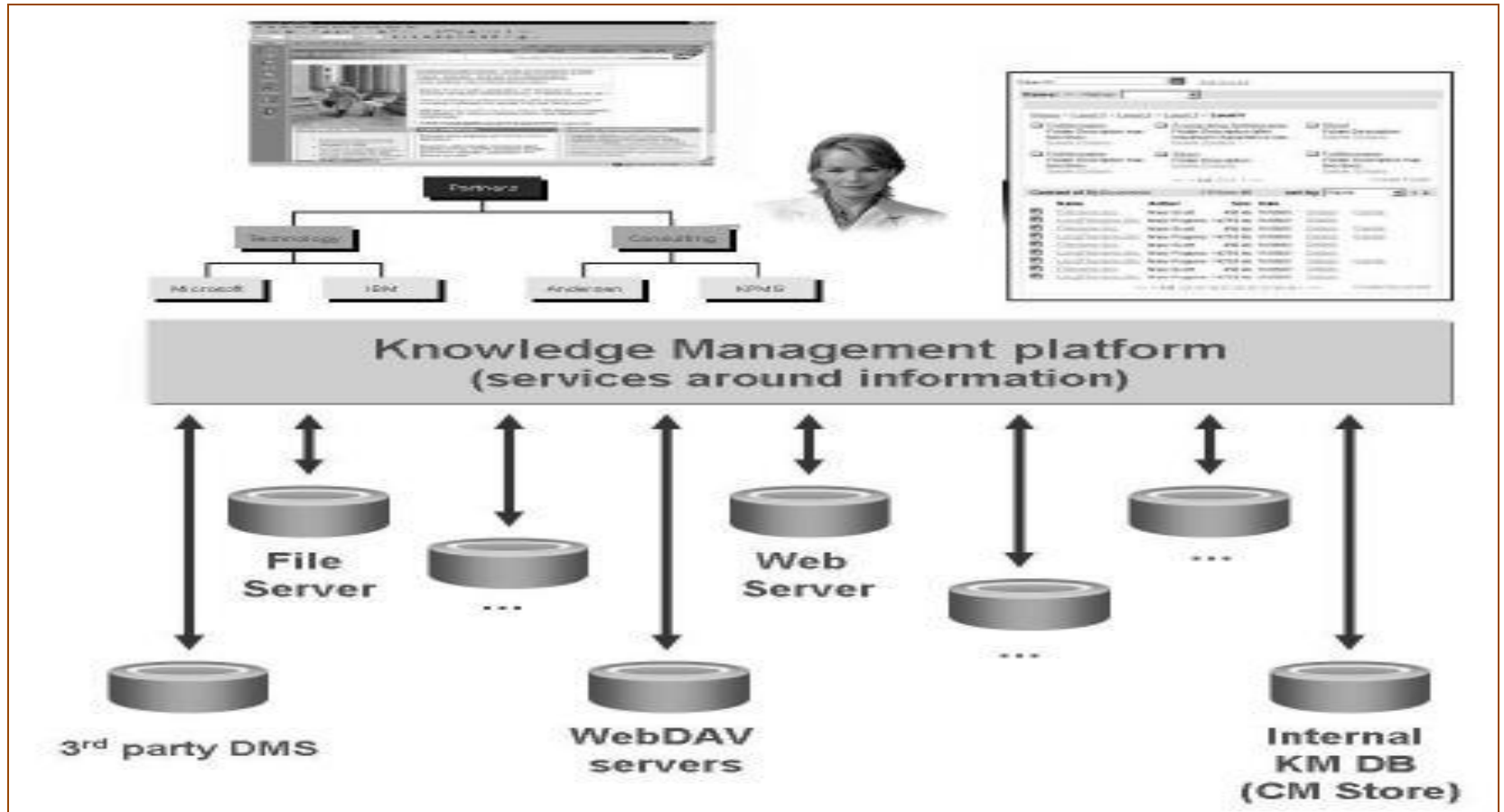


Microsoft
SharePoint

Salient Features

- Shares documents with colleagues, manage projects with partners, publish information
- Offers tools and components for creating business solutions
- Provides access to the information in databases ,reports and business applications
- Delivers great collaboration tools
- Makes content management easy
- Better search

A KNOWLEDGE MANAGEMENT ARCHITECTURE



KM PRACTICES IN ACADEMIC LIBRARIES

- Relatively new discipline in LIS field
- Origin in early 1990s
- Not as pervasive as in business sector
- Can promote a culture of sharing in LIS area
- Provide competitive advantage and improve service quality
- Strengthens relationship among colleagues, quicker knowledge creation, reduction of cost and time etc.

OXFORD UNIVERSITY LIBRARY SYSTEM(OULS)

Tatiana White conducted a case study on library staff and their perception on KM at OULS.

Argues that KM is increasingly becoming a crucial tool to provide a dynamic and effective service to library users.

This finding was presented in the World Library and Information Congress of IFLA in 2004

THE OAKRIDGE NATIONAL LABORATORY LIBRARY (New Mexico State University Library)

- Made an organization wide effort to improve access in collaboration with systems, records and information units.
- Built upon 6 goals
 1. Universal access
 2. Collaborative environment with users and tools
 3. Transperancy
 4. Integration
 5. Intelligent tools for leveraging knowledge
 6. Computing

CURRENTLY THE LIBRARY IS DEVELOPING

A VIRTUAL PROPOSAL SUPPORT CENTRE

CASE STUDY OF THE UNIVERSITY OF NATAL, SOUTH AFRICA

- The study was conducted during 2004
- No written KM policy and strategy (60.9% respondents)
- No leadership and no KM activities
- No capturing and acquisition of internal staff (87% respondents)

CONCLUSION

- LIS field is yet to seriously think about KM techniques.
- It is high time to incorporate viable KM techniques and methods in LIS environment.
- Needs collaboration, discussion and an active network of people.

THANK YOU



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