

KNOWLEDGE MANAGEMENT CENTRE: ROLE & CHALLENGES

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1. Introduction :

The challenge of Knowledge Management is to determine what information within an organization qualifies as “valuable.” All information is not knowledge, and all knowledge is not valuable. The key is to find the worthwhile knowledge within a vast sea of information. The term Knowledge Management (KM) has become a key issue for government, industry and certainly Information Technology (IT) executives. Organizations are becoming increasingly aware of the importance of managing knowledge, like any other asset, to improve their competitive advantage. Knowledge Management is only a perspective for implementing organizational change; which it gets people to record knowledge and then share it

One of the aims of Knowledge management in libraries is to promote the knowledge exchange among library staffs, strengthen innovation consciousness and abilities, and arise the library staffs’ enthusiasm and abilities for learning, making the knowledge most efficiently applied to the library activities and rebuilding the library into a learning organization. Library plays a vital role in organizing, managing and disseminating knowledge among the users.

A set of knowledge management processes proposed by P. Galagan:

Generating new knowledge, Accessing knowledge from external sources, Representing knowledge in documents, databases, software and so forth, Embedding knowledge in processes, products or services, Transferring existing knowledge around an organization, Using accessible knowledge in decision-making, Facilitating knowledge growth through culture and incentives, Measuring the value of knowledge assets and the impact of knowledge management.

2. Characteristics of Knowledge Management in Libraries

The role of KM in Libraries has become more and more important along with the development of knowledge economy. It is a new management mode. The following superiority and characteristics are incomparable with conventional management.

2.1. Information technology is a tool for KM

Knowledge acquisition is the starting point of knowledge management in libraries. The application of information technologies enlarges the scope of knowledge acquisition, rises knowledge acquisition speed and reduces knowledge acquisition cost. It is impossible to accomplish such important tasks by using man’s brains only in the modern society in which the knowledge changes with each passing day. It will be possible to link closely knowledge sources and knowledge workers by computer networks, thus constructing knowledge networks in libraries based on realization of single-point information. (Wang, 1999)

2.2 Human resource management in KM

An initiative of MHRD “AAKASH “ (Sakshat Tablet) has been launched by Hon’ble Minister Mr. Kapil Sibal, Ministry of HRD on 5th October, 2011 to provide the distance education to the end users through E-Learning support (<http://www.sakshat.ac.in>) . A-VIEW Class room is simple, user friendly video conferencing software. It provides wide opportunity to an experienced faculty to teach his/her expertise in a live interactive mode to various geographical places around the world. It also provides an environment where students can continue learning on their own. Document sharing,

Whiteboard, Audio-Video and Chat are the major functionalities of A-VIEW. A-VIEW Meeting, a conference center where meeting halls have no walls. Colleagues from across the globe will be brought together face-to-face electronically to share the information. (www.aview.in). Library as a Resources centre should provide all types of material, which is required in teaching learning process.

2.3. User Services in KM

There are various services to be provided in the library through Intranet i.e. Directory service, staff news, budget information, Reports, Agreements, policies, Management information, E-Journals, Forms, Training material, Question banks, Discussion groups, Archive, OPAC, Repositories etc.

3. Knowledge Management Benefits:

The Knowledge management benefits can be categorized as following, which includes:

- knowledge benefits
- intermediate benefits
- organizational benefits

A typical example would be of an organization or an academic institution or a government agency which has numerous physical files. Categorization and segregation into working databases allows the users who need specific information to access the databases more efficiently through word or category searches instead of having to sift through so many folders. Updating of these databases will also result in having the most recent and relevant information and knowledge stored and easily accessible by any staff and users who may need any specific information. The category of organizational benefits includes better/faster innovation, improved user service, reduced knowledge loss, and increased productivity for better performance.

4. Library as a Knowledge Management Centre:

Library and information centers should develop and renovate its infrastructural design, library sources and advanced services by using ICT tools and techniques, Knowledge management systems, Internet, Web resources, Digital Libraries, virtual Libraries etc.

