

## **Knowledge Management: concept, types, process and its need in libraries**

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### **Abstract**

*The term 'Knowledge Management' became more prevalent in during the last few years of the 20<sup>th</sup> century. There is an ever-increasing acknowledgement of knowledge and information among individuals, organizations, and communities. Knowledge Management (KM) focuses on various aspects that accelerates to find, identify, capture, store, share, and renew information/knowledge for better performance of any individual, organization, or business. Libraries are no exception to the adoption of KM as libraries always focus on continued improvement, up gradation in their services and facilities. This paper discusses in detail about the knowledge management concepts, types, process, benefits etc and why it is needed in libraries. Library professionals have prospective benefits if they adopt knowledge management, this benefits their career, upgrades their position and status in the LIS field. Knowledge management benefits both the libraries and the library professionals, however the library professional is held responsible for the success of the same.*

**Keywords:** Knowledge Management, Need for KM, Types of KM, Knowledge Creation.

### **Introduction**

Knowledge is the full utilization of information and data, coupled with the potential of people's skills, competencies, ideas, intuitions, commitments, and motivations. Knowledge is an intellectual capital when people out of creation, add value to information. The essential elements of a library are to gather, measure, put together, spread reports or data to its client local area. In the advanced period the scholastic library is a treasury of human information, member in information development, and a significant connection in the information advancement. Notwithstanding, information the board ought to never be seen as a way of controlling the course of information creation.

### **Types of knowledge**

Knowledge is classified largely into three types as given below:

- Explicit knowledge
- Tacit knowledge
- Implicit knowledge

#### **Explicit knowledge**

Explicit knowledge is the most basic form of knowledge and is easy to pass along because it's written down and accessible. When data is processed, organized, structured, and interpreted, the result is explicit knowledge. Explicit knowledge is easily articulated, recorded, communicated, and most importantly in the world of knowledge management stored.

#### **Tacit knowledge**

Tacit knowledge is knowledge embedded in the human mind through experience and jobs.

**Implicit knowledge**

Implicit knowledge is the practical application of explicit knowledge. There are likely instances of implicit knowledge all around your organization. For example, consider asking a team member how to perform a task. This could spark a conversation about the range of options to perform the task, as well as the potential outcomes, leading to a thoughtful process to determine the best course of action.

**Stages in knowledge management**

Identify the required knowledge	Collecting relevant knowledge	Select the required knowledge	Store knowledge in the repository
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**Principles of knowledge management**

Definition of Knowledge management principles are an enduring set of guidelines for managing knowledge that are established by an organization, program or team.

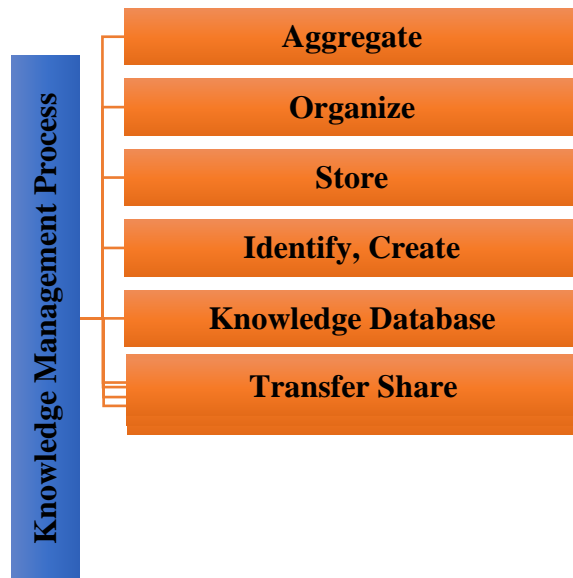
Knowledge is a Valuable Asset	Knowledge is Stored in A Central Repository	Knowledge is retained	Knowledge is Quality Controlled
Knowledge is decentralized	Knowledge is shared	Knowledge is secured	Knowledge is Accessible
Knowledge is Searchable	Work Produces Knowledge	Knowledge is measured	Knowledge is improved

**Benefits from knowledge management**

- Improve the decision-making process
- Increase customer satisfaction
- Promote innovation and cultural change
- Speed up access to knowledge and information
- Avoid redundant effort
- Accelerate customer delivery
- Stimulate growth and innovation

**Knowledge management process**

The below image explains in brief about the knowledge management process.



