



## KNOWLEDGE MANAGEMENT IN LIBRARIES

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### Abstract

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The rapid developments that have taken place in recent years, in the field of information technology in library and information centres. States the meaning and definition of knowledge management. Discusses the history of knowledge management and its current trends. Explains the principles of knowledge management and its tools.

**Key words:** Information Technology, Multidisciplinary Culture, Communities

### 1. INTRODUCTION

Knowledge is applicable as a building block from the individual to the groups and organizations. The knowledge workers have become multidisciplinary in their work culture. Knowledge workers have become multidisciplinary in their work culture. Knowledge management are happening in the corporate sector, it would be appropriate and even necessary to acknowledge the non-corporate origin of knowledge management. It could be done by exploring its present and future rolls in the transformation of individuals, communities, government and societies at large.

#### 1.1 KNOWLEDGE MANAGEMENT

Knowledge is dynamically embedded in organizational and corporate network and processes as well as in the employees, that use them. The concept of knowledge assets is useful to understand. Organizations needs to know what their knowledge assets are. Knowledge assets are nothing but knowledge about market, product, processes and technologies. Knowledge management entitles not only managing the knowledge assets, but also processes that act on them. The key processes associated with these assets are:

- Knowledge generation
- Knowledge storage
- Knowledge utilization

## **DEFINITIONS**

Knowledge management can be defined as “a process that identifies and creates knowledge assets, and optimally utilizes these assets to fulfill the core market objectives”.

Knowledge management is “the art of creating value from an organizations intangible assets”. Knowledge assets are intangible but it can be defined as knowledge that an individual has with respect to products, markets, operating environments and technologies.

## **1.2 HISTORY OF KNOWLEDGE MANAGEMENT**

The notable management experts like Peter Drucker, Petter senge and strass mann have laid down the indicators of knowledge as organizations resource in their early studies and thoughts. In a recent study of Binwal attempts were made to examine the historical parlance towards knowledge management. In 1980's saw a progressive group in the development of KM, where it started the use of concept and research work done in the field of artificial intelligence and expert system. By 1990's several well known US, Eropean and Japanese firms had institutionalized knowledge management programme. In 1994 the international knowledge management programme. In 1994 the international knowledge management Network (IKMN) went online. Several knowledge management related survey projects where launched. In 1998 Eropean insure corporation realize the profit margins wer eroded because of inadequate knowledge of customer expectation. Hewlett Packart Quotes “successful companies of the 21<sup>st</sup> century will be those who do the best job of capturing, storing and leveraging what their employees know”. Now there are several international consulting firms realizing the benefits of applying knowledge to be truly universal and imperative for success in the new millennium.

## **CURRENT TRENDS**

Due to wider array to choices, the technology as a differentiating process has redefine the competitive rhythms. This made information dissemination and its management very important. The transition from an era of competitive advantage based on knowledge creation and management can be attributed to the continuously evolving competitive parameters. To be sure, the success factors of any business model today depend on the quality of knowledge capital available to the organization and how they can leverage this to efficiently operate their critical process and systems. Today knowledge assets can be transformed in such a way to produce high-value assets through the competencies of human resources.

## **1.3 PRINCIPLES OF KNOWLEDGE MANAGEMENT IN LIBRARIES**

The Emerging of new disciplines are the area of studies always demands the developmental growth of its scope. For these, certain laid down principles, postulates and loss are necessary to judiciously make its recognition. The principles of knowledge management are obviously the important entities to arrest the absolute shape to revise it as a discipline with pre-dominate characteristics.

When an organization decided what principles it agrees upon with respect to KM, it can create detailed approaches and plans based upon the principles. Management professionals and companies expects have been working on the topic for years, but only recently realize that they were managing knowledge. KM has emerged in these organization

with deliberations from debates and discussion with the principles, some implications and issues are also discussed. There are presently ten principles devised by Davenport:

- Km is expensive
- Effective KM requires Hybrid solutions of people and technology.
- KM is highly political,
- KM requires knowledge managers.
- KM benefits more from maps than models, more from markets than from hierarchies.
- KM sharing and using knowledge are often and natural acts.
- KM means improving knowledge work processes.
- Knowledge access is only beginning
- KM never ends
- KM requires a knowledge contract

#### **1.4 KNOWLEDGE MANAGEMENT TOOLS**

While discussing from knowledge management it either calls for customized development or the use of pre-packaged tools or in some cases a combination of the two. Delphi identified for the following tools.

- Context sensitivity
- Users sensitivity
- Component flexibility
- Heuristic task alignment
- Suggestive interaction

These traits are to ensure that the software is intelligent in terms of being able to identify and cater to a specific user's needs rather than some generic requirements. It help to delineate the tools that focus specially on knowledge extraction and transfer, as against those that they are primarily information processing tools which could be used in knowledge solutions.

#### **1.5 IMPACT OF KNOWLEDGE MANAGEMENT TOOLS**

An organization in adapting effective knowledge management bench marks depend on How knowledge sensitive: an organization is the broad guide lines that can be followed whole planning for a knowledge management programme are out lined below.

- Business process Re. Engineering to knowledge management
- Learning management to knowledge management
- Knowledge management frame work
- Frame work is organized as a set of core services, which are:

Knowledge administration

- Knowledge needs analysis
- Knowledge capture
- Knowledge dissemination
- Knowledge refinement
- Knowledge Enhancement
- Quality Management to Knowledge Management

## 2. FINDINGS AND CONCLUSION

Knowledge management is essential tool in to day emerging knowledge economy; and companies that seek to deploy knowledge management systems need understand the human elements of the process. The full utilization of knowledge resources coupled with the potential of Individual competencies will no doubt make a company to compete more effectively in the market place. Most of the solutions offered by the major software lenders provide the means for story critical information data which may be later used. For analysing and evaluating options by key decision markets.

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