Following is the data wise technologies to be developed for the knowledge management.

- Intranet within an organization
- Document management systems
- Information retrieval systems
- Relational and object databases
- Electronic publishing
- Groupware and work flow systems
- Push technologies
- Help desk applications
- Brain storming applications
- Data warehousing and data mining

The Knowledge can be created, stored and disseminate through following resources:

- a) Research Publications of the Teachers
- b) Research Publications of the students

- c) Recorded Invited Lectures of the stalwarts
- d) Recorded Experiments in the Practical Laboratory
- e) Demos, Tutorial, Assignments etc.
- f) Web Portal of the Library
- g) Web OPAC of the Library
- h) Subject Experts Panel
- i) Customers service
- j) Reports
- k) Products
- l) Markets
- m) Video Conferencing among the librarians and users.
- n) Virtual Library Tours
- o) Photo Gallery of the Events
- p) Publications of the Institution

In short Libraries can create Knowledge Repositories to serve the users in the Knowledge Management Centre.

5. Personalized Knowledge Management:

Personal Knowledge Management (PKM) is about taking a personal or individual perspective to Knowledge Management rather than an organizational or corporate one. PKM is a smorgasbord of principles, concepts, disciplines and tools that one can apply as *knowledge workers* in the new *knowledge economy* to help improve our ability to meet our personal and business objectives. In short - Personal Knowledge Management is taking responsibility for what you know, who you know - and what they know.

The tools that can be managed for own personal information can roughly be divided into two main categories: tools to manage information that one creates, and tools to manage acquisition and consumption of information created by others.

5.1. Managing the information what one creates

- **TaskPaper** – simple to-do lists. This is a mac app that works with drop box to create simple text-based to-do lists. Lists can be separated into projects and sub-projects, tags can be added and (best of all) a line appears through a task when you check it off.
- **Google Calendar** – It is used to schedule various projects.
- **Evernote** – Great for taking notes, composing blog posts, attaching pictures and files. Great for emailing notes and sharing links for notes. It is used for meeting notes, lesson plans (Also can attach presentations or worksheets to the lesson outline), conference sessions and planning.
- **Paper Notebooks** – Sometimes need to put pen to paper, and can use notebook for everyday notes, and a small pocket notebook to create short lists of what need to accomplish *today*.

5.2. Managing information from others that can to be read:

- **Google Reader** – If there are too many RSS feeds for journal TOC, blogs. small portion can be consumed on daily basis.

- **Diigo** – For bookmarking websites. Diigo has lots of collaboration and highlighting and note taking tools, but bookmark websites can be used and no need to go back and read.
- **Mendeley** – The absolutely necessary tool for managing collection of journal articles. It's like iTunes for journal articles. Plus it helps with in-text citations and bibliographies.

6. Role of Librarian in Knowledge Management Centre:

Role of Librarian has changed in the Knowledge Management era. The library should be well equipped with the computers, Internet, networking facility. Information technology and systems can provide effective support in implementing knowledge management. There are various issues of library to be handled jointly by the librarian and IT professionals. Librarians should work together with IT professionals and others to develop the appropriate knowledge management systems. The traditional library should be appended with the digital and virtual environment to provide the service effectively and efficiently.

7. Conclusion :

Knowledge management as it evolved in the business sector is slowly gaining acceptance in the academic sector. Libraries faces a challenge to better create and disseminate knowledge to society and also it has the traditional focus on the acquisition of knowledge and learning. Among these challenges are financial pressures, increasing public scrutiny and accountability, rapidly evolving technologies, changing staff roles, diverse staff and student demographics, competing values and a rapidly changing world. The university seeks to share information and knowledge among the academic community within the institutions. Knowledge management has become a key issue in universities due to changes in knowledge cultures. They are part of society through engaging in teaching, research and community service. Therefore, the knowledge created in universities through research and teaching should be relevant to the end users. Government is also focusing on Higher Education to provide quality education.

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(Endnotes)

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