### **Review of literature**

(Neetha Devan, 2020) study examined as gateways to knowledge and culture, libraries play a vital role in the development of any society. Libraries are changing from its traditional nature to the newer concepts and newer ways are discovered to effectively manage knowledge. The type of knowledge demanded by the user, the skill of selecting, acquiring, organising, processing, repackaging, disseminating and retrieving it for the timely use of the clients, are gaining focus. The evolution of data to information and from information to knowledge with an added human element that of a librarian, who plays a vital role in accumulating and managing knowledge in Libraries are discussed. (Rajurkar M.U, 2011) Academic libraries are information centres established in support of the mission of their parent Institutions to generate knowledge, and people equipped with knowledge in order to serve the society and advance the Well-being of mankind. In the digital age, academic libraries face challenges from both within (academia) and without (The business sector). This paper mainly focuses on the concept of Knowledge Management and its role of academic Libraries.

### **Why knowledge management in libraries?**

The current ICT environment has made knowledge as the key resource and knowledge management is the need of the hour. Though the function of conventional libraries is to collect, process, disseminate, store and utilize information as part of their user service; the environment in which libraries operate today has changed due to the developments in ICT, which necessitates new ways of information handling.

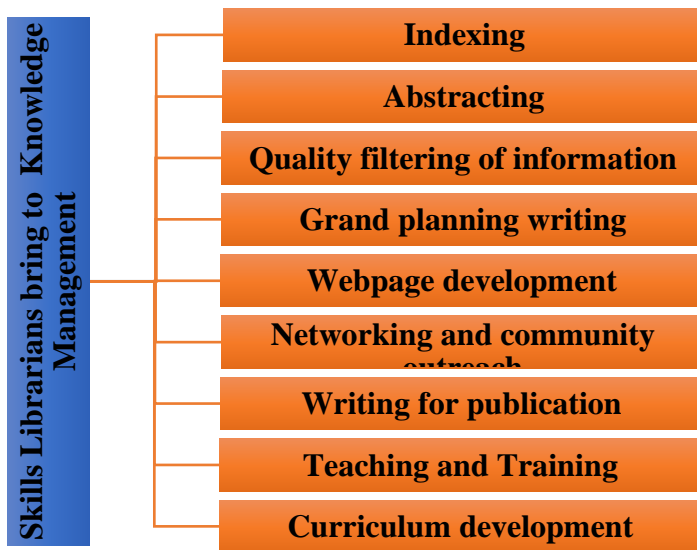
Knowledge management is viable means in which academic libraries could improve their services in the knowledge economy. This can be achieved through creating an organizational culture of sharing knowledge and expertise within the library. The success of academic libraries depends on their ability to utilize information and knowledge of its staff to better serve the needs of the academic user community.

**How can libraries improve their services through knowledge management?**

- Creating an organizational culture of sharing knowledge.
- Change their values.
- Focus on creating and using intellectual assets.
- Expand their roles and responsibilities.

**Knowledge management and skills of librarians**

The below image explains in brief about the skills of librarians that match the knowledge management skills which is used in the libraries.



**Objectives of knowledge management**

The main objectives of knowledge management in academic libraries are as follows:

- To promote collection, processing, storage and storage and distribution of knowledge.
- To promote scientific research.
- To promote relationship between library and users.
- To protect the intellectual property right, in IT era.
- To create knowledge repositories and manage knowledge as an asset.
- To organize the value of knowledge and improve effective research.

**Characteristics of knowledge management in libraries**

- Human Resource management is the core of knowledge management in libraries.
- The objective knowledge management in libraries is to promote knowledge innovation.

- Information technology is a tool for knowledge Management in libraries.

### **Need for knowledge management**

- To attract new information seekers to libraries.
- To maximize user satisfaction.
- To convert traditional libraries into a space where there's a justifiable solution to all.
- queries relating to all professional requirements.

### **Conclusion**

In the current scenario information environment is undergoing lot of changes worldwide. Knowledge management is currently considered to be more strategic in organizations to be more competitive and ensuring success. Knowledge management promotes innovation, that helps the improvisation of services, facilities etc. The integration of knowledge exchange, sharing, innovation and application etc are considered as Knowledge Management. For organizations, business the need for knowledge management is considered vital as it impacts the success of its product, this is because implementation of knowledge management holds a competitive advantage over the competitors for the organizations, business. Libraries are no different from the above, as the knowledge management implementation helps the services, facilities of the library to reach its end users with higher customer satisfaction. Library professionals with support from IT professionals can ensure improved application of knowledge management in their libraries. Library professionals already have excellent knowledge on information management this will certainly support them to certify better knowledge management in their libraries.

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