

AN ANALYTICAL PERSPECTIVE ON KNOWLEDGE MANAGEMENT IN ACADEMIC LIBRARY ORGANIZATIONS

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ABSTRACT:

Presently management theory particularly knowledge management theory plays an important role to manage knowledge in an organization. It is a holistic approach which is part of ongoing development in thinking about management and organizations. It also constitutes a key asset for the academic library as well as academic library professional. The academic library as the center of knowledge ecosystem should make sure the systemized environment in which knowledge producer is supported to timely distribute knowledge to knowledge user through information professional accomplishing the role of knowledge facilitator. This article is intended to summarize the objectives, features and need of knowledge management and to describe how it can manage and used to make academic libraries more effective way.

Keywords: Knowledge Management, Technology, Big Data, Internet, Academic Library.

1. Introduction

Libraries serve as the gateway to knowledge. And the society is becoming knowledge society and the global economy is taking shape of knowledge economy, where knowledge workers and knowledge management will be the two key players. The definition of knowledge and that of the management are not so definite. The management is sometimes defined as science and sometimes as Art. Again somewhere it is defined as science + art. Wayback in 1881, F.W. Taylor introduced the formal concept of management. Taylor defined management as an art of knowing what to do, when to do and how to do in the best and cheapest way. He intended that the employees apply the knowledge to get results. However, Knowledge management concepts were developed from the basic concept of management. The management of knowledge created in an organization not only enables reuse of knowledge, but also adds value to the organization itself. Preventing duplication of intellectual effort, it saves economic and human resources, leading to the creation of new information.

Knowledge Management: A conceptual framework

Only one thing is constant in this universe and that is nothing but “change”. In the history, those who have accepted this and thereby moved with changes have succeeded in life; and others not. The change has certainly given a new direction to the society and the management in the name and style of “knowledge Management”. It may be defined as the set of processes that create and share knowledge across an organization to optimize the use of judgment in the attainment of mission and goals. Today knowledge management can be seen as a technology, where knowledge is transferred using collaborative environments and delivered to people when and where it is needed. It is not just a database or software; it is system that captures and collects organized, unorganized, documented and undocumented knowledge of the

organization and scientifically processes it for further retrieval, sharing and reuse to handle the management of the organization with the help of the networked system of the organization. Knowledge management provides the right information of right volume to the right person at the right time. The Knowledge Management is” however, a people-centric system that can make employees more efficient and make their jobs easier. It is a process of creating, storing, sharing, applying and re-using organisational knowledge to enable an organisation to achieve its goals and objectives. It is also extending the concept of "knowledge" beyond existing concepts like "memory", "storage", and "information". The idea of a knowledge ecosystem is an approach to knowledge management which claims to foster the dynamic evolution of knowledge interactions between entities to improve decision-making and innovation through improved evolutionary networks of collaboration. Pór defines knowledge ecology as an interdisciplinary field that “focuses on discovering better social, organizational, behavioral, and technical conditions for knowledge creation and utilization” based on “the best of current thought and action, including knowledge management; communities of practice; businesses as complex, adaptive systems; organizational learning; and the hypertext organization.”

Knowledge Management in libraries can be defined as: 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.

2. The objectives of Knowledge management

- To support the implementation of KM culture in libraries and information environments
- To provide an international platform for professional communication and understanding of the significance of KM for librarians and their institutions
- To promote knowledge sharing
- To improved measures of performance
- Being value-oriented rather than just service-oriented
- To utilize interactive communication in information settings to enhance knowledge sharing
- To using IT for converting knowledge into information for use
- To knowledge retention and preservation
- To promote scientific research

3. The Important features of KM

1. Knowledge management should not thought of all about people only but of technology also; and therefore KM should be driven by human resources department and the technology department together, and therefore it is often said that “Km depends on two disciplines, each with its own terms of reference: human resources and learning on the one hand, and information system (surely including network) and storage on the other.”

2. Knowledge management is to implement the concept of sharing information and expertise, by which employees not only share their knowledge but also make it available to the entire organization.

3. The Knowledge management is to change the culture from 'Knowledge is power' to "knowledge sharing is power".

4. Knowledge management provides an environment and opportunities of learning while doing.

4. Need of Knowledge management in library organization

4.1. Advancing Technology

Technology is a highly dynamic and changing phenomenon at a very fast pace. What is latest today will become outdated tomorrow. It is difficult to keep up with the changes. Accordingly, technological concepts, methods and applications involved in libraries are constantly evolving on an almost daily basis. The idea of Knowledge management develop new ways of information handling to dissemination in library organization and play a very significant role to develop digital based information society as well as economy of our nation.

4.2. Speed up access to information and knowledge

Today, information has been recognised as a powerful key resource by all sectors in knowledge based society. Due to information explosion, bibliographical control is beyond the capacity of human beings. So Information Management has gained an immense interest and importance stimulated by new technology. ICT has changed the whole nature of publication, storage, transmission, delivery and use of information. The web was utterly transformed the information access behaviour of users. Knowledge management makes it easier to find the information. It increases efficiency, quality and productivity of the library organization.

4.3. Improve decision-making processes

LIS professionals can improve the quality and speed of decision-making by accessing the knowledge of the entire organization when they need it. When making decisions, organization collaboration tools facilitate the access to opinions and experiences of different people, which may contribute additional perspectives to the choices made.

4.4. Paperless society

Today's era is an electronic era where the paperless society has gaining the position. To go with the dynamic world, Knowledge management is essential to change the older concept of library into the newer one i.e. from paper to digital.

4.5. Multidimensional information needs and user satisfaction

Different types of users in the libraries. They need different type of information in accurate time. Sometime users expect specific, pinpointed, exhaustive information. Traditionally it cannot fulfill specific demands as well as satisfactory value added services for the library users is not possible without proper implementation of knowledge management system.

6. Paradigm shift

Knowledge plays a pivotal role for building world and development of human society. Before the invention of the art of writing, the information was kept stored in human brain, but later on traditional (informal) knowledge and education occurred in the form of manuscripts (handwritten), inscriptions (engraved writings), scriptures, books etc. After that modern (formal) knowledge and education were emerged. Recently, the knowledge, information and

education are being transformed to e-mode. With the emergence of computer technology and ICT (Information Communication Technology) the whole scenario of library organization has changed. Rapid advancement in the field of ICT has changed the way of acquiring, handling, storing and disseminating knowledge. The paradigm shift of present knowledge society is the transition of information formats from print to digital medium which has made high impact on the library organization. As a result, library organization is playing a key role in dissemination of information within a short span of time. As such, library organization with the implementation of knowledge management has to change their role from being just storehouse of print resources to digital ones.

7. Future Perceived Technologies on KM

Knowledge management is the technology-based management. Therefore its impact and consequences will change with technology and technological trends over time. However it will be not wrong to define Knowledge Management as a management using computer and communication or for that purpose if we write

$$KM=MC^2$$

In that light, we can analyze and predict the future technologies to manage knowledge through knowledge Management system.

7.1. Big data

Along with all the technological advancements, people's most basic activities are generating more data than ever. The storage and analysis of large datasets can be a real advantage for librarians as they have the relevant skills and knowledge management to make the best use of these massive sources of information.

7.2. Virtual reality

Virtual reality can be used to bring the library closer to the users by creating virtual tours of the library or even virtual workshops and training.

7.3. Block chain technology

Block chain technology represents a decentralized database that keeps records of pseudonymized digital transactions that are visible to anyone within the network. Therefore, it is a new way to collect and store data. Its use in libraries can seem a futuristic approach but it is a technology that should be followed as it is gaining more attention from companies all over the world.

7.4. Internet of Things

As the Internet connectivity has become a necessity more than a luxury, The Internet of Things receives more and more attention. As the RFID technology, IOT refers to the possibility of connecting everyday devices and transferring data between them. But only in the case of IOT, the data is transferred over the Internet. Therefore; the library can offer a better user experience by enriching its services and collections.

7.5. Self-service printing, copying, and scanning solutions

It is common knowledge that the digital era has been directly affecting home printing. People no longer need to print pages in large quantities. This is where libraries can come in handy for people who don't want to keep a printer at home any long.

7.6. 3D printers

3D printing has been a highly debated topic these past years and now that 3D printers have reached a lower price point, it is much easier for people to get access to them. More and more academic libraries offer this service and its deployment is substantial across different disciplines and really popular among students.

7.7. Digital interface for printed books

A combination of digital and the real world is a development we all are impatiently waiting for, especially when we talk about physical objects. Everyone loves the 'copy' and 'find' functions of an e-book and highlighting all the important excerpts from document.

8. Conclusion

Knowledge management is the sustainable development as well as new concept for the development of the library organization at present and in future. It is not only the management of documents but also managing knowledge. It gives innovative ideas and enables to react more quickly to change and to speeds up and achieve better decision making and to accomplish tasks quickly. Academic libraries are thus playing a vital role in crossing the borders, the key to opening all gateways to knowledge. In this situation library professionals should trained themselves for pinpointed services to users. The library professionals should not be limited to being the custodians of information but they have to acquire skills to keep themselves updated so as to cope intelligently and objectively with the effective and efficient knowledge management in academic libraries.

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